



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Emotional Intelligence and Influence for Leaders

3 day course

Classroom, online or in-house

Course overview

A leader's mood sets the working conditions for everybody reporting to them, which means an unmanaged reaction is an operational event rather than a private one. This course treats it that way. Delegates work through self awareness and identifying their own triggers before an interaction rather than after it, self regulation and the practical techniques that create a pause between provocation and response, and reading the emotional state of a team from what people do rather than what they say. Empathy is distinguished from agreement, since leaders often avoid it fearing it commits them. Influence without authority follows, including the currencies people actually respond to. The course closes on difficult conversations, on delivering unwelcome decisions, and on recovering a relationship you have damaged.

What you will learn

- Identify your own triggers before an interaction rather than after
- Create a pause between provocation and response
- Read a team's emotional state from behaviour rather than words
- Use empathy without conceding a position
- Influence without relying on authority
- Deliver unwelcome decisions without losing the relationship
- Repair a working relationship you have damaged

Who should attend

- Team leaders and line managers
- Project leads who must influence peers across departments
- HR business partners supporting people leaders
- Professionals identified for future leadership roles

Course outline

- 01 A mood that sets working conditions
- 02 Self awareness and identifying triggers
- 03 The pause between provocation and response
- 04 Reading a team from behaviour
- 05 Empathy against agreement
- 06 Influence without authority
- 07 Difficult conversations
- 08 Unwelcome decisions and repairing relationships

Upcoming dates

Dates	Venue	Format	Fee per delegate
21 to 23 September 2026	Johannesburg, South Africa	Classroom	R14,950
30 September to 2 October 2026	Addis Ababa, Ethiopia	Classroom	USD 995
18 to 20 November 2026	Mbabane, Eswatini	Classroom	R14,950
23 to 25 December 2026	Online	Online	R6,500



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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