Emotional Intelligence

Recognise and manage emotions to communicate, decide and work with others more effectively.

DURATION	FORMAT	LEVEL
15 hours	Onsite, online or hybrid	Foundation

About this programme

Builds practical emotional intelligence through a self-appraisal and the core skills of personal and social competence, ending with a six-month action plan that turns insight into better relationships, decisions and team performance.

Who it is for: Staff, supervisors, high-potential employees, managers and executives

What your team will be able to do

- Assess your own EQ strengths and development areas
- Recognise how emotions affect relationships and decision-making
- Manage anxiety and anger by seeing situations from other perspectives
- Read others' moods and motivations to strengthen relationships
- Commit to a six-month action plan to raise your EQ

Before you start

- None

Course outline

1. Understanding emotional intelligence

- What emotional intelligence is and the skills that make it up
- The business case: retention, service and performance
- How emotions affect relationships and decision-making

2. Your EQ profile

- Self-appraisal of your emotional intelligence
- Pinpointing strengths and areas for development

3. Personal competence

- Self-awareness: staying aware of your emotions
- Self-management: managing behaviour and tendencies
- Managing anxiety and anger through new perspectives

4. Social competence

- Social awareness: reading moods, behaviour and motivation
- Relationship management and better communication
- Applying EQ with customers and colleagues

5. Action planning

- Building a six-month action plan
- Sustaining progress after the programme

Sample schedule

2 days onsite, or 4 half-day sessions online. We fit days and session lengths to your team's calendar.

Day 1	8 h	Understanding emotional intelligence; Your EQ profile; Personal competence
Day 2	7 h	Personal competence (continued); Social competence; Action planning

Assessment and certification

How learning is checked

- A self-assessment before and after the programme
- Case work, role-plays and exercises with feedback from the trainer
- A personal action plan that each participant presents at the end

Certificate and exams

- Participants who complete the programme receive a Cognitive Networks AI certificate of completion.

Formats and cohort size

- Onsite: At your office or a venue you choose, in full days.
- Online, live: Instructor-led over video, usually in half-day sessions so people can keep up with work.
- Hybrid: Some days in a room together, the rest online. Useful when a team works across cities.

Cohort size: 15 to 30 people per trainer. Larger teams run as parallel cohorts on the same outline, so everyone learns the same thing.

Pricing: We quote per cohort, based on duration, format and number of cohorts. There is no per-seat price list: tell us your team and we send a proposal within one business day.

Bring this programme to your team

Request a proposal at cognitivenetworks.ai/contact?programme=emotional-intelligence

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