

EMOTIONAL INTELLIGENCE TRAINING

Emotional Intelligence

Build self-awareness, empathy and emotionally intelligent leadership

www.ascenttrainingwales.co.uk

01 · COURSE OVERVIEW

About the course

Our Emotional Intelligence course is your pathway to harnessing emotional intelligence for personal and professional growth. It equips you with practical skills to strengthen self-awareness, relationships and decision-making.

BOOK OR ASK A QUESTION
01656 737349 · info@ascenttrainingwales.co.uk





02 · WHO IT IS FOR

Who should attend

1

LEADERS & MANAGERS

Business leaders, managers and supervisors who want to motivate teams, handle pressure and lead with empathy and credibility.

2

TEAMS & INDIVIDUALS

Anyone seeking personal development — improving communication, resilience and working relationships across the organisation.

03 · THE FRAMEWORK

The five pillars

Self-awareness

Recognising your emotions

Self-regulation

Staying composed under pressure

Motivation

Driving yourself with purpose

Empathy

Understanding what others feel

Social skills

Building trust and rapport

Applying EI

Putting the model to work daily



04 · COURSE OUTLINE

Course outline

Module One	What EI is and why it matters
Module Two	Growing your self-awareness
Module Three	Managing emotions under pressure
Module Four	Empathy and active listening
Module Five	Difficult conversations
Module Six	Emotionally intelligent leadership





Managing yourself

1

KNOW YOURSELF

Identify your emotional triggers, strengths and blind spots, and understand how your behaviour lands with the people around you.

2

MANAGE YOURSELF

Practical techniques for staying calm under pressure, responding rather than reacting, and building personal resilience.



06 · WORKING WITH OTHERS

Empathy in practice

1

READ THE ROOM

Use active listening, questioning and non-verbal cues to understand what colleagues and customers really need.

2

BUILD STRONG RELATIONSHIPS

Handle conflict and difficult conversations with confidence, giving feedback that motivates rather than deflates.

How you learn

Format Interactive inhouse workshop

Duration One full day, tailored to you

Group size Up to twelve delegates

Approach Discussion and role play

Materials Workbook and EI action plan

Follow-up Certificate and aftercare





What you will gain

1

FOR THE INDIVIDUAL

Greater self-awareness, stronger relationships, better decisions under pressure and increased confidence in your role.

2

FOR THE ORGANISATION

Better communication, less conflict, higher engagement and leaders who bring the best out of their teams.



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NEXT STEPS

Book your course

Emotional Intelligence training with Ascent Training Wales

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