

## EQ UPGRADE: EMOTIONAL INTELLIGENCE 2.0

<b>Start Date:</b>	31/08/2026	<b>End Date:</b>	04/09/2026
<b>Categories:</b>	Soft Skills	<b>Venues:</b>	London
<b>Formats:</b>	In Person	<b>Instructors:</b>	

### OVERVIEW

This high-impact course takes emotional intelligence beyond the basics, equipping participants with techniques to lead, communicate, and collaborate more effectively using deeper emotional awareness and regulation tools.

### OBJECTIVES

By the end of this course, participants will be able to: - Identify and manage their emotional patterns and reactions. - Interpret emotional cues in others with empathy. - Navigate conflict and high-emotion conversations constructively. - Apply EQ to motivate, coach, and lead teams. - Strengthen decision-making through emotional awareness.

### COURSE OUTLINE

1- The Science and Business Case for EQ  
2- Self-Awareness and Emotional Triggers  
3- Self-Regulation and Emotional Agility  
4- Empathy, Conflict, and Relationship Management  
5- Applying EQ to Leadership and Collaboration

### TARGET AUDIENCE

All Supervisory Levels, Managers, team leads, HR professionals, and anyone seeking to improve their emotional impact at work.

### METHODOLOGY

EQ self-assessments, role play, coaching labs, mindfulness exercises, and feedback sessions.

### CONCLUSION

Participants will enhance their ability to lead themselves and others with greater emotional insight and interpersonal effectiveness.

### DAILY AGENDA

## **Day 1: EQ Foundations and Self-Awareness**

Understand EQ elements and assess emotional patterns and reactions.

## **Day 2: Emotional Self-Regulation**

Learn techniques to manage emotions under stress and pressure.

## **Day 3: Empathy and Communication**

Decode emotional cues and engage in emotionally intelligent conversations.

## **Day 4: Navigating Conflict with EQ**

Apply EQ tools to defuse tension and strengthen relationships.

## **Day 5: EQ for Leadership and Influence**

Incorporate EQ into coaching, decision-making, and cultural influence.

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*For more information, please contact us:*

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