

**MSS SUCCESS SPACES**

Units 2K-2L, 2nd Floor E.C. Valle Commercial Center M.L.
Quezon Avenue Brgy. San Isidro, Angono, Rizal



(02) 7255 5568



0995 846 2495 | 0917 123 1017



info@mssccorporation.com.ph



www.MSSCorporation.com.ph

EMOTIONAL INTELLIGENCE FOR LEADERS TRAINING IN THE PHILIPPINES

A 1-Day Practical Leadership Development Program on Self-Awareness, Emotional Regulation, Empathy, Communication, and Relationship Management

TRAINING OVERVIEW

Technical expertise, authority, and experience can help a person become a manager, but these alone do not guarantee effective leadership.

Leaders must also understand how their emotions, reactions, communication habits, and interpersonal behaviors affect the people they manage. They are expected to remain composed under pressure, communicate difficult messages, understand employees' perspectives, respond constructively to conflict, and maintain trust while holding people accountable.

This 1-day **Emotional Intelligence for Leaders Training in the Philippines** is designed to help supervisors, team leaders, managers, department heads, and other people leaders strengthen the emotional and relational competencies required for effective leadership.

Leaders commonly encounter situations involving:

- Pressure, deadlines, and competing priorities
- Frustration with employee performance or behavior
- Resistance to feedback, change, or accountability
- Misunderstandings and workplace conflict
- Employees with different personalities and emotional needs
- Difficult conversations and emotionally charged reactions
- The need to balance empathy with standards and results
- Team morale, trust, motivation, and engagement concerns

Without emotional intelligence, leaders may react impulsively, communicate harshly, avoid necessary conversations, misread employee behavior, or create unnecessary tension. Conversely, emotionally intelligent leaders are better positioned to recognize their triggers, manage their responses, listen with empathy, adapt their communication, preserve relationships, and guide employees toward constructive action.

This **Emotional Intelligence in Leadership Training Program** goes beyond merely defining emotional intelligence. It provides practical tools and guided exercises that help participants apply self-awareness, self-management, social awareness, and relationship management to real workplace leadership situations.

Using the MSS EnterTRAINment approach, the program combines interactive discussions, emotional intelligence self-assessments, leadership scenarios, communication practice, reflection exercises, role plays, facilitated debriefing, and workplace action planning.



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TRAINING GOAL

To strengthen participants' emotional intelligence so they can manage themselves effectively, understand and respond to others, communicate constructively, build stronger workplace relationships, and lead employees with greater empathy, composure, credibility, and accountability.

TRAINING OBJECTIVES

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

1. Explain the role of emotional intelligence in effective leadership
2. Recognize how emotions influence leadership behavior, communication, decisions, and relationships
3. Identify personal emotional triggers, habitual reactions, and leadership blind spots
4. Apply practical techniques for regulating emotions under pressure
5. Demonstrate greater empathy and social awareness when managing employees
6. Listen more effectively and interpret emotional and behavioral cues
7. Adapt communication approaches to different people and situations
8. Handle feedback, conflict, resistance, and difficult conversations more constructively
9. Balance empathy, fairness, accountability, and performance expectations
10. Develop a personal Emotional Intelligence Leadership Action Plan

TRAINING OUTLINE

1-Day Face-to-Face Emotional Intelligence for Leaders Training Program

Time	Modules and Topics	Supporting Activities and Outputs
8:00–10:00 AM	<p>MODULE 1: UNDERSTANDING EMOTIONAL INTELLIGENCE IN LEADERSHIP</p> <ul style="list-style-type: none"> • What emotional intelligence means in a leadership context • Emotional intelligence versus personality, intelligence, and technical competence • How a leader's emotions affect communication, trust, morale, and performance • The four leadership dimensions of emotional intelligence: self-awareness, self-management, social awareness, and 	<p>Emotional Intelligence Leadership Check-Up</p> <p>Participants assess their current emotional intelligence strengths, triggers, reaction patterns, and development needs.</p> <p>Leadership Scenario: "What Was the Leader's Real Impact?"</p> <p>Output: Personal Emotional Intelligence Leadership Profile</p>

	<p>relationship management</p> <ul style="list-style-type: none"> • Emotional contagion and the leader's influence on team climate • Recognizing emotional triggers and habitual reactions • Leadership blind spots and unintended impact • Responding versus reacting • The difference between emotional intelligence and emotional suppression • Taking personal responsibility for leadership behavior 	
10:00–10:15 AM	Morning Break	
10:15 AM–12:00 NN	<p>MODULE 2: SELF-AWARENESS AND EMOTIONAL REGULATION UNDER PRESSURE</p> <ul style="list-style-type: none"> • Identifying emotions accurately before taking action • Understanding the connection among triggers, thoughts, emotions, behavior, and consequences • Recognizing emotional hijacking in leadership situations • Managing frustration, anger, anxiety, disappointment, and impatience • Maintaining composure during deadlines, conflict, criticism, and operational pressure • Challenging unhelpful assumptions and interpretations • Pausing, reframing, and choosing a constructive response • Managing defensiveness when receiving feedback • Demonstrating emotional consistency and professional presence • Developing personal emotional regulation strategies 	<p>Emotional Trigger Mapping Exercise</p> <p>Participants identify common workplace triggers, automatic reactions, possible consequences, and healthier response strategies.</p> <p>Pressure Response Simulation</p> <p>Participants practice responding to emotionally demanding leadership situations without becoming passive, aggressive, or reactive.</p> <p>Output: Personal Trigger and Regulation Plan</p>
12:00 NN–1:00 PM	Lunch Break	
1:00–3:00 PM	<p>MODULE 3: EMPATHY, SOCIAL AWARENESS, AND EMOTIONALLY INTELLIGENT COMMUNICATION</p>	<p>Empathy and Listening Laboratory</p> <p>Participants practice listening, clarifying,</p>



	<ul style="list-style-type: none"> • Understanding empathy as a leadership competency • Empathy versus agreement, sympathy, rescuing, or tolerating poor performance • Reading verbal, nonverbal, behavioral, and emotional cues • Identifying what may be happening beneath an employee's visible behavior • Listening to understand rather than listening to respond • Asking purposeful and nonjudgmental questions • Validating emotions without automatically validating conclusions or excuses • Adapting communication to different personalities and emotional states • Communicating expectations with clarity and respect • Giving emotionally intelligent feedback • Building psychological safety while maintaining standards 	<p>acknowledging concerns, and redirecting conversations toward constructive action.</p> <p>Communication Reframing Exercise Participants transform reactive or insensitive leadership statements into clear, respectful, and accountable messages.</p> <p>Output: Emotionally Intelligent Communication Guide</p>
<p>3:00–3:15 PM</p>	<p style="text-align: center;">Afternoon Break</p>	
<p>3:15–5:00 PM</p>	<p>MODULE 4: RELATIONSHIP MANAGEMENT, CONFLICT, AND DIFFICULT LEADERSHIP CONVERSATIONS</p> <ul style="list-style-type: none"> • Applying emotional intelligence to workplace relationships • Recognizing the emotional dynamics of conflict • Preventing disagreement from becoming personal conflict • De-escalating emotionally charged conversations • Managing defensive, resistant, negative, or emotional employees • Giving corrective feedback without attacking the person • Balancing empathy with accountability • Handling difficult conversations with 	<p>Emotionally Intelligent Leadership Conversation Clinic</p> <p>Participants handle realistic cases involving conflict, underperformance, resistance, emotional reactions, misunderstandings, and accountability concerns.</p> <p>Final Outputs:</p> <ol style="list-style-type: none"> 1. Emotionally Intelligent Leadership Conversation Plan 2. Personal Emotional Intelligence Leadership Action Plan

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	<p>composure and courage</p> <ul style="list-style-type: none">• Rebuilding trust after misunderstanding or conflict• Managing relationships across teams, levels, and functions• Creating constructive agreements and follow-through actions• Sustaining emotionally intelligent leadership habits	
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TRAINING METHODS

- Interactive lectureries and facilitated discussions
- Emotional intelligence self-assessment
- Leadership reflection activities
- Emotional trigger mapping
- Workplace scenario analysis
- Active-listening and empathy exercises
- Communication reframing practice
- Leadership role plays and simulations
- Peer observation and feedback
- Facilitator coaching and guided debriefing
- Workplace action planning
- MSS EnterTRAINment-based learning activities

KEY DESIGN STRENGTHS

- Focuses specifically on emotional intelligence in leadership
- Goes beyond introductory definitions through practical workplace application
- Develops both self-management and people-management competencies
- Connects emotional intelligence with communication, trust, feedback, conflict, and accountability
- Helps leaders understand their emotional impact on employees and teams
- Balances empathy with standards, boundaries, and performance expectations
- Includes realistic leadership simulations and difficult-conversation practice
- Applicable across industries, departments, and management levels
- Suitable for new supervisors, experienced managers, and senior leaders
- Produces practical outputs that participants can apply immediately

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WHO SHOULD ATTEND

This Emotional Intelligence for Leaders Training Program is ideal for:

- Team leaders
- Supervisors
- Managers
- Department heads
- Business unit leaders
- Project managers
- Operations leaders
- HR leaders and practitioners
- New people managers
- Experienced leaders seeking stronger interpersonal effectiveness
- Professionals responsible for leading, coaching, managing, or influencing employees

EXPECTED TRAINING OUTPUTS

At the end of the program, participants will produce:

1. **Personal Emotional Intelligence Leadership Profile**
A self-assessment of leadership strengths, emotional triggers, reaction patterns, and development priorities.
2. **Personal Trigger and Regulation Plan**
A practical guide for managing emotional reactions during challenging workplace situations.
3. **Emotionally Intelligent Communication Guide**
A set of communication practices for listening, empathizing, clarifying expectations, and addressing concerns constructively.
4. **Emotionally Intelligent Leadership Conversation Plan**
A structured plan for handling a difficult employee or workplace conversation.
5. **Personal Emotional Intelligence Leadership Action Plan**
Specific behaviors and habits the participant will practice after the training.

THE FOUR DIMENSIONS OF EMOTIONAL INTELLIGENCE IN LEADERSHIP

1. Self-Awareness

The ability to recognize one's emotions, triggers, strengths, limitations, assumptions, and behavioral impact on others.

Leadership applications include:

- Recognizing frustration before reacting
- Understanding how tone affects employees

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- Accepting feedback without defensiveness
- Identifying leadership blind spots
- Knowing when emotions may influence decisions

2. Self-Management

The ability to regulate emotional reactions and choose behaviors that support constructive outcomes.

Leadership applications include:

- Remaining composed under pressure
- Pausing before responding
- Managing anger and disappointment
- Adapting during uncertainty and change
- Demonstrating emotional consistency

3. Social Awareness

The ability to understand other people's emotions, perspectives, concerns, and workplace realities.

Leadership applications include:

- Listening for both facts and emotions
- Recognizing disengagement or distress
- Understanding different viewpoints
- Reading the atmosphere of a team
- Demonstrating appropriate empathy

4. Relationship Management

The ability to use emotional awareness to communicate, influence, collaborate, resolve conflict, and maintain productive relationships.

Leadership applications include:

- Giving constructive feedback
- Managing difficult conversations
- Resolving disagreements
- Building trust
- Motivating employees
- Strengthening collaboration and accountability

EMOTIONAL INTELLIGENCE AND ACCOUNTABILITY

Emotional intelligence does not mean avoiding difficult conversations, excusing poor performance, or agreeing with every employee concern.

Emotionally intelligent accountability means that leaders:

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- Address concerns early
- Focus on observable behavior and impact
- Listen before reaching conclusions
- Communicate expectations clearly
- Remain respectful during disagreement
- Understand possible causes without removing responsibility
- Agree on corrective actions and follow-through
- Preserve dignity while protecting standards

The goal is not to choose between empathy and accountability. Effective leadership requires both.

WHAT THIS PROGRAM DOES NOT DO

This program is not:

- A clinical mental health course
- A psychological assessment or diagnostic service
- Therapy or counseling certification
- A personality profiling program
- A substitute for professional mental health intervention
- A program that encourages leaders to tolerate misconduct or persistent underperformance

It is a workplace leadership development program that helps participants manage their own emotions and lead workplace relationships more effectively.

WHY EMOTIONAL INTELLIGENCE FOR LEADERS TRAINING MATTERS

Leaders influence more than tasks and results. Their daily behavior shapes how employees experience communication, feedback, pressure, conflict, change, recognition, and accountability.

When leaders lack emotional awareness, even well-intended messages can create defensiveness, fear, confusion, or disengagement. When leaders manage emotions and relationships effectively, they create better conditions for trust, collaboration, learning, accountability, and performance.

This **Emotional Intelligence Training in the Philippines** helps organizations develop leaders who can remain composed, communicate with empathy, manage conflict, conduct difficult conversations, and build productive relationships without compromising business standards.

COMMON EMOTIONAL INTELLIGENCE LEADERSHIP TOPICS COVERED

The program may include or be customized around:

- Emotional intelligence for managers

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- Emotional intelligence for supervisors
- Self-awareness in leadership
- Emotional regulation under pressure
- Leadership empathy
- Active listening for leaders
- Emotional triggers and reaction management
- Leadership communication
- Difficult employee conversations
- Conflict management and de-escalation
- Feedback and accountability conversations
- Psychological safety and trust
- Managing different personalities
- Emotional intelligence during change
- Relationship management in the workplace
- Leadership presence and composure

RECOMMENDED FOLLOW-THROUGH PROGRAMS

- Advanced Leadership and Management
- Coaching and Counseling Training
- Performance Management Training
- Difficult Conversations Training
- Conflict Resolution and Workplace Mediation
- Effective Workplace Communication
- Resilience and Adversity Intelligence
- Psychological Safety for Leaders
- Employee Engagement and Motivation
- Managing Accountability Without Creating Fear

FREQUENTLY ASKED QUESTIONS

What is Emotional Intelligence for Leaders Training?

Emotional Intelligence for Leaders Training helps supervisors, managers, and other people leaders recognize and regulate their emotions, understand employees' perspectives, communicate constructively, manage conflict, and build stronger workplace relationships.

What is the difference between general Emotional Intelligence Training and Emotional Intelligence for Leaders Training?

General Emotional Intelligence Training may focus broadly on personal and interpersonal effectiveness. Emotional Intelligence for Leaders Training applies these competencies specifically to leadership responsibilities such as feedback, coaching, accountability, conflict, decision-making, employee engagement, and difficult conversations.

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Who should attend Emotional Intelligence in Leadership Training?

The program is suitable for team leaders, supervisors, managers, department heads, project managers, business unit leaders, HR practitioners, and professionals responsible for managing or influencing employees.

Is this Emotional Intelligence Training suitable for new managers?

Yes. New managers can use the program to build self-awareness, emotional regulation, empathy, and communication skills early in their leadership journey. Experienced leaders can use it to identify blind spots and strengthen their impact.

Does this training include practical activities?

Yes. Participants complete self-assessments, emotional trigger exercises, listening activities, communication practice, leadership scenarios, role plays, and action planning.

Does emotional intelligence mean being too soft on employees?

No. Emotional intelligence helps leaders combine empathy and respect with clear expectations, boundaries, corrective feedback, and accountability.

Can this program be customized for our company?

Yes. The program may be customized according to the organization's leadership competencies, culture, values, employee profile, work environment, management challenges, and actual workplace situations.

What are the expected outputs?

Participants will develop an Emotional Intelligence Leadership Profile, Trigger and Regulation Plan, Communication Guide, Difficult Conversation Plan, and Leadership Action Plan.