



Emotionally Intelligent Leadership©



***We exist to empower leaders and teams to breakthrough
and achieve their potential!***

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Would your team members benefit from a tailored training to enhance their Emotionally Intelligence?

This flexible and impactful leadership development program equips team leaders and emerging leaders with practical tools and mindsets to lead with empathy, confidence, clarity, and strategic purpose. Beginning with a mandatory foundational session, the program offers a tailored structure through six optional workshops that address your team's specific leadership development needs. Whether delivered in a one-day format, across two days, or through a modular series, this program helps leaders thrive by building emotionally intelligent behaviours that drive performance and connection.



Emotionally Intelligent Leadership Foundations

This foundational session sets the tone for the entire leadership journey. Emotional intelligence (EI) is a critical capability for modern leaders—affecting everything from communication and trust to decision-making and team dynamics. In this session, leaders will explore the personal and interpersonal aspects of EI, with a strong focus on building empathy, self-awareness, and emotional regulation as tools for leadership effectiveness. For longer sessions consider optional modules.

Participants will examine how their emotional responses influence their relationships and outcomes at work, and how to lead with intention rather than reaction. Backed by neuroscience, this session incorporates reflection, discussion, and practical application to help leaders tune into their behavioural patterns and understand the emotional drivers of others.

We incorporate an Emotional Intelligence Assessment for free with this training (which incorporates the domain of Self-Aware, Self-Management, Empathy, Relationship and Motivation/Resilience.) Interactive exercises such as Empathy and your Epic Life Values, Empathy Mapping and Unconditional Positive Regard allow leaders to step into the experiences of others, improve their listening skills, and increase their ability to lead diverse teams with care and insight. This session also integrates a DISC or Life Languages™ Profile, enabling leaders to understand their communication preferences and how to flex their style to build stronger connections across the team. Here are the training outcomes:

- Understand the fundamentals of emotional intelligence and its leadership impact
- Build greater self-awareness around emotions, triggers, and behavioural patterns
- Practise empathetic listening, reflection, and high-trust feedback
- Strengthen team cohesion and inclusion through emotionally intelligent responses
- Use behavioural profiling to improve interpersonal communication and collaboration
- Lead with empathy, presence, and psychological safety at the centre

To enhance the impact of the training, we recommend incorporating one of the following profiling tools. These can be completed prior to the session and integrated into the workshops to deepen self-awareness, improve communication, and strengthen team dynamics. Either of these tools would integrate seamlessly in the session content and are supported by personalised reports and group insights.

- **DISC Profile** – A practical and easy-to-understand behavioural model that categorises communication into four core styles: Dominance, Influence, Steadiness, and Conscientiousness. DISC helps participants understand their natural tendencies, stress responses, and how to collaborate more effectively with others.
- **Life Languages™ Profile** – A powerful, multi-dimensional communication tool that explores seven Life Languages. It reveals how individuals process, speak, and listen, particularly under stress. This profile fosters empathy, trust, and mutual understanding across teams.



Continued... Emotionally Intelligent Leadership© - Optional Modules

What if your leaders didn't just understand emotional intelligence—but knew exactly how to apply it when it matters most?

After completing the foundational session Emotionally Intelligent Leadership: Empathy and Self-Awareness, your leaders will have a strong base of emotional insight and behavioural awareness. These optional modules build on that foundation—offering practical, targeted training that turns insight into action.

Each session focuses on a key leadership area—communication, culture, change, productivity, or resilience—and provides real-world tools leaders can apply straight away. We can tailor this training by exchanging or adding topics from our Build Your Breakthrough À La Carte Training Menu© (see options near the end of this catalogue) and below you may want to include one or more of these optional modules in your team training:

Optional Module 1: Emotional Intelligence in Action

This session introduces the EMERGING model, encompassing eight essential leadership dimensions: Essential Skills, Management, Engagement, Resilience, Interpersonal Skills, Gravitas, Navigation, and Growth. Leaders assess their strengths and identify practical strategies for growing their leadership presence and impact.

- Explore and apply the EMERGING model to strengthen leadership capability
- Build resilience, confidence, and clarity across daily leadership demands
- Set actionable growth goals aligned with current responsibilities and future aspirations

Optional Module 2: Developing Empathy as a Strength

Empathy is a key driver of trust, loyalty, and connection in leadership. This session provides a deeper focus on empathy as a learned strength, exploring the differences between cognitive and emotional empathy and how to lead with compassionate clarity.

- Recognise and overcome common empathy blockers in leadership
- Use empathy to de-escalate conflict and strengthen team connection
- Practise perspective-taking and emotionally attuned communication techniques

Optional Module 3: Assertive Communication & Confident Leadership

Learn to communicate with clarity, conviction, and care—especially in high-stakes moments. This session explores the four communication styles (Passive, Aggressive, Passive-Aggressive, and Assertive) and guides participants to express their ideas confidently, navigate tension, and activate a presence that inspires others.

- Identify and shift your default communication style for greater leadership impact
- Practise assertiveness, feedback, and boundary-setting with emotional intelligence
- Build personal confidence through powerful mindset and presence tools

Optional Module 4: The Healthy and Cohesive Team

Culture is shaped daily by leadership. In this session, leaders gain clarity on how to create values-led, inclusive, and high-trust team environments. Through practical tools and case studies, leaders learn to model the behaviours that create belonging and team alignment.

- Understand how behaviour, communication, and leadership actions shape culture
- Apply frameworks like the Team Culture Charter and Culture Mapping
- Promote psychological safety, feedback, and shared team ownership

Optional Module 5: Through Change with Clarity and Confidence

Change is constant, and leaders must be prepared to lead with calm, structure, and empathy. This session equips participants to navigate change using frameworks like Kotter's 8 Steps and ADKAR, while addressing emotional resistance and building team trust throughout the transition.

- Lead teams through uncertainty with confidence and structure
- Communicate change in a way that maintains alignment and engagement
- Develop a personalised change plan to guide your team through disruption

The overall training/coaching for this section of the training is aimed to help leaders and team members embed emotional intelligence into everyday practice, strengthen communication and connection, and lead with greater clarity, confidence, and cohesion across diverse workplace situations.



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