



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Leading with Emotional Intelligence

3 day course

Classroom, online or in-house

Course overview

For managers who already lead teams and want the interpersonal side of the role to work better. This course focuses on the leadership situations where emotional judgement decides the outcome: delivering difficult feedback, managing a team through uncertainty, handling a strong personality who is damaging others, and holding a boundary without becoming adversarial. Delegates work on their own current situations throughout. The course also addresses the leader's own regulation, since a team reads its manager's state before it reads their message, and covers the practical management of a leader's energy across a demanding role.

What you will learn

- Deliver difficult feedback so it is heard and acted on
- Lead a team through uncertainty without false reassurance
- Handle a strong personality whose behaviour damages others
- Hold a boundary firmly without becoming adversarial
- Manage your own state, given a team reads it before your message
- Build psychological safety deliberately rather than by hoping for it
- Sustain your own energy across a demanding leadership role

Who should attend

- Managers with direct reports
- Senior leaders and heads of function
- Project and programme managers leading teams
- Human resources business partners coaching leaders
- Newly promoted managers

Course outline

- 01 The leadership situations where emotional judgement decides the outcome
- 02 Delivering difficult feedback so it changes something
- 03 Leading through uncertainty without false reassurance
- 04 The difficult individual whose behaviour affects the team
- 05 Holding boundaries without adversarial dynamics
- 06 Your own state, and what the team reads from it
- 07 Building psychological safety deliberately
- 08 Sustaining energy in a demanding role

Upcoming dates

Dates	Venue	Format	Fee per delegate
2 to 4 December 2026	Online	Online	R6,500
27 to 29 January 2027	Kigali, Rwanda	Classroom	USD 995
8 to 10 February 2027	Accra, Ghana	Classroom	USD 995

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request.



Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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