



The emotionally intelligent leader

Skills for success



Leadership and business skills

19-20 April 2020
Dubai, UAE

KPMG Business Academy



Key learning benefits:



Enhance understanding of EQ models and concepts and how they relate to leadership and performance



Understand own EQ levels and style with a development plan for continuous growth



Execute practical techniques and models to build self-knowledge, optimism, stress management and empathy



Course overview

While IQ and technical skills are important factors for success, a high level of Emotional Intelligence (EQ) is the defining ingredient for outstanding leaders and performance. This course explores EQ and offers tools and insights to develop higher levels of EQ and more effective leadership practices. EQ is the act of knowing, understanding, and responding to emotions, overcoming stress in the moment, and being aware of how your words and actions affect others. During our course we work on five dimensions - self-awareness, self-management, empathy, relationship management, and effective communication.



Who should attend

This program will benefit all mid to senior-level executives and business owners from both the private and public sectors with leadership roles who are committed to their personal growth and lifelong learning as effective leaders. The course follows an interactive approach and with its highly workplace relevant style will provide you with added awareness of your own EQ level and concrete ways of optimizing it.

It is highly recommended for leaders from a range of functions and backgrounds such as:

- Operations
- Human resource management (HRM)
- Finance
- Information technology (IT)
- Engineering
- Healthcare
- Education
- Marketing
- General management



Meet your course leader



Linda is an expert in leadership development and emotional intelligence and has delivered training and keynotes across five continents – Europe; Asia; America; South America and Africa. She consults widely in the field of leadership and change. In the Middle East, she provides executive education and coaching to large state enterprises. In Europe, she provides talent management training to the EU Commission and parliament.

She researches and publishes in the field of leadership and modernization and has contributed to a number of books and peer reviewed articles on government reform.

Accredited by the International Coach Federation (ICF) as a professional certified coach and a training provider, our trainer holds a first-class honors MBS from the Smurfit Business School at UCD. She has completed the Harvard Kennedy School's *Art and Practice of Leadership Development* program and is a licensed facilitator of a number of psychometrics.



Day one

Introductions and overview

Emotional Intelligence (EQ)

- Concepts
- Models
- Latest research

The leadership imperative

- How EQ creates strong leaders and teams

Applying Goleman's six-styles of leadership

- Using case study

Testing EQ levels

- Online self-reports with analysis

Managing yourself

- Values
- Strengths and weaknesses
- Drivers and motivations

Managing others

- Building rapport
- Listening
- Dealing with conflict

Empathy and relationships

- How to develop and express it

Day two

Neuroscience of trust

- Applying science to relationships

Mental toughness

- The power of optimism and resilience

Stress triggers

- Drainers and boosters

Building self-awareness with Myers-Briggs Type Indicator (MBTI)

- Know your type and build your team

Creating an EQ action plan

Bringing it all together

- Reflections and action steps

The emotionally intelligent leader

19-20 April 2020
8:30am-4:00pm
Dubai, UAE

Early bird (before 19 March 2020)*	Participant fee*
US\$1,695	US\$1,895

* Please note that the fee quoted is exclusive of VAT and the fees for the course shall be increased by the quantum of VAT, as applicable under the law.

All registrations are subject to our terms and conditions which are available at <http://kpmgbusinessacademy.kpmguae.com/TermsandConditions.aspx>. By submitting your registration you agree to be bound by the terms and conditions in full.



KPMG's professional training and management development programs are licensed by the Government of Dubai's Knowledge and Human Development Authority.

© 2020 KPMG Lower Gulf Limited and KPMG LLP, operating in the UAE and Oman, member firms of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity. All rights reserved. The KPMG name and logo are registered trademarks or trademarks of KPMG International.

Three ways to register:



| [Register](#)



| ae-fmkpmgacademy@kpmg.com



| +971 4 356 9616

Certificate

Participants who attend all sessions will be awarded a KPMG certificate of attendance.

Payment

To reserve a seat at our courses, please complete a registration form and pay the full fees before the due date. All registrations are subject to acceptance by KPMG and will be confirmed with you in writing.

Cancellation

If, having registered and paid for a place, you are unable to attend the course, a substitute delegate is welcome to attend in your place. Fees canceled seven days or less before the course begins are payable in full.

KPMG reserves the right to cancel this course, change its date or alter the venue, speakers or topics.

Customized training solutions

To create a more tailored learning experience, you may want to run this course in-house. Please contact Saravanan Selvan to discuss further:

Saravanan Selvan
E: sselvan@kpmg.com
T: +971 4 356 9616