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**CERTIFIED**

GLOBAL  
LEADERSHIP  
CONSULTANTS

INTERPERSONAL SKILLS AND SELF DEVELOPMENT | COURSE

# 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.

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.

By the end of the course, participants will be able to:

- 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

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.

- Emotional self-awareness
- Emotional self-control
- Managing emotions
- Emotional expression
- Emotional understanding
- Empathy



# Course content

## Why Attend

- Active listening
- Team effectiveness
- Organizational awareness
- Relationship building
- Conflict management style
- Tact, transparency, and emotional control
- Impact, influence, and inspirational leadership

## Course outline

### An introduction to emotional intelligence

- Frequently used terms
- Intelligence quotient (IQ)
- Emotional quotient (EQ)
- An overview of EI
- Sociological
- Physiological
- Psychological
- The brain design
- Importance
- Amygdala
- Arousal
- The 3 brains



# Course content

## Course outline

- The emotional intelligence cycle

## 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
- Self-awareness questionnaire
- Low EQ questionnaire
- Recognizing your emotions
- The mood meter
- Plutchik's wheel of emotions
- How emotions affect our thoughts and behaviors
- How to practice self-awareness

## Developing your self-control

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





# Course content

## Course outline

- Self-motivation
- Self-control questionnaire
- Reflection on self-control
- Developing your self-regulation
- Developing your authenticity
- Developing your accountability
- Developing your flexibility

## 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
- Developing your social awareness
- Definition of social awareness
- How to decode emotions in faces
- How to decode emotions in voice pitch and tones
- Scope of social awareness
- Empathy
- Service orientation
- Organizational awareness



# Course content

## Course outline

- Positive and negative office politics
- Active listening
- How to build rapport

## Developing your management of others

- Definition of relationship management
- Developing your people
- Developing others questionnaire
- Inspirational leadership
- Behaviors of inspirational leaders
- Inspirational leadership questionnaire
- The four influencing styles
- The five conflict management styles
- The Interest-Based Relational (IBR) approach
- The importance of achievement orientation
- My achievement orientation questionnaire
- The importance of teamwork and collaboration
- Beckhard's model of team effectiveness



# Seminar dates

## Available seminar dates

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

| Date                   | Location                | Format    | Fee      |
|------------------------|-------------------------|-----------|----------|
| 17 - 21 August 2026    | Munich - Germany        | Classroom | €3,450.- |
| 21 - 25 September 2026 | Amsterdam - Netherlands | Classroom | €4,250.- |
| 19 - 23 October 2026   | London - U.K            | Classroom | €4,200.- |
| 2 - 6 November 2026    | Istanbul - Turkey       | Classroom | €2,850.- |
| 21 - 25 December 2026  | Vienna - Austria        | Classroom | €4,250.- |

### Live online option

Online delivery is available at €1,850.-.