

aractech

Global Learning for Operational Leaders



INTERPERSONAL SKILLS AND SELF DEVELOPMENT

Certificate in Emotional Intelligence

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Course content

Why Attend

Emotional intelligence involves the way we understand and communicate our emotions, how we perceive the emotions of others, and how we make decisions. It is a powerful component of effective leadership and management. This course will help participants develop and implement the essential emotional intelligence competencies. It will teach them how to build stronger relationships at work, how to empathize with others, how to manage stress levels, how to overcome challenging situations, and how to diffuse personal conflicts. Participants will discover ways of working with emotional intelligence that will help them build trust and resilience, enhance individual and team performance, and lead for long-term success.

Course Methodology

- This course relies on the use of psychometrics to help participants identify their emotional intelligence abilities. The course also features the use of interactive exercises, group discussions, reflective exercises, and activities that will help participants become highly competent in emotional intelligence.

Course Objectives

- Explore the three aspects of emotional intelligence, the brain design, and the EI cycle
- Develop self-awareness of their emotions and the impact of emotions on thoughts and behaviors
- Expand their self-control and self-management by practicing the five competencies of self-control
- Recognize emotions in others, achieve rapport with their team, and develop social awareness
- Improve their ability to manage through influencing others and practicing inspirational leadership

Target Audience

- Business professionals, managers, team leaders, and individuals who have decided to learn and develop their emotional intelligence competencies to enhance, as well as manage, their relationships at work and in life.
- Target Competencies
- Emotional self-awareness
- Emotional self-control

Course outline

Detailed course outline

Module-by-module outline for Certificate in Emotional Intelligence.

Module 1 - An introduction to emotional intelligence

- Frequently used terms
- Intelligence quotient (IQ)
- Emotional quotient (EQ)
- An overview of EI
- Sociological
- Physiological

Module 2 - Developing your self-awareness

- Definition of self-awareness
- The emotional intelligence cycle
- Signs of high EQ
- The inner core of self-awareness
- The awareness of feelings
- From emotion to action: The APET model

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Module 3 - Developing your self-control

- Definition of self-control
- The competencies of self-control
- Self-regulation
- Authenticity
- Accountability
- Flexibility

Module 4 - Developing your self-motivation

- Why motivation is important
- What determines motivation
- Self-motivation questionnaire
- The mind/body link
- The negative-belief cycle
- Top ten motivational tips

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Module 5 - Developing your management of others

- Definition of relationship management
- Developing your people
- Developing others questionnaire
- Inspirational leadership
- Behaviors of inspirational leaders
- Inspirational leadership questionnaire

Seminar dates

Available seminar dates

Live dates and pricing for Certificate in Emotional Intelligence generated from the course details page.

Date	Location	Format	Fee
18 - 22 May 2026	London	Classroom	€2,940
22 - 26 June 2026	Munich	Classroom	€2,415
13 - 17 July 2026	Rome	Classroom	€2,975
17 - 21 August 2026	Munich	Classroom	€2,415
21 - 25 September 2026	Amsterdam	Classroom	€2,975
19 - 23 October 2026	London	Classroom	€2,940
2 - 6 November 2026	Istanbul	Classroom	€1,995

Live online option

Online delivery is available at €1,250.