



Emotional Intelligence and Resilience Training Program

Program Overview

In an ever-evolving and high-pressure work environment, emotional intelligence and resilience are critical skills for personal and professional success. The Emotional Intelligence and Resilience Training Program equips professionals with practical tools to manage emotions, build resilience, and handle stress constructively. By enhancing these skills, participants will improve their interactions with colleagues, increase productivity, and foster a positive, resilient workplace culture.

Program Objectives

By the end of this program, participants will:

- Understand the principles of emotional intelligence and its impact on personal and professional relationships.
- Develop techniques to manage emotions in challenging situations and reduce stress.
- Strengthen resilience to bounce back from setbacks with a positive mindset.
- Improve communication and interpersonal skills through greater self-awareness and empathy.
- Build practical strategies for maintaining mental well-being and fostering a supportive work environment.

Who Should Attend

This program is designed for:

- Managers, team leaders, and executives aiming to enhance their leadership skills through emotional intelligence.
- Professionals seeking to improve interpersonal relationships and reduce workplace stress.
- Customer service, sales, and frontline employees who regularly interact with clients and need tools for managing high-pressure situations.
- Anyone interested in developing greater resilience and emotional awareness to succeed in both personal and professional realms.

Program Content

Module 1: Introduction to Emotional Intelligence

- Definition and components of emotional intelligence (self-awareness, self-regulation, motivation, empathy, and social skills)
- The importance of emotional intelligence in the workplace
- Assessing your emotional intelligence level and identifying areas for growth

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Module 2: Building Self-Awareness and Self-Regulation

- Techniques for understanding and managing your emotions
- Strategies to respond calmly under pressure
- Developing habits for self-regulation and emotional control

Module 3: Empathy and Effective Communication

- Practicing active listening and empathic responses
- Building rapport and understanding diverse perspectives
- Enhancing interpersonal relationships through emotional intelligence

Module 4: Developing Resilience

- Understanding resilience and its role in coping with stress
- Techniques for building resilience in challenging environments
- Strategies for reframing negative experiences and overcoming setbacks

Module 5: Stress Management and Mental Well-being

- Identifying stress triggers and learning effective coping mechanisms
- Practicing mindfulness and relaxation techniques
- Creating a personal mental well-being plan for sustained resilience

Module 6: Emotional Intelligence in Leadership

- Leveraging emotional intelligence to lead and inspire others
- Building a resilient and emotionally aware team culture
- Conflict resolution techniques for effective leadership

Module 7: Practical Applications and Real-World Scenarios

- Applying emotional intelligence and resilience strategies to common workplace situations
- Group exercises and role-playing for experiential learning
- Case studies of emotionally intelligent and resilient leaders

Delivery Format

The program is available in two formats:

Virtual Live Sessions: Interactive, instructor-led online sessions that include group activities, breakout discussions, and real-time feedback.

Self-Paced E-Learning: Comprehensive modules and exercises that allow participants to learn at their own pace, with access to recorded sessions and resources.

Course Materials

Participants will receive:

- A detailed course workbook covering all modules.

- Access to emotional intelligence and resilience self-assessment tools.
- Worksheets and guides for self-reflection and goal-setting.
- Recommended reading materials and online resources for continued learning.

Program Duration

Virtual Live Sessions: 2 days of interactive learning.

Self-Paced E-Learning: 2-month access to complete modules and assessments at your own pace.

Certification

Upon successful completion of the program, participants will receive a Certificate in Emotional Intelligence and Resilience, signifying their mastery of essential skills for workplace success.

Enrollment and Fees

Course Fee: NGN575,000 (Virtual Live Sessions) | NGN385,000 (Self-Paced E-Learning)

For group registrations, corporate training options, or more information, please contact our admissions team at info@hrondeckservices.com or call +2349044642114

