



Using Emotional Intelligence to Drive Performance

Workshop Overview

In an era where artificial intelligence is transforming the way we work, it is our Emotional Intelligence that will determine how well we thrive. While AI excels at analysis and automation, it is EI, our ability to perceive, understand, and manage emotions that enables us to build trust, inspire teams, and lead with impact.

This high-impact 3-hour workshop is designed for IT professionals, team leads, and managers working independently across diverse business support roles. Whether you're navigating remote collaboration, cross-functional demands, or fast-paced change, developing your emotional intelligence will sharpen your leadership edge, improve team dynamics, and elevate overall performance.

With an emphasis on practical tools, real-world scenarios, and self-awareness, this workshop focuses on how EI drives outcomes not just through individual excellence, but through stronger connections, improved communication, and enhanced psychological safety. Move beyond transactional interactions and into transformational leadership, where trust, empathy, and clarity drive performance and innovation.

Learning Outcomes

While artificial intelligence is revolutionising tasks and systems, it is emotional intelligence that sustains the human side of business.

By the end of this workshop, participants will be able to:

- Define the core components of emotional intelligence and how they apply in technical and leadership roles
- Recognise the impact of EI on team culture, motivation, and performance
- Develop strategies to manage stress, self-regulate emotions, and respond rather than react under pressure
- Strengthen interpersonal communication and empathy, especially in virtual or cross-functional environments
- Apply EI to build psychologically safe teams that encourage openness, creativity, and accountability
- Use emotional intelligence as a foundation for sustainable leadership in the age of AI and digital transformation

Duration: 3 Hour Workshop

Mode of Delivery: online with an expert facilitator

Course Resources: as required



New Links Training Solutions Ltd

W: www.newlinkstraining.com **E:** info@newlinkstraining.com