## Emotional Intelligence & Resilience in Service Leadership

The modern workplace is fast-paced and unpredictable. Employees and leaders alike face stress, high customer expectations, and constant change. Emotional Intelligence (EQ) and resilience have become non-negotiable soft skills for thriving in such environments — especially for those in service and leadership roles.

THRIVE helps participants understand and manage emotions, strengthen empathy, and build resilience to stay effective and positive under pressure. Leaders also learn how to create psychologically safe, high-performing teams.

# At the end of this course, participants should be able to:

- Increase self-awareness and recognize emotional triggers.
- Regulate emotions to respond constructively under stress.
- Demonstrate empathy to improve service and collaboration.
- Build resilience and mental agility to recover quickly from setbacks.
- Foster a culture of psychological safety and emotional intelligence within teams (for leaders).

# Course Outline

- Welcome and Introduction
- Objectives and Overview
- Reminders and House Rules
- Understanding Emotional Intelligence – 5 Domains of EQ, Self-Assessment
- Self-Awareness & Emotional Triggers – Identifying Stress Signals, Mindset Shifts
- Self-Regulation & Resilience Tools – Managing Stress, Building Bounce-Back Ability
- Empathy in Action – Reading Emotions, Practical Empathetic Communication
- Leaders' Corner – Psychological Safety, Coaching Emotional Awareness
- Summary and Wrap-Up – Recap, Key Takeaways, Action Plan

# Course Duration

- 1 day – face-to-face

# Delivery Methodologies

- Plenary Discussions
- Lecture / Slide Presentation
- Group or Pair Activities
- Individual Reflection
- Role-Play Simulations & Debriefs
- Peer Feedback
- Icebreakers / Energizers / Games

# This course is recommended for:

Staff, Supervisors, and Managers who need to build self-mastery, emotional agility, and resilience to handle stress, lead with empathy, and sustain high-quality service.

# Upcoming Events

Notice
There are no upcoming events.