



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Emotional Intelligence for Performance Excellence

Custom Courses / Public Relations and Communication

Unit Standard AATICD-0139 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the competencies to apply emotional intelligence principles to enhance personal and team performance. Participants will learn to recognise, understand, and manage emotions in themselves and others to foster a productive and harmonious work environment. The focus is on leveraging emotional intelligence for improved decision-making, conflict resolution, and leadership effectiveness.

Category	Custom Courses
Subfield	Public Relations and Communication
Unit Standard	AATICD-0139
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply emotional intelligence frameworks to assess and enhance personal and team performance.
- Analyse the impact of emotions on workplace behaviour and decision-making.
- Evaluate strategies for managing stress and regulating emotional responses in challenging situations.
- Demonstrate empathy and effective communication to build trust and collaboration.
- Implement techniques for resolving conflicts using emotional intelligence principles.
- Design a personal development plan to continuously improve emotional intelligence competencies.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, and professionals at all levels who seek to improve interpersonal skills and drive performance through emotional intelligence.
- It is ideal for individuals in roles requiring high levels of collaboration, client interaction, or leadership.

COURSE OUTLINE

Day 1: Foundations of Emotional Intelligence

- What is Emotional Intelligence? (Self-awareness, Self-management, Social awareness, Relationship management)
- The brain-emotion connection: amygdala hijack and prefrontal cortex
- EI vs IQ: why EI matters more for success
- Self-assessment: identifying your current EI strengths and gaps
- Journaling exercise: tracking emotional responses

Day 2: Self-Awareness and Self-Regulation

- The Johari Window: expanding self-awareness
- Emotional triggers and response patterns
- Techniques for self-regulation: breathing, reframing, pause-and-plan
- Building resilience: coping with setbacks
- Creating a personal EI development plan

Day 3: Social Awareness and Empathy

- Empathy vs sympathy: the art of perspective-taking
- Active listening skills: verbal and non-verbal cues
- Reading the room: situational awareness in meetings
- Cultural and diversity considerations in EI
- Role-play: empathetic responses in challenging scenarios

Day 4: Relationship Management and Influence

- The art of constructive feedback: SBI model (Situation-Behaviour-Impact)
- Conflict resolution styles and when to use them
- Building trust: consistency, transparency, and authenticity
- Inspirational leadership: connecting emotionally with teams
- Networking with emotional intelligence

Day 5: Integrating EI for Performance Excellence

- Case studies: EI in leadership, sales, customer service, and project management
- Designing your EI development roadmap
- Peer coaching: accountability partnerships
- Creating an EI-friendly team culture
- Course review and commitment to continuous improvement

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	21 Aug 2026	On-Campus	Shenzhen, China
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard AATICD-0139) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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