

LEADERSHIP PROGRAMME

Leading with Emotional Intelligence

Calm, connected leaders build teams that customers love.

Leaders set the emotional temperature for their teams, and teams pass it on to customers. This programme gives supervisors and managers the self awareness and people skills to lead calmly under pressure, have honest conversations and build teams that want to perform.

WHO IT'S FOR

Supervisors, managers and team leads

FORMAT

Full day or two half days

DELIVERY

In person or live online via Zoom or Teams

Participants will

- ◆ Understand the five components of emotional intelligence and assess their own strengths
- ◆ Recognize their triggers and stay composed in high pressure moments
- ◆ Lead with empathy while still holding people accountable
- ◆ Handle difficult conversations and give feedback that lands
- ◆ Spot early signs of burnout and reengage a tired team

South Florida

Jamaica

The Caribbean

Live online, anywhere

What we cover

01	Why emotional intelligence matters	The link between how leaders feel, how teams behave and what customers experience.
02	Know yourself	Self assessment, personal triggers and the cost of reacting instead of responding.
03	Leading under pressure	Practical techniques to regulate emotions when the day goes wrong.
04	Empathy and trust	Reading your team, listening to understand and building psychological safety.
05	Difficult conversations	A simple framework for feedback, conflict and performance discussions.
06	From burnout to buy in	Recognizing disengagement and restoring energy and ownership.
07	My EI action plan	Each leader leaves with three commitments to practise with their team.

Every programme includes

Customized content

Your scenarios, service standards and customer language

Participant workbook

A PDF workbook for notes, exercises and action plans

Skill reminder card

A quick reference to keep the skills front of mind

Certificate

A certificate of accomplishment for every participant

YOUR FACILITATOR

50,000+

professionals trained

Since 2009

building service cultures

Yanique Grant

Yanique is a certified Customer Service Trainer with Service Quality Institute and a Training Magazine certified training designer. She has trained more than 50,000 people across Jamaica, the Caribbean, the United States and Africa, serves on the board of the Jamaica Customer Service Association, hosts the podcast *Navigating the Customer Experience* and is the author of *The ABC's of a Fantastic Customer Experience*. Her work is built on the 3 R's: retention, reputation and revenue.

Bring this programme to your team

Book a free 30 minute strategy call and we'll tailor the content, format and timeline to your goals.

Book a strategy call

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