Emotional Intelligence at Work

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Emotional Intelligence at Work is a five-day senior emotional intelligence course delivered by Mars Training Centre across its international centres — London, Dubai, Barcelona, Athens and Cape Town among them — designed for senior managers, directors and executives whose results depend on the quality of their relationships at work.

Senior careers do not stall on technical ability. They stall on the harder, less visible work of self-awareness, regulation and relationship. The most respected leaders read people accurately, manage their own reactions under pressure and build the kind of trust that survives difficult moments. These are not personality traits — they are practised skills, and they can be developed at any stage of a career. This programme is built for senior professionals who want to do that work seriously.

Across five focused days you will work through the four domains of emotional intelligence — self-awareness, self-regulation, social awareness and relationship management — applied to senior working life. The programme draws on validated assessment, real cases, peer feedback and personal practice, and is delivered by senior practitioners experienced in working with executives on the human side of leadership.

What You Will Learn

- Diagnose your own emotional intelligence using a validated assessment.
- Recognise your triggers, patterns and habitual reactions under pressure.
- Regulate your own state during difficult conversations and senior moments.
- Read emotional and political signals in senior environments accurately.
- Build trust deliberately with people who think and behave differently from you.
- Have difficult conversations that strengthen rather than damage relationships.
- Manage your team and stakeholders with greater empathy and discipline.
- Apply emotional intelligence in negotiation, conflict and change.
- Sustain personal resilience and energy across a demanding role.
- Coach others on their own emotional intelligence development.

How You Will Benefit

You will leave with sharper self-awareness, practical regulation tools and stronger relationship habits, together with a Mars Certificate of Completion.

Your organisation will gain a senior leader who builds trust faster, handles difficult moments better, and creates the kind of climate inside their team that lets good work happen.

Who This Programme Is For

This programme is designed for senior professionals, including senior managers and directors leading people through complex change; heads of function with cross-organisational stakeholders; senior consultants and partners working closely with senior clients; senior project, programme and transformation directors; HR directors and senior HR leaders; senior commercial and customer-facing leaders; family-business principals managing family and business dynamics; and senior public-sector executives in politically complex environments. The seniority floor is senior manager or director level and above.

How the Week Unfolds

Day one is devoted to self-awareness, using a validated assessment and structured reflection to surface triggers, patterns and habitual reactions. Day two builds self-regulation: managing your own state in difficult conversations, high-stakes moments and sustained pressure. Day three develops social awareness — reading emotional and political signals accurately in senior environments, and understanding people who think and behave differently. Day four covers relationship management: building trust deliberately, difficult conversations that strengthen relationships, and emotional intelligence applied to negotiation, conflict and change. Day five consolidates the week with resilience and energy, coaching others on their development, faculty coaching and a personal action plan.