

Emotional Intelligence Certification Course

Course Duration: 3 Days

Topics & Details

Introduction to Emotional intelligence:

★ **Lesson 1: Emotion Awareness & Self-Reflection**

- Recognize and accurately label your emotions
- Identify personal triggers and habitual reactions
- Complete a guided emotional self-assessment

★ **Lesson 2: Self-Management & Empathy**

- Techniques to regulate stress, frustration, and impulses
- Practice active listening and reading nonverbal cues
- Role-play scenarios to cultivate empathy

★ **Lesson 3: Relationship Skills & Conflict Resolution**

- Deliver and receive constructive feedback
- Navigate difficult conversations with emotional insight
- Build trust through collaborative teamwork strategies

