MERCURY

Emotional Intelligence for Workplace Success

13 – 17 December 2026
Amman (Jordan)



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

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Ref: 15167_1084549 **Date:** 13 – 17 December 2026 **Location:** Amman (Jordan) **Fees:** 3300 Euro

Introduction:

Emotional intelligence is essential for workplace success. Emotionally intelligent leaders and employees can help build effective relationships that enhance productivity. Understanding and raising Emotional Intelligence is vital to your success and leadership potential.

This training course on emotional intelligence for workplace success will concentrate on the important skills required to build effective relationships, lead teams effectively, and manage the diverse personalities normally found in the workplace. The ability to respond appropriately to feelings in ourselves and others, practice innovative teamwork, and encourage synergy between team members is essential to building a successful organization.

What is Emotional Intelligence Training?

Emotional Intelligence Training involves learning to understand and manage emotions effectively in the workplace. This training aims to equip individuals with the skills to enhance their interpersonal and leadership capacities through better emotional awareness and regulation.

Benefits of Emotional Intelligence Training:

Participants will uncover the benefits of emotional intelligence in the workplace through interactive activities and case studies demonstrating how cultivating these competencies can improve communication, conflict resolution, and overall workplace harmony.

Targeted Groups:

- Fresh graduates.
- Employees among all levels.
- Anyone acting or aspiring leader in any industry and/or business sector.

Course Objectives:

At the end of this emotional intelligence for workplace success course, the participants will be able to:

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- Develop interpersonal skills such as self-awareness, recognizing and understanding one's moods, emotions, drives, and impact on others.
- Cultivate empathy or the ability to understand the emotional makeup of other people and skill in responding according to their emotional reactions.
- Develop interpersonal skills that indicate the individual's proficiency in managing relationships and building networks.
- Develop skills in responding to criticisms and adversity.
- Explore leadership strategies for working with others towards shared goals.

Targeted Competencies:

Upon the end of this emotional intelligence for workplace success training, the participant's competencies will:

- Develop the ability to sense, understand, and effectively apply emotions as a source of leadership, communication, and influence.
- Gain insights into perceptions and their importance in the workplace.
- Understand how EQ influences the way they respond to others and themselves.
- Discover how to apply EQ to build teamwork and accountable leadership in the workplace.
- Lead others with emotional intelligence.
- Apply assertiveness in handling conflicts.
- Understand Emotional Resilience to manage the performance of their team.
- Influence and Persuasion abilities to lead others more effectively.
- Handle stress the high EQ way.

Course Content:

Unit 1: Developing Emotional Intelligence in the Workplace:

- What is an Emotional Intelligence Quotient EQ?
- Intrapersonal and Interpersonal Skills.
- Emotional Excellence in the Workplace.
- Understand Your Personality Style.
- Emotional Intelligence for Innovative Teamwork.
- Remove Blocks to Innovative Teamwork through EQ.

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Unit 2: Becoming an Emotionally Intelligent Leader:

- Accurate Self-assessment for Personal Transformation.
- Know One's Strengths and Weaknesses.
- Manage yourself effectively.
- Inspire and Guide Individuals and Teams.
- Nurture Relationships.
- Develop Trustworthiness for Corporate Transformation.

Unit 3: Building Effective Relationships:

- Get Things Done through People.
- Manage our minds effectively.
- Accountable Leadership for Managing Performance.
- Work with others Towards Shared Goals.
- From Delegation to Empowerment.
- Build Productive Relationships.

Unit 4: Leading Others With Emotional Intelligence:

- Understand the 4 Stages of Human Development.
- Motivate Oneself and Motivate Others.
- Manage our spirit to develop Thankfulness.
- Lead others effectively.
- Develop Creativity in the Workplace.
- Innovative Teamwork.

Unit 5: Implementing Emotionally Intelligent Persuasive Communication:

- The Positive Influence of Listening.
- Active Listening Skills.
- Handle Conflict Effectively.
- Effective Persuasion.
- Learn Experiences and Action Plans.
- Develop an Action Plan.