

# 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 essentials

1

- 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 insight

2

- 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 habits

3

- 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 pressure

4

- 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 decisions

5

- 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 drive

6

- 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 empathy

7

- 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 plan

8

- 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