

Emotional Intelligence and Resilience

Time Commitment

1 day



How is this course taught?

In person

Location

LSBU's Southwark Campus



I was able to practice lessons learnt almost immediately at work, mainly in practicing my own emotions ...giving myself time to reflect, take time out for myself in situations where I feel misunderstood or have not read the situation right



Overview

Emotional intelligence (EI) is a critical skill for professional and personal success, impacting leadership, teamwork, communication, and mental well-being. This intensive one-day workshop is designed to help participants understand, develop, and apply EI techniques to build resilience, strengthen relationships, and manage stress effectively.

Participants will explore the four quadrants of emotional intelligence—self-awareness, self-management, social awareness, and relationship management—gaining practical tools to recognise, understand, and regulate emotions in themselves and others. The workshop also introduces strategies to prevent burnout, improve workplace communication, and enhance leadership effectiveness.

Through engaging discussions, interactive exercises, and peer coaching, this workshop offers a practical and supportive learning environment to develop essential EI skills for both professional and personal growth.

Entry Requirements

This course is open to all and does not require prior knowledge of emotional intelligence. It is designed for professionals at any career stage who want to develop their self-awareness, resilience, and communication skills to navigate workplace challenges effectively.

What does this course cover?

This course provides a comprehensive foundation in emotional intelligence and resilience, covering:

- The four quadrants of emotional intelligence: Self-awareness, self-management, social awareness, and relationship management
- The impact of EI on well-being and resilience: How emotional intelligence influences mental health and professional effectiveness
- Understanding burnout: Recognising the warning signs and developing strategies to maintain well-being
- Self-awareness and emotional regulation: Practical exercises to increase self-awareness and manage emotions effectively
- Social awareness and active listening: Techniques to improve empathy, interpersonal communication, and workplace relationships
- Giving and receiving feedback: Understanding the dynamics of constructive feedback, using models like the Johari Window
- Coaching and questioning techniques: How to use powerful questions to enhance conversations and improve problem-solving
- Developing resilience: Strategies for handling stress, navigating workplace challenges, and fostering mental wellness
- Applying EI in the workplace: Real-world case studies and exercises to strengthen emotional intelligence in professional settings

What will participants achieve?

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

- Understand and apply the principles of emotional intelligence to enhance professional and personal interactions
- Increase self-awareness and emotional regulation skills, improving their ability to manage stress and workplace challenges
- Strengthen interpersonal relationships through better communication, active listening, and empathy
- Develop strategies to prevent burnout and maintain mental well-being in high-pressure environments
- Apply coaching and feedback techniques to foster growth-oriented conversations with colleagues and teams
- Use real-world resilience techniques to handle workplace pressures and maintain long-term success

Participants will leave with practical skills and tools they can apply immediately, as well as additional resources for continued learning and self-improvement.

Who teaches this course?

Elly Dady

Elly Dady is a senior lecturer and leadership coach at London South Bank University. She is a registered Specialist Community Public Health Practitioner in Occupational Health.

How will this course be taught?

This course is delivered through a blend of interactive learning methods designed to ensure maximum engagement and practical application. Teaching methods include:

- Pre-course activities: Emotional intelligence self-assessment, baseline survey, and curated preparatory readings
- Live workshop sessions: Group discussions, interactive exercises, and real-world case studies
- Breakout sessions: Small group discussions to explore key themes in depth
- Coaching pairs: Peer-based activities to practice active listening, feedback, and emotional awareness
- Practical application: Case studies and exercises to apply emotional intelligence in real-life workplace scenarios
- Post-course resources: Further readings, reflection exercises, and an optional follow-up evaluation to assess progress

How much time will this course take up?

The core workshop is one full day, with additional pre-course and post-course activities to reinforce learning. Participants can expect:

- Pre-course: Approximately 1-2 hours of preparatory reading and self-assessment
- Live workshop: One full day of interactive learning
- Post-course: Optional follow-up reading and self-reflection activities

If you are interested in learning more about this short course, please email lsbushortcourses@lsbu.ac.uk.