

Emotional Intelligence in Action: Navigating Conflict for Professional Impact

Programme Objective

To strengthen emotional intelligence and equip professionals with the skills to manage workplace conflict constructively, communicate effectively and maintain productive professional interactions.

Learning Outcomes

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

- Recognise emotional triggers and conflict dynamics in professional environments
- Regulate emotional responses in challenging situations
- Communicate assertively and manage difficult conversations effectively
- Apply emotional intelligence to de-escalate workplace tensions
- Foster constructive dialogue and collaborative problem-solving

I. Develop Emotional Intelligence in the Workplace

- Define Emotional Intelligence and its impact on workplace effectiveness
- Explore the Emotional Intelligence framework developed by Daniel Goleman
- Recognise how emotions influence perception, communication and behaviour
- Identify personal emotional triggers and typical conflict reactions

II. Understand Behavioural Drivers Influencing Workplace Reactions

- Explore how underlying emotional patterns influence professional behaviour and conflict reactions
- Introduce behavioural awareness insights from the 5 emotional wounds framework
- Recognise how some patterns may affect communication style, reactions to feedback and workplace interactions
- Develop greater awareness of behavioural drivers that may impact conflict situations

III. Regulate Emotions & Manage Conflict Constructively

- Understand common sources of workplace conflict
- Identify emotional triggers during challenging interactions
- Manage emotional intensity in tense situations
- Shift from reactive behaviour to intentional and constructive responses
- Apply the principle of From Flow to Focus by channeling emotional energy into clarity and constructive action

IV. Communicate Assertively & Build Constructive Dialogue

- Practice active listening and empathy in professional discussions
- Apply assertive communication techniques
- Express concerns clearly while maintaining professionalism
- Give and receive feedback constructively
- Manage misunderstandings and communication breakdowns effectively

Strengthen the ability to:

- De-escalate workplace tensions
- Facilitate constructive conversations
- Build trust and psychological safety within teams
- Promote collaborative problem-solving

Methodology

An interactive approach combining practical exercises, workplace case studies, role plays, self-assessment tools and facilitated discussions to encourage reflection and real-life application.

Duration

2 full days (sessions spaced by at least one week to allow for deeper practice, application and feedback.)