



Developing Emotional Intelligence

SEHG-PD-6948 · Business · approx. 10 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Taking control over the emotions that shape our lives can have powerful effects. Emotional intelligence (EI) is the ability to recognize and manage our emotions, behaviors, and impulses, as well as apply this knowledge to the world around us. It encourages self-awareness, internal motivation, and the exploration of diverse perspectives. Through effective and authentic communication, emotional intelligence will create positive relationships within any organization. Emotional intelligence is a skill that can be developed, in which these skills will help you to maximize your personal and professional success. The Developing Emotional Intelligence course will provide you with the tools to gain control over emotions, navigate challenging situations, and communicate empathetically. With emotional intelligence, you can build a happy and prosperous life.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Define emotional intelligence and emotions
- Identify the components of emotional intelligence
- Identify tools to gain control over emotions
- Determine effective verbal and nonverbal communication skills
- Successfully execute conflict resolution and manage relationships with others
- Identify the benefits of being emotionally aware

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 10 instructional videos — 10 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — Introduction to Emotional Intelligence**
 - Defining Emotional Intelligence

- The Importance of EI
- Who Needs It?
- What Are Emotions?
- EQ vs. IQ
- **Module 3 — The Components of EI**
 - Self-Management
 - Self-Awareness
 - Social Skills
 - Internal Motivation
 - Empathy
- **Module 4 — Tools to Gain Control**
 - Journaling
 - Meditation and Mindfulness
 - Identifying Emotional Triggers
 - Breathing Techniques
 - Taking a Break
- **Module 5 — Verbal Communication Skills**
 - Active Listening
 - Asking Questions
 - Consider Your Audience
 - Choosing Your Words
 - Be Authentic
- **Module 6 — Nonverbal Communication Skills**
 - Body Language
 - Tone Matters
 - Facial Expressions
 - Eye Contact
 - Distance and Personal Space
- **Module 7 — Managing Relationships With Others**
 - Building Rapport
 - Respond, Don't React
 - Show Gratitude
 - Finding Common Ground
 - Setting Boundaries
- **Module 8 — Overcoming Obstacles**
 - Recognizing and Admitting Failure
 - Disagreeing Constructively
 - Staying Cool Under Pressure
 - Be Open to Perspectives
 - The Power of Forgiveness
- **Module 9 — Application to Business Practices**
 - Working as a Team
 - Setting Business Goals
 - Interviewing for Successful Hires
 - Giving and Receiving Feedback
 - Customer Experience and Rapport
- **Module 10 — Benefits of Being Emotionally Aware**
 - Strong Interpersonal Relationships
 - Able to Manage Change
 - Reduced Stress and Anxiety
 - Improved Decision Making
 - Boosts Employee Morale

- **Module 11 — Making an Impact**
 - Creating a Powerful First Impression
 - Maintaining Your Composure
 - Inspiring Leadership
 - Gaining Self-Confidence
 - Patience and Practice
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-PD-6948 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.