

Applied Emotional Intelligence (EQ): Personal Resilience, Reliable Results

Core skills developed



Decision making & judgement



Productivity & personal effectiveness



Leading self & others



Effective communication



Adaptability & learning agility



Relationship & stakeholder management



Emotional intelligence (EQ)



Collaboration & teamwork

Benefits

Master your emotions and build workplace stamina

Professional effectiveness depends on managing high-pressure demands while maintaining personal wellbeing and poise. This course provides practical tools to shift from reactive stress cycles toward a proactive style that builds trust and preserves mental energy. Participants discover how to negotiate demanding periods and differing expectations without compromising their wellbeing.

By leveraging empathy as a strategic tool, learners navigate complex relationships without absorbing undue stress. You will adapt your emotional approach to ensure high performance while safeguarding long-term resilience. The result is a balanced workday, reduced burnout risk and the emotional stamina needed for reliable results.



Participants will maintain a more balanced workday and higher levels of personal stamina, allowing them to thrive during demanding periods and sustain their wellbeing through professional challenges



Stakeholders will collaborate with consistent and predictable partners who work with poise and foster a stable environment for successful collaboration and clear communication.



Your organisation will foster a culture of professional resilience and psychological safety, leading to high levels of team engagement and more reliable performance through periods of growth.

Modules

EQ essentials1

- Explaining how emotional management prevents burnout and boosts reliability
- Assessing current EQ habits to set clear goals for professional growth

Competency: Set specific development targets by identifying how current emotional habits impact personal wellbeing and work consistency

Developing emotional insight2

- Recognising how emotions impact physical energy and daily choices
- Understanding the meaning behind emotional shifts during the workday

Competency: Adjust personal work intensity and focus by reading internal physical signals to prevent emotional exhaustion

Breaking reactive habits3

- Identifying specific workplace triggers that drain focus and stamina
- Mapping typical responses to stress to unlock more effective habits

Competency: Prevent unproductive stress cycles by replacing instinctive reactions with deliberate professional responses

Staying composed under pressure4

- Understanding how high-pressure moments impact thinking and actions
- Applying practical reset techniques to lower emotional intensity in the moment

Competency: Maintain professional focus and composure during challenging or confrontational workplace interactions using real-time reset techniques

Making better decisions5

- Weighing the cost of reactive decisions versus the benefit of a composed response
- Finding ways to achieve successful results without professional friction

Competency: Improve project outcomes by choosing responses that reduce team friction and support long-term goals

Reclaiming your inner drive6

- Pinpointing what boosts energy and what stops professional momentum
- Using personal strategies to keep motivation high during demanding periods

Competency: Sustain consistent engagement during busy periods by applying strategies to protect personal energy and professional drive

Building trust through empathy7

- Noticing and connecting with the needs of colleagues and stakeholders
- Using empathetic communication to lower tension and strengthen professional bonds

Competency: Strengthen stakeholder relationships and lower workplace tension. Adapt communication to address different perspectives

Designing your resilience plan8

- Evaluating progress against essential EQ and wellbeing practices
- Building a practical action plan to ensure reliable results and long-term stamina

Competency: Transfer learning into the workplace by applying a tailored daily roadmap of emotional regulation and resilience tools

Outcomes

- ★ Interpret physiological and emotional signals to make intentional, objective decisions rather than reacting impulsively to high-pressure triggers.
- ★ Apply self-regulation techniques to maintain professional composure and protect mental energy during complex or confrontational interactions
- ★ Use empathetic communication and active listening to lower tension and build lasting professional trust across different stakeholder groups