



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 26 April 2026 To 30 April 2026

**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