

The Emotionally Intelligent Leader

Decoding Human Behaviour for Better Communication and Influence



Focus on: **The Manager** **The Specialist** **Spotlight Programme** **Hands-on Skills**

Course Overview

People do not come with a manual. We only see what we want to see in a friend or colleague and rarely understand the complex emotional matrix that creates the person in front of us, we judge them by our own behavioural map. Top leaders and communicators can decipher the behavioural codes of other people and react accordingly to build effective and lasting rapport with anyone. One of the tools used is Neuro-Linguistic Programming (NLP), the science, or art of creating and recreating human excellence in all areas of communication and influence. The processes examine the effective habits of highly motivated top performers in both business and social situation, enabling them to adapt their behaviours and skills to any given situation. By examining in detail how they achieve their outcomes it is possible to reproduce and hone best practice for the good of the individual, team and organisation.

This concept has been developed over the past three decades to enable us to interpret human experiences, by understanding how people think, feel and react.

Within the business world NLP is now seen as a vital skill to improve the effectiveness and impact of communication.

Course Objectives		This Course is ideal For:	
1	To study how people process information and to examine a model for determining values and motivation	✓	Leaders and professionals who want to grow in personal power, authenticity, and integrity
2	To provide insights into thinking strategies and processes and to understand non-verbal communication	✓	Managers aiming to communicate more effectively with colleagues and teams
3	To consider how to use enhanced communication skills and to put yourself in other's shoes in order to understand them more completely	✓	Individuals seeking to motivate themselves and inspire others
4	To recreate excellence again, to create trust and rapport with friends and colleagues	✓	Professionals wishing to develop a positive mindset and constructive thinking habits
5	To create well-formed outcomes and action plans	✓	HR and culture champions focused on creating emotionally healthy, productive workplaces with an open, positive culture
		✓	Teams and individuals committed to sustaining excellence and continuous improvement

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Course Content

Day	Theme	Coverage
1	Foundations of Behaviour & NLP	<ul style="list-style-type: none"> • Introduction to human behaviour and emotional complexity. • Understanding behavioural maps and rapport building. • Overview of NLP: history, purpose, and applications. • Studying how people process information. • Exercises on self-awareness and perception.
2	Decoding Behaviour & Communication	<ul style="list-style-type: none"> • Exploring values, motivation, and thinking strategies. • Non-verbal communication and body language mastery. • Building trust and rapport with colleagues and clients. • Using enhanced communication skills in persuasion and negotiation. • Group exercises on “putting yourself in others’ shoes.”
3	Emotional Intelligence in Action	<ul style="list-style-type: none"> • Creating well-formed outcomes and action plans. • Recreating excellence in professional and personal contexts. • Managing emotions productively in high-pressure situations. • Flexibility and resilience in changing environments. • Practical Integration: Team exercises and personal action planning
4	Creating Excellence & Influence	<ul style="list-style-type: none"> • Recreating excellence in professional and personal contexts • Developing motivational states in yourself and others • Persuading, inspiring, and influencing groups effectively • Recognising subtle emotional cues in others • Practical case studies: conflict resolution and influence
5	Integration & Application	<ul style="list-style-type: none"> • Creating well-formed outcomes and action plans • Personal action planning for career and personal growth • Scenario-based role plays and feedback sessions • Video analysis and self-reflection for lasting improvement • Consolidating skills into workplace and life application

Course Assessment

Participants will be assessed on:

- Participation in sessions
- Completion of exercises & case studies
- Performance in assessments

Certification

Upon successful completion of the course, participants will receive a **Certificate of Successful Completion**, along with a **Transcript of Marks** showing the performance by grade in each element of assessment and overall.

Course Instructor

This internationally-acclaimed speaker has over 25 years of experience in teaching human behaviour and communication. He has delivered innovative development courses to a wide range of organisations

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throughout the UK, USA, Europe, Asia and the Middle & Far East. His background is both intriguing and impressive: after undertaking his degree he worked in journalism for national newspapers and the BBC. He then rose to become a senior officer in the Merchant Navy, and thereafter he held commercial and training roles in several famous-name blue-chip organisations.