
Table of Contents: Workplace Emotional Intelligence: A Practical 2-Day Training For Professionals

Duration: 16 Hours (2 Sessions)

OUTLINES

DAY 1 – Personal Mastery of Emotional Intelligence (8 Hours)

Module 1: Understanding Emotional Intelligence (1 Hour)

Topics Covered:

- What Emotional Intelligence (EI) means in the corporate world
- Why EI matters more than IQ in performance
- Key components of EI (Self-awareness, Self-management, Social awareness, Relationship management)

Practical Activities:

- *Icebreaker Activity:* “What Emotion Am I?”
- *Group Discussion:* EI moments at work

- *Self-Reflection*: Where do I use EI daily?
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Module 2: Emotional Awareness and Triggers (1 Hour)

Topics Covered:

- The emotional brain: amygdala & prefrontal cortex
- Recognizing triggers
- Connection between thoughts, emotions, and behaviour

Practical Activities:

- *Trigger Mapping Worksheet*: Identify personal workplace triggers
 - *Video Breakdown*: Spot emotional reactions in situations
 - *Pair Sharing*: “My biggest trigger & how I handle it”
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Module 3: Self-Awareness Mastery (2 Hours)

Topics Covered:

- Understanding emotional patterns
- Emotional vocabulary enhancement
- Strengths & blind spots (Johari Window introduction)

Practical Activities:

- *Emotional Journaling*: 10-minute guided reflection
 - *Johari Window Mini-Exercise*: Feedback from peers
 - *Awareness Circle*: Share a pattern you discovered
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Module 4: Self-Management & Emotional Regulation (2 Hours)

Topics Covered:

- Managing disruptive emotions
- Techniques to stay calm under pressure
- Responding vs reacting
- Behaviour management in stressful scenarios

Practical Activities:

- *Breathing Techniques:* Box breathing, grounding
 - *Role Play:* Handling heated workplace situations
 - *Stress Chart Exercise:* Rate your emotional response patterns
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Module 5: Building Personal Resilience (2 Hours)

Topics Covered:

- Understanding resilience
- Reframing negative thoughts
- Using EI to overcome challenges
- Building mental and emotional strength

Practical Activities:

- *Resilience Story Reflection:* Share a setback and how you overcame it
 - *Thought-Reframe Exercise:* Turn negative statements into solutions
 - *Small Group Case Study:* “Recovering from a team failure”
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DAY 2 – Interpersonal EI & Workplace Application (8 Hours)

Module 6: Empathy & Social Awareness (2 Hours)

Topics Covered:

- Understanding emotions of others
- Reading non-verbal communication
- Perspective-taking
- Building trust through empathy

Practical Activities:

- *Empathy Pair Activity:* Listen & repeat feelings
- *Non-Verbal Cue Identification:* Gesture-reading game
- *Video Clips:* Identify emotions in workplace interactions

Module 7: Emotionally Intelligent Communication (2 Hours)

Topics Covered:

- Assertive, respectful communication
- Verbal and non-verbal alignment
- Giving and receiving feedback using EI
- Handling difficult conversations

Practical Activities:

- *I-Statement Practice*: Convert blame statements into clear communication
- *Difficult Conversation Role Play*: Manager–employee scenario
- *Tone Matching Exercise*: Say the same line in different emotional tones

Module 8: Conflict Resolution Using EI (2 Hours)

Topics Covered:

- Types of conflict at work
- Use of EI to de-escalate conflicts
- Collaborative problem-solving
- EI-based negotiation strategies

Practical Activities:

- *Conflict Simulation*: Act out a workplace disagreement
- *Mediation Triad*: Employee, Manager, Observer
- *Trigger-to-Solution Mapping*: Identify conflict roots & EI-based responses

Module 9: Building Positive Workplace Relationships (1 Hour)

Topics Covered:

- Trust-building behaviours
- Healthy relationship maintenance
- Influence and collaboration through EI
- Team emotional climate

Practical Activities:

- *Team Collaboration Challenge*: Build a structure in 10 minutes
 - *Trust Circles*: Share “How I want others to experience me”
 - *Relationship Mapping*: Identify key stakeholders & emotional strategies
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Module 10: Personal EI Development Plan (1 Hour)

Topics Covered:

- Creating an EI growth roadmap
- Setting measurable EI goals
- Behavioural change strategies
- Accountability planning

Practical Activities:

- *EI Personal Action Plan*: 30-day transformation worksheet
 - *Peer Accountability Partner Setup*
 - *Commitment Sharing*: “My top 3 EI goals”
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