

# EMOTIONAL INTELLIGENCE IN LEADERSHIP

## ***This program is designed for***

- Senior Leaders and executive
- Department Heads and Directors
- Team Leaders and Managers
- High-Potential Leadership Candidates
- Change Management Leaders
- HR and L&D Professionals

Date : 11 & 12 March 2025 (2 Days)  
Time : 9.00 am – 5.00 pm  
Mode : Face-to-Face  
Venue : Klang Valley  
Price (RM) : RM 1,920.00 (Member) | RM 2,160.00 (Non-Member)  
\*Prices exclusive of 8% SST



## **INTRODUCTION**

This intensive two-day program equips leaders with practical tools and strategies to build high-performing teams through emotional intelligence, with special focus on managing multi-generational workforces in volatile, uncertain, complex, and ambiguous (VUCA) business environments.



## **KEY BENEFITS**

Transform your leadership capability to:

- Build high-trust environments that drive innovation and performance
- Bridge generational gaps to create cohesive, high-performing teams
- Navigate VUCA challenges with emotional intelligence and adaptability
- Foster psychological safety and inclusive team cultures
- Drive sustainable organizational change
- Enhance team engagement and retention



Organised by :

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## COURSE CONTENT

### DAY 1

9.00 AM – 5.00 PM

#### Understanding Self and Others

Morning Session: Emotional Intelligence Foundations

Opening and EI Assessment

- Welcome and program introduction
- Personal EI assessment using validated tools
- Debrief and reflection on individual EI profiles

Self-Awareness and Management

- Understanding emotional triggers and responses
- Techniques for emotional regulation
- Practical exercises in mindfulness and presence
- Personal brand and leadership style assessment

Afternoon Session: Generational Intelligence

Multi-Generational Workplace

- Understanding different generational values and motivations
- Communication preferences across generations
- Case studies in generational conflicts
- Adaptive leadership strategies

Building Trust Across Differences

- Trust-building framework for diverse teams
- Active listening and empathy exercises
- Cultural and generational sensitivity
- Personal action planning

End of programme

### DAY 2

9.00AM – 5.00PM

#### Leading in VUCA Environments

Morning Session: Team Dynamics

Understanding Team Dynamics

- Team development stages
- Psychological safety in teams
- Reading and influencing group emotions
- Team culture assessment

Leading Through Change

- VUCA environment analysis
- Change management frameworks
- Resistance management
- Emotional aspects of change

Afternoon Session: Integration and Application

Practical Application

- Real-world scenario simulations
- Peer coaching sessions
- Difficult conversations practice
- Feedback techniques

Action Planning

- Personal development planning
- Team transformation roadmap
- 30-60-90 day planning
- Support network development

Closing and Commitments

- Key takeaways
- Commitment sharing
- Follow-up planning

Q & A Session

End of programme



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