



Crystal Lean Solutions

Training
Academy

Leading with Emotional Intelligence



Leading with Emotional Intelligence

DURATION:	1 Day
ACCREDITED BY:	Crystal Lean Solutions
COURSE CODE:	1081

AIM:

The aim of the programme is to develop your ability to lead with self-awareness, empathy, and social skill, enhancing your effectiveness in managing teams, relationships, workplace dynamics and team productivity.

OBJECTIVES:

At the end of the course, learners will be able to:

- ✿ Describe the link between team productivity and leadership capability.
- ✿ Understand the five components of emotional intelligence (EI).
- ✿ Increase self-awareness and emotional regulation.
- ✿ Build empathy and stronger interpersonal connections.
- ✿ Use EI to lead, motivate, and influence others.
- ✿ Manage conflict and change with emotional insight.

THIS PROGRAMME IS FOR:

The programme is suitable for professionals in leadership or aspiring leadership roles who want to enhance their interpersonal effectiveness, including but not limited to:

- ✿ Managers and Team Leaders
- ✿ HR and People Managers
- ✿ Project and Programme Leads
- ✿ Senior Executives
- ✿ Technical Experts transitioning to leadership

PROGRAMME CONTENT:

1. Introduction to Emotional Intelligence (EI)

- * Defining Emotional Intelligence and its relevance in leadership
- * The business case for EI – how it impacts performance, culture, and engagement
- * Overview of the Five Components of EI (Daniel Goleman’s Model):
 - o Self-Awareness
 - o Self-Regulation
 - o Motivation
 - o Empathy
 - o Social Skill

Interactive Activity: EI Self-Assessment and Reflection Exercise

2. Developing Self-Awareness and Emotional Regulation

- * Understanding your emotional triggers and patterns
- * Recognising the link between emotions, thoughts, and behaviour
- * Techniques for emotional regulation and maintaining composure under pressure
- * Building authenticity and trust as a leader

Activity: Guided Reflection – “My Emotional Triggers”

Tool: Personal Leadership Journal

3. Building Empathy and Social Awareness

- * Understanding others’ perspectives and emotional cues
- * Active listening and emotional atonement in communication
- * Recognising and responding to team emotions
- * The role of empathy in inclusive leadership and team cohesion

Group Exercise: “Walking in Their Shoes” – Perspective-Taking Scenario

4. Using EI to Lead, Motivate, and Influence

- * Emotional Intelligence in decision-making and problem-solving
- * Motivating others through emotional connection and recognition
- * Building influence through trust and credibility
- * Communicating with clarity and empathy

Activity: Case Study Discussion – “EI in Action”

5. Managing Conflict and Change with Emotional Insight

- ✳ Understanding emotional dynamics in conflict
- ✳ Techniques for managing difficult conversations
- ✳ Leading teams through uncertainty and change
- ✳ Maintaining morale and resilience under stress

Role Play: Managing a Challenging Team Situation

6. Action Planning and Personal Development

- ✳ Identifying your EI strengths and development areas
- ✳ Creating an Emotional Intelligence Growth Plan
- ✳ Sustaining EI practice in daily leadership

Activity: Personal Action Plan – “Leading with Emotional Awareness”

ASSESSMENT:	None
GRADING:	Not Applicable
PROGRAMME DELIVERY:	Classroom
TOTAL DURATION OF THE PROGRAMME INCLUDES:	1 Day
CERTIFICATION CRITERIA:	Completion of all training days on programme
CERTIFICATION BODY:	Crystal Lean Solutions
RECOGNITION OF PRIOR LEARNING (RPL):	Not Applicable
PRE-REQUISITE:	None

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:



- ✿ Situational Leadership
- ✿ Leader Standard Work
- ✿ Human Error Problem Solving
- ✿ Negotiation Skills
- ✿ Communication Skills
- ✿ Teamwork & Conflict Management
- ✿ Decision Making
- ✿ Commercial Acumen