MERCURY

Advanced Emotional Intelligence Training

16 – 20 August 2027
Milan (Italy)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 15168_1081246 **Date:** 16 – 20 August 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

Introduction:

People with emotional intelligence are usually more successful in life because they manage themselves better and get along with other people much more easily than those who are easily emotionally stressed. Emotional excellence is characterized by the ability to understand and control one's emotions, be motivated to succeed in one's endeavors, empathize, and communicate effectively.

This short course, an advanced emotional intelligence training program, equips leaders with skills to help their teams deliver organizational goals. You will learn how to manage your soma body, psycho thoughts and feelings, and pneuma the spiritual heart to develop emotional excellence in your life. You will also develop skills to help your employees be open to new ideas and communicate effectively. If you've mastered this, you've mastered life.

Advanced Emotional Intelligence for Employees:

Incorporating advanced emotional intelligence training for employees is crucial for fostering a supportive and high-performing work environment. This advanced emotional intelligence course goes beyond the fundamentals to provide deeper insights and practical strategies for enhancing emotional intelligence at all levels of an organization.

Focusing on personal and social competence can help employees develop effective communication and conflict-resolution skills and improve their ability to work within teams. This advanced emotional intelligence training leads to greater employee satisfaction and organizational success.

Targeted Groups:

- This advanced emotional intelligence short course will be invaluable to all leaders who want to create an emotionally excellent and productive workplace.
- Executive Leadership Teams.
- Human Resource Managers.
- Senior Managers and Directors.
- Team Leaders and Supervisors.
- Mental Health Professionals.
- Coaches and Consultants.
- Sales and Customer Service Managers.
- Educators and School Administrators.
- Healthcare Practitioners.
- Organizational Development Specialists.

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Course Objectives:

At the end of this advanced emotional intelligence course, the participants will be able to:

- Develop emotional excellence in yourself and others.
- Create a work culture where employees feel they add value.
- Motivate employees effectively.
- Develop positive eustress in your life.
- Develop a healthy work-life balance.
- Nurture teamwork among your employees.
- Break communication barriers.
- Create positive relationships.

Targeted Competencies:

At the end of this advanced emotional intelligence training certification program, the participant's competencies will:

- Self-awareness and self-regulation.
- Empathy and compassion.
- Explore relationship management and interpersonal skills.
- Conflict resolution and negotiation.
- Stress management and resilience.
- Emotional influence and persuasion.
- Leadership and influence.
- Decision-making and problem-solving.
- Cultural awareness and diversity competence.
- Emotional agility and adaptability.

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Course Content:

Unit 1: Advanced Understanding of Emotional Intelligence and Emotional Excellence:

- History of Emotional Intelligence.
- Emotional Intelligence EI Defined and Applied at Work.
- Emotional Intelligence Blueprint.
- Develop Optimism and Overcoming Pessimism.
- Validate Emotions in Ourselves and Others.
- Apply Emotional Excellence at Work.

Unit 2: Understanding and Managing Emotional Stress, Anxiety and Depression:

- Understand Emotional Stress.
- Stressors On Our Lives.
- Anxiety and Depression.
- Recognize Anxiety Disorders.
- Deal with Post-traumatic Stress Disorder.
- Manage Depression.

Unit 3: Understanding Human Development for Building a Healthy Self-esteem:

- Understand Healthy Human Development.
- Apply the Erikson's Stages of Psychosocial Development.
- Improve Self-esteem.
- Understand Our Inner Dialogue.
- The Power of Thought.
- Create What You Want.

Unit 4: Emotionally Excellent Relational Skills:

- Create Positive Relationships.
- Grow Our Self-awareness.
- Break Communication Barriers.
- Apply Effective Communication Strategies.
- Frames of Reference.
- Create Synergy in Teams.

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Unit 5: Emotional Excellence for Work-Life Balance:

- Eustress and How It Affects Us.
- Build a Solid Foundation.
- Mental Strategies.
- Manage Distress at Work.
- Holistic Management of Negative Stress.
- Develop an Action Plan.