



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Emotional Intelligence for Workplace Success

3 day course

Classroom, online or in-house

Course overview

Emotional intelligence is often taught as a personality quiz followed by encouragement. This course treats it as a set of learnable behaviours. Delegates work on recognising their own reactions early enough to choose a response, reading a room accurately rather than assuming, managing difficult conversations without escalation, and understanding the effect their behaviour has on people who report to them. The material is grounded in observable behaviour rather than self assessment, and delegates practise on real situations they bring from their own workplace. The course closes on the limits of the idea: emotional intelligence does not resolve a structural problem, and treating it as a substitute for one is a common and costly error.

What you will learn

- Recognise your own emotional reactions early enough to choose a response
- Read a situation accurately rather than assuming intent
- Manage a difficult conversation without escalating it
- Understand the effect your behaviour has on people who report to you
- Adjust communication style to the person and the moment
- Recover a relationship after a poor interaction
- Recognise where a structural problem is being mistaken for a behavioural one

Who should attend

- Managers and team leaders at any level
- Human resources professionals
- Technical specialists moving into people leadership
- Client facing and account management staff
- Anyone whose work depends on working relationships

Course outline

- 01 What emotional intelligence is, as behaviour rather than personality
- 02 Self awareness: noticing a reaction before acting on it
- 03 Self regulation under pressure
- 04 Reading a situation without assuming intent
- 05 Difficult conversations and de-escalation
- 06 The effect of your behaviour on those who report to you
- 07 Repairing a relationship after a poor interaction
- 08 The limits: when the problem is structural

Upcoming dates

Dates	Venue	Format	Fee per delegate
1 to 3 September 2026	Windhoek, Namibia	Classroom	R11,995
12 to 14 October 2026	Pretoria, South Africa	Classroom	R11,995
15 to 17 October 2026	Kigali, Rwanda	Classroom	R11,995
17 to 19 October 2026	Maseru, Lesotho	Classroom	R11,995



Fees and how to register

Online **from R6,500** per delegate, classroom **from R11,995** per delegate, 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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