



Presented by  
Management Forum

# Establishing and Nurturing Emotionally Intelligent Teams and Workplaces

17 July 2024

+ 11-12 November 2024

This programme will discuss what an emotionally intelligent team is, and how this differs from a team that is just functioning (and definitely an underperforming or dysfunctional team). It will outline how establishing and nurturing an emotionally intelligent team will enhance the productivity and effectiveness of the team, and therefore the organisation as a whole.



**Format:**  
Live online



**CPD:**  
6 hours for your records



Certificate of  
completion

# Overview

**A lack of Emotional Intelligence will have a detrimental impact on organisations as a result of the negative effect this has on the individual employees. If an organisation does not adopt, establish and embed emotional intelligence then it will have a detrimental effect on their employees. This is evidenced in the increase in stress in the workplace and emotional exhaustion, and the impact this has on the individuals and the organisations. This costs British businesses an estimated £26 billion per annum.**

Emotional Intelligence is key to both personal and professional success. People who are emotionally intelligent and show genuine empathy, fully understand and manage their emotions and have an awareness of how others express and manage their emotions.

This will lead to effective communications, facilitating healthy, productive relationships with others, enabling individuals to have a more fulfilled and successful personal and professional life. This, in turn, leads to increased productivity and greater organisational growth.

This programme will discuss what an emotionally intelligent team is, and how this differs from a team that is just functioning (and definitely an underperforming or dysfunctional team). It will outline how establishing and nurturing an emotionally intelligent team will enhance the productivity and effectiveness of the team, and therefore the organisation as a whole. The course will detail what an emotionally intelligent team looks like, why it is so effective, how this can be achieved and the positive impact this has in the workplace. It will provide examples of this in practice and prompts for how emotional intelligence can be embedded into teams.

## Benefits of attending

You will learn how to:

- **Establish** an emotionally intelligent team that will increase productivity.
- **Empathetically** listen and nurture a workforce is a potent force for change.
- **Create** an environment that demonstrates that positive behaviour will lead to positive behaviour and builds a momentum of development and growth.
- **Grow** a resilient team within a positive emotionally intelligent workplace.
- **Establish** a psychologically safe environment where employees are emotionally strong and reduces stress and presenteeism in the workplace.
- **Connect** your formed emotionally Intelligent team to the a larger purpose off the organisation - creating a culture that encourages and nurtures contributions from the whole team in a non-threatening, supportive environment will establish a proactive, productive workforce.

## Who should attend?

This course is relevant for existing leaders / managers, as well as those new or aspiring to a management role, who want to achieve greater success by enhancing their leadership skills through adopting a compassionate approach.

# Programme

## **What is emotional intelligence?**

- Identifying and regulating emotions.
- Effective communication in practice not just theory.
- The role of empathy in establishing and facilitating healthy, productive relationships.
- The symbiotic link between psychological and physical health.

## **Why is emotional intelligence fundamental in the workplace?**

- Understanding, expressing and managing emotions.
- How emotions and behaviours can be influenced.
- Enablement leading to increased productivity and growth.
- The role of empathetic listening.
- Increased interactions leading to increased outcomes.

## **The essential need for effective leadership to ensure that emotional intelligence is genuinely established and embedded**

- What does an organisation without effective emotionally intelligent leadership look like.
- The impact of an increasingly stressful in the workplace.
- Establishing effective leadership strategies.

## **Emotionally intelligent teams**

- Key components of an emotionally intelligent team
- What makes an emotionally intelligent team effective?
- What is the positive impact of having an emotionally intelligent team in your workplace?
- Achieving an effective emotionally intelligent team.

# Presenter



## **Claire Mould**

With over thirty years' experience of working in and with the public, corporate, and charitable sectors, Claire has expertise in providing strategic, analytical, emotionally intelligent solutions that engender, inform, facilitate and embed growth through compassionate leadership.

Extending from post-doctoral studies on neurology, specifically the link between emotional intelligence and cognitive intelligence, Claire has written, presented, and worked at a national, European, and international level and has published several research papers and books.

In her previous time as a CEO of various charities, she has practical experience in the art of compassionate leadership and has developed a real passion for helping individuals and organisations to optimise their growth potential.

In addition to her work as a facilitator, delivering sessions and presenting, Claire also works as an independent consultant providing emotionally intelligent strategic solutions, embedding compassionate leadership and maximising growth.

In her spare time, Claire runs for mental health and wellbeing, including running marathons and ultra marathons.

# Course dates

**17 July 2024**

**Live online**

09:00-17:00 **UK (London)** (UTC+01)

Course code 13847

GBP ~~399 499~~

EUR ~~579 719~~

USD ~~663 819~~

**Until 12 Jun**

**11-12 November 2024**

**Live online**

13:30-17:00 **UK (London)** (UTC+00)

Course code 14066

GBP ~~399 499~~

EUR ~~579 719~~

USD ~~663 819~~

**Until 07 Oct**

## How to book



**Online:**

[ipi.academy/2656](https://ipi.academy/2656)

Alternatively contact us to book, or if you have any queries:



**Email:**

[info@ipi.academy](mailto:info@ipi.academy)



**Phone:**

[+44 \(0\)20 7749 4749](tel:+442077494749)

## Discounts

- Booking more than one delegate on any one date qualifies for a **15% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

## Further information

### Fee

The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

### Please note

IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

### Terms and conditions

The rest of our terms, the event cancellation policy and the terms and conditions are on our website, please visit [ipi.academy/content/terms-and-conditions](https://ipi.academy/content/terms-and-conditions)

# Reviews



**Claire was very friendly and knowledgeable, making sure that the group were engaged in the subject and joining in the discussions.**



**Amy Bettis**  
OD Project Officer  
Arun District Council  
Mar 11 2024

## Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



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**IPI**  
Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

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