MERCURY

Emotional Intelligence for Enhancing Organizational Performance

4 – 8 January 2027
Zanzibar (Tanzania)



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Emotional Intelligence for Enhancing Organizational Performance

Ref: 121872_1055765 **Date:** 4 – 8 January 2027 **Location:** Zanzibar (Tanzania) **Fees:** 5300 Euro

Introduction

This Emotional Intelligence for Enhancing Organizational Performance course examines emotional intelligence as a professional capability that influences communication, leadership, relationships, and organizational performance. It develops an understanding of emotional awareness, emotional regulation, empathy, motivation, and relationship management in workplace settings. Participants explore how emotions shape judgment, collaboration, conflict, resilience, and employee engagement. The program connects emotional intelligence skills with leadership effectiveness, team performance, workplace communication, and organizational culture. It addresses practical approaches for responding constructively to pressure, difficult conversations, interpersonal differences, and organizational change. Participants will understand how emotionally intelligent behaviors can support stronger relationships, sounder decisions, and more sustainable performance.

Targeted Groups

This Emotional Intelligence for Enhancing Organizational Performance training targets professionals seeking knowledge and skills:

- Managers seeking stronger emotional intelligence in the workplace.
- Team leaders improving communication, trust, collaboration, and performance.
- HR professionals supporting employee engagement and workplace relationships.
- Supervisors managing conflict, pressure, and difficult conversations.
- Executives strengthening leadership effectiveness and organizational performance.
- Professionals developing empathy, self-awareness, and emotional regulation.

Course Objectives

Participants will achieve the following objectives by completing the Emotional Intelligence for Enhancing Organizational Performance course:

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- Explain core emotional intelligence concepts and their organizational relevance.
- Identify personal emotional triggers, patterns, strengths, and development needs.
- Apply self-awareness techniques to improve professional judgment and behavior.
- Demonstrate emotional regulation during pressure, uncertainty, and challenging interactions.
- Use empathy and active listening to understand colleagues and stakeholders.
- Apply emotional intelligence skills to workplace communication and relationship management.
- Analyze emotional factors affecting teamwork, engagement, motivation, and productivity.
- Manage disagreements through constructive dialogue, perspective-taking, and appropriate responses.
- Strengthen leadership behaviors that build trust, accountability, psychological safety, and commitment.
- Evaluate emotionally intelligent approaches to decision-making and organizational change.
- Develop strategies for improving resilience, adaptability, and sustained workplace performance.

Targeted Competencies

Participants will gain the following competencies during the Emotional Intelligence for Enhancing Organizational Performance program:

- Self-awareness and emotional pattern recognition.
- Emotional self-regulation and impulse control.
- Empathy and social awareness.
- Active listening and interpersonal communication.
- Relationship management and trust building.
- Conflict management and constructive dialogue.
- Resilience under workplace pressure.
- Emotionally intelligent leadership and influence.
- Collaborative teamwork and stakeholder engagement.
- Balanced decision-making and behavioral adaptability in complex and changing workplace situations.

Real-world Case Studies

In this Emotional Intelligence for Enhancing Organizational Performance training, participants develop skills through the following cases:

- A manager responds to team morale and identifies emotional triggers.
- A supervisor handles a tense performance discussion using empathy and active listening.
- A cross-functional team resolves conflict caused by competing priorities and gaps.
- An executive navigates change while maintaining trust, engagement, and accountability.
- A project leader manages pressure and improves collaboration through regulation techniques.

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Course Content

Unit 1: Foundations of Emotional Intelligence

- Define emotional intelligence and cognitive intelligence.
- Examine self-awareness and self-management.
- Explore emotions, thoughts, and workplace behavior.
- Identify emotional triggers and behavioral patterns.
- Analyze emotions in professional judgment.
- Assess emotional intelligence across organizational levels.
- Connect emotional intelligence with workplace trust.
- Relate emotional intelligence to organizational performance.

Unit 2: Self-Awareness and Emotional Regulation

- Recognize emotions before they affect behavior.
- Analyze workplace emotional triggers.
- Identify personal strengths and blind spots.
- Practice cognitive reframing techniques.
- Apply emotional regulation strategies.
- Strengthen composure and workplace resilience.
- Evaluate self-management and professional credibility.
- Develop effective emotional control habits.

Unit 3: Empathy, Communication, and Relationships

- Explain empathy in workplace relationships.
- Recognize verbal and nonverbal emotional signals.
- Use active listening effectively.
- Adapt communication to emotional needs.
- Apply empathy during workplace disagreements.
- Build trust through consistent communication.
- Strengthen professional relationship management.
- Improve collaboration and employee engagement.

Unit 4: Emotional Intelligence in Leadership and Team Performance

- Apply emotional intelligence in leadership.
- Use empathy to motivate employees.
- Demonstrate leadership presence under pressure.
- Build psychologically safe teams.
- Manage conflict through constructive dialogue.
- Strengthen team cohesion during change.
- Connect emotional intelligence with team performance.
- Improve feedback, coaching, and delegation.

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Unit 5: Decision-Making, Change, and Organizational Performance

- Identify emotions affecting decision-making.
- Balance emotions with evidence and priorities.
- Analyze emotional decision-making risks.
- Manage difficult workplace conversations.
- Support organizational change through empathy.
- Evaluate engagement and collaboration indicators.
- Integrate emotional intelligence into organizational culture.
- Sustain performance through emotional intelligence.

Final Insights & Key Takeaways

Emotional intelligence strengthens self-management, communication, empathy, leadership, and relationships, creating conditions for stronger employee engagement and organizational performance. Participants can apply emotionally intelligent behaviors to workplace decisions, conflict, collaboration, change, and leadership challenges.