



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Advanced Emotional Intelligence

Interpersonal Skills



10496



In-Class



16 hours

Course Description:

This course is a practical, insight-driven program designed to help participants develop and apply emotional intelligence (EI) as a critical capability for both professional effectiveness and personal well-being. It goes beyond theory to focus on how individuals can understand their emotions, manage their reactions, and navigate complex interpersonal dynamics with greater control and awareness. Participants will build self-awareness by identifying their emotional triggers and behavioral patterns, then progress to mastering self-management techniques to handle pressure, conflict, and emotional “hijacking.” The course also addresses the cognitive side of EI by helping individuals shift from negative thinking to more constructive, resilient mental frameworks.

Target Audience:

- Mid to Senior level

Course Objectives:

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

- Explain the core principles of emotional intelligence (EI) and how personal competencies influence professional and personal success.
- Increase self-awareness by analyzing behavioral patterns, emotional triggers, and the impact of their actions on others.
- Apply emotional self-management techniques to prevent emotional hijacking and regulate reactions in challenging situations.
- Transform negative thinking patterns into constructive mental frameworks that support resilience and positive behavior.
- Strengthen self-motivation and self-efficacy to pursue goals despite setbacks and challenges.
- Recognize and manage personal fears to expand comfort zones and improve confidence.
- Handle interpersonal reactions to personal growth while maintaining positive relationships and emotional balance.
- Understand the link between emotional intelligence and well-being, including the impact of emotions on health and performance.

Course Outline:

Module 1: Foundations of Emotional Intelligence

- What emotional intelligence is and why it matters
- Emotional intelligence competencies
- Differences between cognitive intelligence and emotional intelligence
- Emotional behavior in workplace situations

Module 2: Developing Self-Awareness

- Behavior cycle and emotional responses
- Understanding reactions from others
- Breaking negative behavioral cycles
- Building a balanced life portfolio

Module 3: Emotional Self-Management

- Emotional flooding and emotional hijack
- Recognizing physiological responses to emotions
- Preventing escalation during conflicts
- Replacing disempowering thoughts

Module 4: Positive Thinking and Cognitive Reframing

- Negative self-talk vs positive self-talk
- Impact of beliefs on behavior
- Reframing internal dialogue
- Automating positive thinking habits

Module 5: Self-Motivation and Self-Efficacy

- Relationship between ability, belief, and performance
- Characteristics of high vs low self-efficacy personalities
- Role of success, failure, and feedback
- Influence of role models and encouragement

Module 6: Handling Fear and Expanding Comfort Zones

- Psychological roots of fear
- Surface fears vs ego fears
- Facing fears to build confidence
- Techniques for stepping outside comfort zones



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Module 7: Managing Relationships During Personal Growth

- Emotional reactions from others when people change
- Balancing personal growth with relationships
- Seeking support vs managing resistance
- Reducing the need for external approval

Module 8: Emotional Intelligence and Personal Well-Being

- Relationship between emotions and health
- Stress and emotional responses
- Social isolation and emotional well-being
- Emotional intelligence as a lifelong capability

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

1.3 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None