



@ASK Training
Attitude | Skills | Knowledge



Emotional
Intelligence

DURATION

9.00am - 5.00pm
(inclusive of 1 hour lunch break)

COURSE DATES

<https://asktraining.com.sg/course-schedule>

COURSE FEE

S\$708.50 (inclusive of 9% GST)

Course Code: **ASKEIL**

Emotional Intelligence for Leading with Composure

COURSE SYNOPSIS

Leadership is often tested not when things are going well, but when pressure rises, emotions surface and conversations become challenging.

In these moments, a leader's ability to remain composed can influence not only the immediate situation, but also the confidence, trust and emotional climate of the people around them.

Emotional Intelligence for Leading with Composure is a practical and experiential programme designed to help leaders develop greater awareness of their emotional responses, manage themselves more effectively under pressure, and communicate with greater empathy, clarity and intention.

Rather than approaching Emotional Intelligence purely as a concept, the course focuses on four practical leadership capabilities: **Recognise, Regulate, Relate** and **Respond**.

Participants will explore how these capabilities can help them navigate everyday leadership challenges and build more constructive workplace relationships.

Through facilitated learning, reflection and workplace application, participants will develop practical insights and strategies for leading themselves and others with greater emotional awareness and composure.

Composure is not about having no emotions. It is about having enough awareness to choose what you do with them.



COURSE OBJECTIVES

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

- ✓ Recognise personal emotional triggers and response patterns that may influence leadership behaviour and communication.
- ✓ Apply emotional regulation strategies to maintain composure and respond more intentionally in challenging workplace situations.
- ✓ Demonstrate greater empathy and social awareness when interacting with different individuals and perspectives.
- ✓ Apply emotionally intelligent communication approaches to navigate challenging conversations with greater clarity, empathy and composure.



LEARNING CHAPTERS

Chapter 1: Recognise – Understanding Yourself Under Pressure

- Understanding Emotional Intelligence in leadership
- Recognising emotional triggers and response patterns
- Building greater emotional self-awareness
- Moving from automatic reactions to intentional responses

Chapter 2: Regulate – Maintaining Composure Under Pressure

- Understanding emotional regulation as a leadership capability
- Managing emotions during pressure and uncertainty
- Developing greater self-control and emotional flexibility
- Strengthening the ability to pause and respond intentionally

Chapter 3: Relate – Understanding the Emotions of Others

- Recognising emotional cues and perspectives
- Strengthening empathy and social awareness
- Listening with greater attention and understanding
- Building trust through emotionally intelligent interactions

Chapter 4: Respond – Navigating Challenging Conversations

- Applying Emotional Intelligence in difficult conversations
- Communicating with clarity, empathy and composure
- Managing emotional tension and differing perspectives
- Balancing relationship needs with leadership accountability