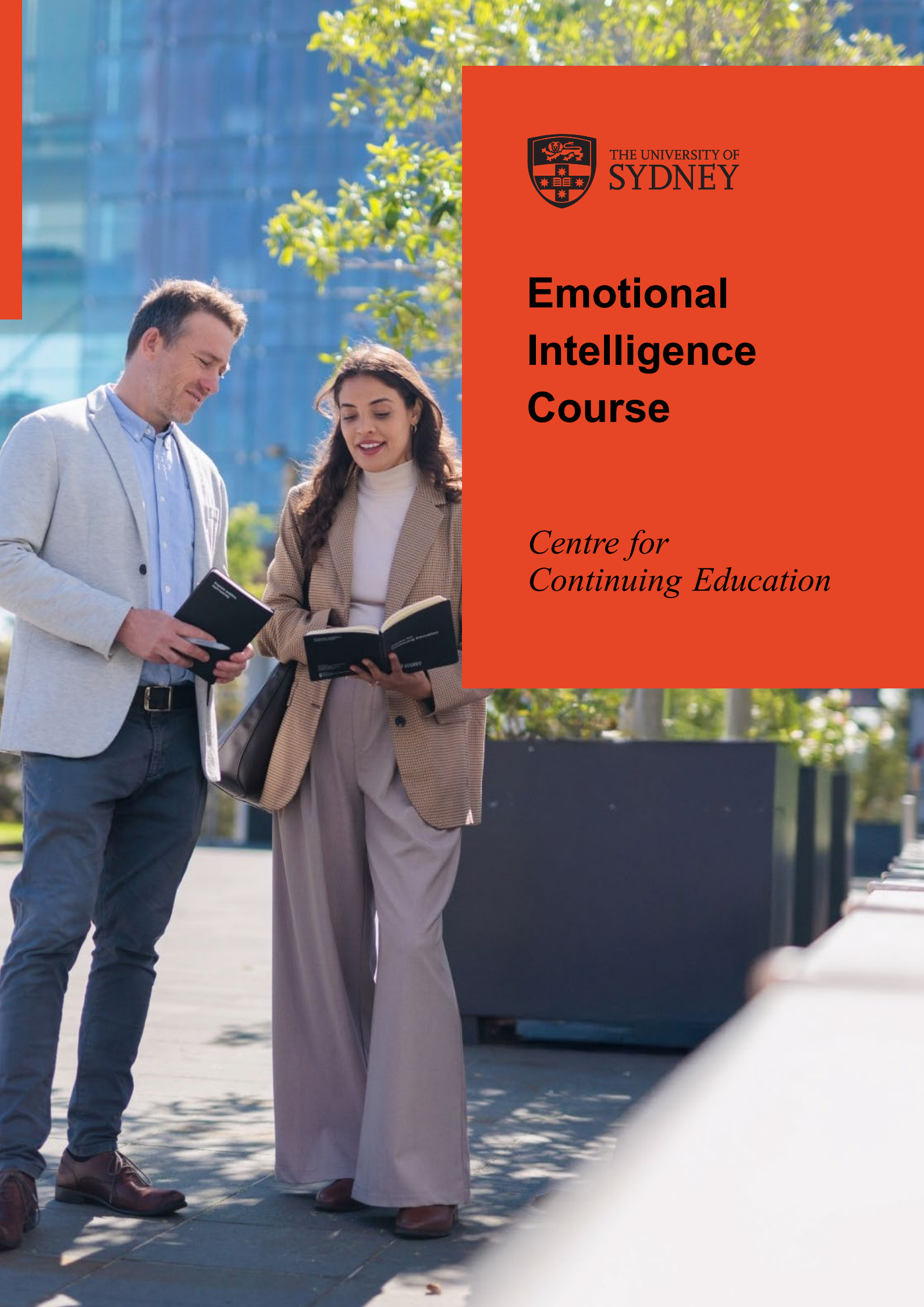THE UNIVERSITY OF
SYDNEY

Emotional Intelligence Course

Centre for
Continuing Education

Emotional Intelligence Course

Emotional intelligence (EI) is a key driver of effective communication, collaboration, and wellbeing. In fact, EI is an even bigger influence on your workplace performance than IQ (Goleman, 2014). This engaging and practical course explores the four quadrants of EI—awareness, management, social and relationships—helping you harness the power of emotions to improve your interactions, decision-making, and workplace performance.

No matter your role or industry, developing EI enhances teamwork, customer service, and overall job satisfaction. Emotional intelligence can be improved at any point in life. This course provides valuable insights and hands-on strategies to help you become more self-aware, navigate emotions effectively, and build strong professional and personal relationships.

Through interactive discussions and practical exercises, you'll gain tools to understand and manage emotions—both yours and those of others—leading to more productive and positive interactions in the workplace and beyond.

Course duration
1 session, 7.5 hours total

Time
9am - 5pm

Format
Face-to-face
or
Online in real-time

Dates
Browse available
course dates

Intended audience

This course is designed for professionals at all levels who want to improve their communication, collaboration, and relationship-building skills. Whether you work in a team, manage clients or simply want to enhance your personal and professional interactions, developing emotional intelligence will help you achieve greater success and fulfilment.

Upon completion

Every participant receives a University of Sydney certificate of completion.

Outcomes

By the end of this course, you should be able to:

- develop an awareness of EI models
- recognise the benefits of EI
- expand your knowledge of emotional patterns in yourself and others
- understand how to use emotion to facilitate thought and behaviour
- know and utilise the difference between reaction and considered response
- manage your emotions, and positively influence themselves and others
- build more effective relationships with people at work and at home
- positively influence and motivate colleagues, team members and managers
- increase your leadership effectiveness by creating an atmosphere that engages others
- recognise EI behaviours and support high performance
- increase satisfaction and fulfilment at work.

Content

Introduction to emotional intelligence (EI)

- Understanding EI, EI models, and its role in professional and personal success
- The four quadrants of EI: self-awareness, self-management, social awareness and relationship management
- Why emotional intelligence matters in workplace interactions and relationships
- EI self-assessment tool

Self-awareness: understand your emotions

- What are emotions, and why do they matter?
- The different levels of emotional awareness
- Increase your emotional knowledge of yourself
- Recognise 'negative' and 'positive' emotions

Self-management: regulate your emotions

- The relationship between emotions, thought and behaviour
- Discover the importance of values
- The impact of not managing and processing 'negative' emotions
- Techniques to manage your emotions in challenging situations

Social awareness: recognise emotions in others

- The universality of emotional expression
- Learn tools to help you recognise and appropriately respond to others' emotions
- Perceiving emotions accurately in others to build empathy
- Cultivating active listening for deeper connections

Relationship management: relate to others

- Applying EI in the workplace
- The role of empathy and trust in relationships
- Increase your ability to create effective working relationships with others (peers, subordinates, managers, clients)
- Navigate conflict and difficult conversations with confidence
- Tools to lead, motivate others and create a high performing team

"The scientific basis behind the course was great and really made it make sense for me. That the topic area was explored in a variety of contexts was also really good. "

Sarah Champion

"Worthwhile course for everyone - no matter your role, position or industry. "

Madeleine Chiffey

Delivery style

Delivery includes content delivery, reflection, short videos, group activities and discussions. The facilitator's engaging and supportive teaching style enables practical tools for skills transfer, improvements, relationships and results.

Materials

Course materials, including a presentation and a course booklet, are provided electronically.

Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

Learn more

THE UNIVERSITY OF SYDNEY

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

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