PSYCHOSOCIAL

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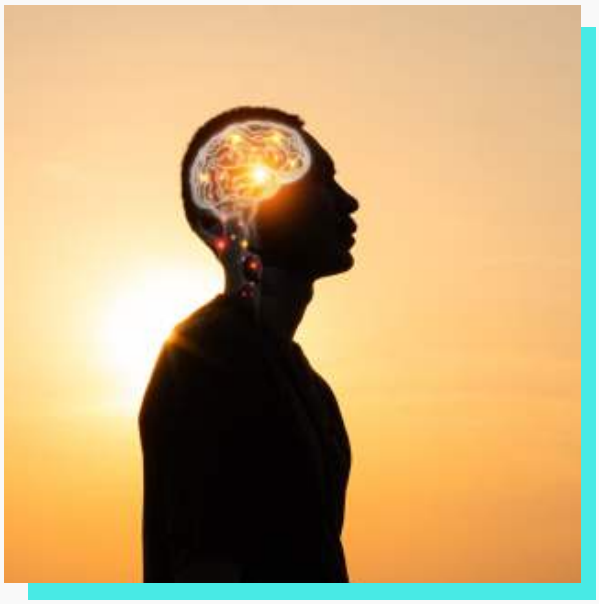
Emotional Intelligence in the Workplace

Develop emotionally intelligent leaders and teams.

This CPD-accredited course helps workplaces strengthen empathy and build more connected teams. Emotional Intelligence (EI) helps people recognise what drives behaviour and communication, improving trust and performance.

The course focuses on practical learning through reflection and discussion, guiding participants to respond with awareness, manage pressure with clarity, and create workplaces where people feel supported.



Who's it for

- **HR and Learning & Development teams** building emotional intelligence across leadership
- **Managers and team leaders** improving communication and collaboration
- **Senior leaders** fostering emotionally intelligent cultures
- **Individuals** looking to strengthen their self-awareness and interpersonal impact

"91% of managers agree their actions affect wellbeing, yet only 24% have had training"

Pricing

In-person delivery

- Delivered at your site, up to 12 participants
  Contact us for a quote

E-learning delivery

- From £110 / $220 per user, per course
- Organisation licence available for larger teams

Learning Outcomes

- Understand what Emotional Intelligence really means and why it's the skill that quietly powers performance, engagement, and trust at work.
- Recognise the five components of EI and how they shape communication, decision-making, and behaviour across every level of an organisation.
- Apply practical EI strategies to strengthen self-awareness, manage emotions under pressure, and lead with empathy and clarity.
- Use Emotional Intelligence to improve teamwork and leadership building stronger connections, reducing friction, and improving collaboration.
- Embed EI into workplace culture linking wellbeing, engagement, and performance to create lasting organisational impact.
- Create meaningful action plans helping individuals and teams take what they've learned and turn awareness into daily practice.

Course structure: Emotional Intelligence in the Workplace

Each module is designed to help people learn through real conversation and reflection. Sessions are practical, engaging, and shaped by the situations HR teams and leaders face every day. The aim is to build confidence, strengthen awareness, and make emotional intelligence part of how people lead and work together.

Module 1: Introduction to Emotional Intelligence

Understand what Emotional Intelligence is and why it matters at work.

EI helps people recognise, understand, and manage emotions in themselves and others. This module explains what EI means, how it differs from IQ, and how emotional awareness shapes decisions, communication, and teamwork. Learners explore the five key elements of EI and reflect on their strengths and areas to develop. It's a clear starting point for understanding how emotions influence success at every level.

Module 2: Self-Awareness and Self-Regulation

Build self-control and confidence through greater emotional awareness.

This module focuses on recognising and managing emotions. Learners explore how feelings and thoughts influence behaviour and outcomes. They practise reflection, feedback, and mindfulness to stay calm and adaptable under pressure. The aim is to improve control, clarity, and communication in daily work.

Module 3: Motivation and Resilience

Learn how to stay focused, positive, and consistent under pressure.

Motivation and resilience drive long-term performance. This module explores what keeps people engaged and how to recover when setbacks occur. Learners identify personal motivators and build habits that support balance and focus. Techniques such as goal setting, perspective, and celebrating progress help sustain energy and wellbeing.

Module 4: Empathy and Social Skills

Strengthen relationships and build trust through empathy.

Empathy and social skills turn awareness into connection. Learners practise active listening, perspective-taking, and open communication to reduce conflict and strengthen teamwork. The module also covers respectful feedback and constructive discussion. By understanding others' needs and responding with care, participants learn to build workplaces based on respect and cooperation.

Module 5: Emotional Intelligence in Leadership and Teamwork

Lead with authenticity and create teams built on trust.

Emotionally intelligent leadership supports confidence and collaboration. This module looks at how EI shapes communication, decision-making, and engagement. Learners review examples of effective and ineffective leadership and study how empathy and fairness strengthen performance. It's a practical guide to leading and working with awareness and respect.

Module 6: Developing Emotional Intelligence for Organisational Success

Embed Emotional Intelligence into workplace culture.

The final module explores how EI supports organisational success. Learners study how emotionally intelligent workplaces improve wellbeing, retention, and performance. They review ways to train, measure, and apply EI in teams and leadership. Each participant leaves with a clear plan to apply Emotional Intelligence within their own role or organisation.

Book Today

Develop emotionally intelligent leaders and teams. Bring Emotional Intelligence training to your workplace with MOS Training.

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Mapped Out Solutions (MOS) specialise in designing practical Management Operating Systems that strengthen leadership, improve stability, and support high-risk, high-demand environments.

Our work blends consultancy, training, and tools that make operational excellence achievable and repeatable.