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For Training and Development

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Course: Mastering Emotional Intelligence , Skills for Excellent Leadership

Code	City	Hotel	Start	End	Price	Language - Hours
421	Florence (Italy)	Hotel Meeting Room	2025-09-15	2025-09-19	5450 €	En - 25

Introduction

A growing number of leaders are placed in a position of responsibility and asked to serve as leaders with expectations that are constantly increasing. Leaders are expected to demonstrate extensive knowledge, allocate rewards, achieve organizational objectives and provide exemplary leadership to others amongst many other responsibilities. High competency in communicating, influencing, motivating others and managing emotions in the workplace thrust leaders to become mentors as well. Therefore, exceptional leadership calls for high emotional intelligence leaders that have sound judgment and reasoning. This programme seeks to help delegates:

- Keep a relationship productive by cultivating emotional intelligence at work
- Recognize stress levels and keep it under control
- Exchange communication using emotionally intelligent language
- Pick up social cues and responding appropriately to them

Objectives

- Assess your own self-awareness and communication style
- Apply emotional intelligence in your work and personal life for a healthy balance
- Maintain your emotional energy to motivate and lead team members towards achieving organizational goals
- Develop authentic and credible leadership to build trust within team members
- Develop skills in responding to feedback
- Emotional resilience to handle challenges



Contents

Day One

Importance of emotional intelligence

- Why is EQ so important?
- Skills needed for EQ communication
- Practicing emotional honesty
- Emotional healing strategies
- How to express one's own emotions
- Identifying personal barriers to communicating with others
- Flexibility in dealing with other personality styles
- Identifying ways to stimulate creativity

Day Two

Building emotional fitness

- Using your left and right brain
- Mental adaptability to handling problems
- Maintaining emotional confidence
- Importance of body language
- Raising your emotional intelligence
- Conflict resolution with EQ
- Handling pressure with EQ
- Balancing work and personal life

Day Three



Take charge of your emotional energy

- How stress cripples effective communication
- Common stress response patterns
- Managing stress and adversity
- Stress-busting
- How stress interferes with non-verbal communication
- Using emotionally intelligent body language
- How to encourage creative collaboration
- Strategies for human performance enhancement

Day Four

Managing emotional feedback

- Controlling emotional impulses
- Practical ways to build emotional connection
- Taking responsibility for your emotions
- Listening openly and sending convincing messages
- Factors that limit emotionally intelligent communication
- Emotionally aware non-verbal communication
- Inspiring and guiding individuals & teams
- Creating synergy in teams

Day Five

Practising high EQ leadership

- Leading with empathy
- Authentic leadership



- Credible communication for leadership
- Ways to build trust
- Expanding your circle of trust
- Constructive discontent
- Resilient leadership
- Developing your personal action plan



The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.