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EMOTIONAL INTELLIGENCE AND EMPATHY

COURSE CURRICULUM

8	4 hrs	Instructor-Led	None
MODULES	TOTAL HOURS	DELIVERY METHOD	PREREQUISITES

EMOTIONAL INTELLIGENCE AND EMPATHY CURRICULUM — MODULES 1 – 3

MODULE 1 — Welcome & Emotion Check-in

00:00 – 00:15 · 15 min

Objective: Create safety and build emotional vocabulary

- Session objectives and confidentiality ground rules
- Emotional vocabulary (emotion wheel)
- **HANDS-ON:** Emotion Wheel Check-in: each participant picks 1-2 words from an emotion wheel to describe their current state (beyond 'fine' or 'busy') and shares in pairs
- **TAKEAWAY:** Expanded emotional vocabulary

MODULE 2 — EI Framework & Self-Assessment

00:15 – 00:40 · 25 min

Objective: Understand Goleman's 5 components: self-awareness, self-regulation, motivation, empathy, social skills

- Goleman's 5 components
- Why EI matters for lateral hires
- Personal EI strengths and gaps
- **HANDS-ON:** EI Self-Rating: 20-item reflective questionnaire (self-scored, not a clinical test). Plot on a 5-axis radar chart
- **TAKEAWAY:** Personal EI radar chart

MODULE 3 — Self-Awareness: Triggers & Patterns

00:40 – 01:15 · 35 min

Objective: Identify triggers, body signals and habitual reactions

- Trigger - thought - emotion - behaviour chain
- Body signals
- Habitual reactions
- **HANDS-ON:** Trigger Mapping: individually map 3 recent work moments (e.g. interrupted in a meeting, unfair feedback). Note trigger, feeling, body sensation, reaction. Pair share patterns only if comfortable
- **TAKEAWAY:** Personal triggers and patterns list

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EMOTIONAL INTELLIGENCE AND EMPATHY CURRICULUM — MODULES 4 – 8

MODULE 4 — Self-Regulation Under Pressure
01:25 – 02:00 · 35 min

Objective: Pause before reacting; reframe and respond deliberately

- STOP technique
- Cognitive reframing
- Reacting vs responding
- **HANDS-ON:** Pressure Simulation: pairs role-play a tense situation (a peer takes credit; a client criticises sharply) and practise STOP + reframed response. Compare 'react' vs 'respond' versions
- **TAKEAWAY:** A personal 'pause routine' they can use at work

MODULE 5 — Empathy & Perspective-Taking
02:00 – 02:40 · 40 min

Objective: Understand others' views, feelings and needs, not just their words

- Cognitive vs emotional empathy
- Empathy vs sympathy
- Empathy map (Says / Thinks / Feels / Does)
- **HANDS-ON:** Empathy Map: teams take a case (e.g. a new colleague struggling after joining a team) and complete a Says / Thinks / Feels / Does map. Followed by Role Reversal: argue the opposite party's perspective for 3 min
- **TAKEAWAY:** Completed empathy map + perspective-shift experience

MODULE 6 — Empathy in Difficult Conversations
02:40 – 03:15 · 35 min

Objective: Combine empathy with clarity when delivering difficult messages

- Acknowledge - clarify - express need - agree next step
- Empathy with clarity and boundaries
- **HANDS-ON:** Triad Role-play (Speaker / Listener / Observer) with scenarios: missed deadline, constructive feedback to a senior, declining an extra assignment. Observer rates empathy and clarity
- **TAKEAWAY:** Practised conversation script + observer feedback

MODULE 7 — Capstone: Adapting to a New Culture
03:15 – 03:45 · 30 min

Objective: Apply EI to common lateral-hire challenges

- EI challenges of a new organisation: unwritten rules, credibility, feeling like an outsider
- Playbook of EI moves
- **HANDS-ON:** Scenario Circles: teams get one real-feel scenario, decide self-awareness, regulation and empathy moves, then present a 2-min response and justify choices
- **TAKEAWAY:** Playbook of EI moves for the first 90 days

MODULE 8 — Reflection & Close
03:45 – 04:00 · 15 min

Objective: Commit to an EI growth focus

- Key takeaways
- One EI growth focus and daily micro-habit
- 30-day follow-up plan
- **HANDS-ON:** EI Growth Commitment: choose ONE component to grow, one daily micro-habit (e.g. a 1-min end-of-day reflection) and one accountability buddy

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MODULE		
8	**Reflection & Close (cont.)** 03:45 – 04:00 · 15 min	• **TAKEAWAY:** Personal EI micro-habit

COURSE DETAILS

Learning Outcomes	• Explain the five components of EI and rate own strengths and gaps • Recognise personal emotional triggers and their effect on behaviour • Use simple self-regulation techniques under pressure • Practise empathy and perspective-taking in workplace situations • Handle emotionally charged conversations with empathy and clarity
Signature Hands-on Activities	• Emotion wheel • Trigger mapping • Pressure simulation • Empathy map • Difficult-conversation triads
Target Audience	Lateral hires (typically 3-15 years of experience) joining from other organisations. Cohort size 15-25, in groups of 4-5.
Delivery Method	Facilitator-led workshop, in-person or live virtual; approx. 30% input and 70% hands-on practice
Course Duration	4 hrs
Prerequisites	None
Recommended Training	Batch size: 15-25 participants 1 facilitator + 1 co-facilitator/observer for role-play-heavy modules
Core Frameworks / Tools	Goleman's 5 components, STOP technique, empathy map
Assessment & Reinforcement	**Pre-work:** Short reflective journal prompt: 'A work moment where my emotions affected my behaviour'. Not shared or graded **In-session assessment:** Observer rubric in empathy role-play (listening, acknowledging, clarity); participant self-reflection **Post-session (Day 30):** Self re-rating on the 5 EI components; optional 360-style quick feedback from 2-3 colleagues on empathy and composure
Facilitator Tips	• Set confidentiality and 'share only what you're comfortable sharing' rules at the start • EI can feel soft to experienced laterals. Anchor in business impact (retention, escalations, team trust) • The assessment is for reflection, not a pass/fail score. Say so explicitly