



London TDM

Soft Skills and Personal Development Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 16 November 2025 To 20 November 2025

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

Emotional Intelligence (EI) is a crucial skill that enhances workplace interactions, improves professional relationships, and fosters a more productive and harmonious work environment. This 5-day professional course is designed to equip participants with the tools and knowledge to recognize, understand, and manage emotions effectively in themselves and others, ultimately leading to improved performance and job satisfaction.

- Understand the core principles of emotional intelligence.
- Develop skills to manage personal emotions in a professional setting.
- Learn strategies to recognize and influence the emotions of others positively.
- Apply emotional intelligence techniques to improve teamwork and leadership.
- Implement stress management and resilience-building strategies.

Course Outlines

Day 1: Understanding Emotional Intelligence

- Introduction to Emotional Intelligence: Theory and Models
- The Role of Emotions in the Workplace
- Assessing Your Own Emotional Intelligence
- Understanding Emotional Triggers
- Practical Exercise: Emotional Self-awareness

Day 2: Managing Self-Emotions

- Strategies for Emotional Regulation
- Techniques for Managing Stress and Anxiety
- The Impact of Body Language on Emotions
- Building Emotional Resilience
- Practical Exercise: Mindfulness and Self-reflection

Day 3: Recognizing and Influencing Others' Emotions

- The Art of Empathy in the Workplace
- Advanced Listening Skills
- Reading Non-verbal Cues
- Building Rapport and Trust with Colleagues
- Practical Exercise: Empathic Communication

Day 4: Emotional Intelligence in Team Dynamics

- Facilitating Effective Team Communication
- Managing Team Conflicts with Emotional Intelligence
- Fostering an Open and Collaborative Team Environment
- Emotionally Intelligent Leadership
- Practical Exercise: Role-plays and Simulations

Day 5: Building a Culture of Emotional Intelligence

- Strategies for Integrating EI into Workplace Culture
- Embedding EI in Organizational Policies and Practices
- Encouraging Continuous EI Development
- Measurement and Evaluation of EI Initiatives
- Practical Exercise: Creating an EI Action Plan