

# Leadership & Management Development



## 3.6 Emotional Intelligence and Self Mastery

The programmes within this Management and Leadership pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening in the day-to-day reality of managing people and performance. What is often framed as a need to “upskill managers” typically reveals a deeper challenge – clarity of role, consistency of behaviour, confidence in decision-making or the ability to lead through uncertainty.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how management is currently experienced across your organisation and what kind of development will genuinely change how people lead, support and hold others to account. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Personal Development, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

### Course Overview

Leadership is not only about direction and decision-making. It is also about building trust, managing emotions and supporting people to perform at their best. This practical one-day programme helps leaders strengthen emotional intelligence and apply self-mastery techniques to enhance their impact.

Participants will gain insight into their own behavioural patterns, recognise emotions in others and build skills to remain composed under pressure. The result is stronger communication, collaboration and confidence in leadership situations.

### Who Should Attend

**Ideal for supervisors, managers and leaders who want to:**

- Strengthen self-awareness and emotional control
- Build deeper trust and connection with others
- Improve confidence and presence during challenges
- Inspire performance through positive leadership behaviours

Suitable for existing and emerging leaders at any level.

### Context

Emotional intelligence is central to credible leadership. Leaders who understand their reactions, regulate pressure well and show empathy make better decisions and create healthier working environments. When self-awareness is low, conflict increases and engagement suffers.

At Expleo we help leaders increase awareness of their own strengths, triggers and impact. This programme develops the psychological skills needed to communicate authentically, handle challenge constructively and build trust through consistent, human leadership.

### How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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## Course Objectives

**By the end of this programme participants will be able to:**

- Explain the key components of emotional intelligence
- Strengthen self-awareness and recognise emotional triggers
- Use emotional regulation techniques to remain calm and focused
- Demonstrate empathy to build trust and stronger relationships
- Manage conflict constructively with confidence and clarity
- Use leadership behaviour to create a positive and inclusive team climate

## Course Outline

### 1. Emotional Intelligence in Leadership

- Why emotional intelligence supports leadership effectiveness
- Exploring the foundations of EI models

### 2. Self-Awareness and Self-Mastery

- Recognising strengths, triggers and impact on others
- Managing stress and maintaining control under pressure

### 3. Empathy and Social Awareness

- Understanding others' emotions and needs
- Strengthening communication and connection

### 4. Emotional Regulation in Challenge

- Practical strategies for constructive responses
- Maintaining professionalism and clarity when tensions rise

### 5. Inspiring and Motivating Others

- Positive influence through aligned behaviour
- Encouraging engagement and accountability

### 6. Building a Positive Leadership Culture

- Reinforcing supportive behaviours across the team
- Sustaining confidence and high performance

## Training Methodology

**Interactive and experiential learning including:**

- Group discussions and practical exercises
- Self-reflection activities and EI assessments
- Scenario-based application and peer feedback
- Facilitator coaching to support behaviour change

Participants leave with actionable techniques to lead with confidence, clarity and emotional intelligence.

## Contact

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