

Emotionally Intelligent Leadership

A virtual two-day programme (4 hours per day) to lead with self-awareness, empathy and constructive influence

Prepared by: Precept Management Consultancy and C. O'Neill Enterprises Ltd





Why this programme?

- Leaders set the emotional tone through what they notice, model and reinforce
- Self-awareness helps leaders recognise triggers before reactions drive behaviour
- Empathy and active listening strengthen trust, inclusion and collaboration
- Emotional self-management supports clearer decisions and conversations under pressure



Learning outcomes

- Recognise emotions, triggers, patterns and their impact on leadership
- Regulate responses and remain constructive under pressure
- Read emotional cues and listen with curiosity and empathy
- Give feedback and handle difficult conversations with clarity
- Create psychological safety, motivation and healthier team relationships



Course Details

- Fees: 275 OMR + VAT (if applicable)
- Date: 20th – 21st September 2027
- Mode of Delivery: Live Virtual Course
- Time: 9:00 AM – 1:00 PM Oman Time (GMT+4)

Two days. Four hours each. One practical leadership journey.

DAY 1 • KNOW YOURSELF

What emotional intelligence means for leaders

Recognise emotions, values and patterns

Map personal triggers and leadership impact

PRACTICE • THE PAUSE

Notice → Name → Choose

Apply a meta-moment before responding

REFLECT & FOCUS

Select one self-management habit to practise

DAY 1 • LEAD YOURSELF

Regulate reactions and recover composure

Use perspective, empathy and positive intent

DAY 2 • UNDERSTAND OTHERS

Read cues and practise active listening

Separate observation, assumption and emotion

DAY 2 • LEAD RELATIONSHIPS

Give feedback and navigate difficult conversations

Build psychological safety and team motivation

FINAL APPLICATION

Leadership scenario and personal coaching

Leave with an individual action plan

Day 1 – Lead Yourself First

The Foundations of Emotional Intelligence

Why emotions matter in leadership

Four domains: self and relationships

Emotion as data — not a command

Self-Awareness

Recognise emotions and physical signals

Connect feelings, values and behaviour

Understand leadership impact and blind spots

Exercise: emotional leadership dashboard

Triggers and Patterns

Map situations that activate strong reactions

Identify assumptions and habitual responses

Choose a high-value pattern to change

Self-Management Under Pressure

Pause before responding

Name the emotion and clarify the need

Choose a response aligned with leadership values

The Meta-Moment

Stop, breathe and create thinking space

Picture your best leadership self

Select a constructive next action

Perspective and Adaptability

Reframe unhelpful interpretations

Stay flexible when plans change

Manage emotional contagion in virtual teams

Day 1 Practice

Apply the pause to a real leadership trigger

Day 2 – Lead Relationships and Team Climate

Social Awareness and Empathy

Read words, tone, silence and context
Distinguish empathy from agreement
Explore another person's perspective
Check assumptions with respectful questions
Notice reduced cues in virtual communication

Active Listening

Listen for facts, feelings and needs
Reflect, clarify and summarise
Use curiosity before advice or solutions
Exercise: listening triads in breakout rooms

Feedback with Emotional Intelligence

Use Situation–Behavior–Impact and inquiry

Difficult Conversations

Prepare the purpose and desired relationship
Regulate yourself before opening the dialogue
Acknowledge emotion without losing the issue
Move from positions to shared understanding

Psychological Safety

Invite questions, concerns and different views
Respond constructively to mistakes and bad news
Model candour, respect and accountability
Create virtual norms that make speaking up easier

Motivation and Team Climate

Connect people to purpose and strengths
Recognise progress and contribution
Balance empathy with standards
Practice: emotionally intelligent team response

Four domains turn emotional intelligence into leadership behaviour

1 • SELF-AWARENESS

Recognise emotions, values and triggers

Understand strengths, limits and impact

Ask: What am I feeling — and what is it telling me?

Practice: emotional check-in and trigger map

2 • SELF-MANAGEMENT

Regulate reactions and stay adaptable

Choose behaviour aligned with purpose and values

Ask: What response will serve the situation best?

Practice: pause, reframe and respond

3 • SOCIAL AWARENESS

Notice emotional cues and organisational context

Use empathy and perspective-taking

Ask: What might this person be experiencing?

4 • RELATIONSHIP MANAGEMENT

Build trust, influence and constructive dialogue

Give feedback and manage conflict

Ask: What does this relationship need now?

From Insight to Action

Notice the emotional data

Interpret it with curiosity

Choose an intentional leadership response

Review the impact and adjust

Virtual practice turns insight into emotionally intelligent action

NOTICE

Use check-ins to recognise emotional data
Observe triggers, assumptions and impact
Build a precise emotional vocabulary

PRACTISE

Work with realistic leadership scenarios
Use breakout pairs and triads
Rehearse listening, feedback and difficult dialogue

REFLECT

Receive concise trainer and peer feedback
Connect behaviour to leadership impact
Choose one improvement focus at a time

FINAL APPLICATION & COACHING

Apply the skills to a real leadership challenge
Receive focused one-on-one trainer coaching
Build an if-then action plan for the workplace

Small Cohort Advantage

Maximum number of participants: 10 people
Allows active practice and individual final coaching

Christina O'Neill: Trainer/Coach

Christina studied Marketing and received a Masters in Organizational Analysis and Behavior from Lancaster University in the UK.

Since 1996, she is a certified trainer by the Human Resource Development Association of Cyprus

A Senior Consultant specializing in learning and development of teams and individuals. Specifically she excels in training, facilitation, coaching and mentoring.

With a 28 year career she has delivered more than 2.500 workshops and trained people mainly in Cyprus, Greece, Kuwait, Abu Dhabi, Dubai and Oman. She trains people at all levels and departments from CEOs all the way down to the fingertips of an organization.

Christina has the ability to adapt to different work environments. At the age of 24 she began her Learning and Development experience in Cyprus and Oman and gradually she learned and adapted to the Arab culture, training a range of organisations from the banking sector, oil and gas, telecom, airlines, automotive industry, retail and financial services. She trained in environments with international cultures: European, Asian, Arab.

One of her biggest successes was for Kuwait Petroleum where she was one of the three trainers to be training Basic and Advanced Negotiation Skills for high level management

She is also a trainer for TACK-TMI, (<https://www.tacktmiglobal.com>) an international training consultancy firm and is currently involved in projects with international companies like: Unilever, Idiada-Applus and Eurofragance.





Christina O'Neill: Trainer/Coach

A small sample of her projects:

Hermes Airports (Larnaca and Paphos Airports) in Cyprus:

Developed the two internal trainers of Hermes Airports on delivering customer service experienced training programs and handling passenger complaints and dissatisfaction
Trained the entire customer service team on delivering exceptional customer service and handling customer complaints

Bank Muscat (Oman)

Trained the Branch Managers on Managing Customer experience
Trained front line employees on handling client complaints and customer centric behaviours

Alphamega Supermarkets:

Alphamega is the largest and most successful supermarket in Cyprus with 22 stores and another 3 on the way.

When there were only 3 supermarkets, in 2008, Christina was asked to take over the building of the customer service experience and complaint handling. She was part of the team that created the "Customer Experience Manager position" and empowered the Customer Service Departments across all of the supermarkets. Every year, she trains approximately 300 employees on "The Alphamega Customer Service Philosophy"

MSJ Pharmaceutical

MSJ is in the top 3 largest pharmaceutical companies in Cyprus. Since 2018 she supports the 4 founders in building strong leadership teams, medical reps and pharmaceutical reps. She is in charge of developing and training the front line in sales/advisory skills and the management, in leading the performance of their teams.

Zorbas Bakeries:

The most well known brand in Cyprus. Since 2023. Christina is one of the external trainers of this organisation, training supervisors,, floor managers and store managers to manage themselves and their teams. A different project will start within 2026 with the goal of putting the corporate values into practice, by establishing behaviours (do's and don't's)





Clients in Middle East and Cyprus:

Middle East

- Bank Dhofar
- Bank Muscat
- Kuwait Fund for Arab Economic Development
- Kuwait Petroleum
- Oman Air
- Oman Airports
- Tamkeen Bahrain

Cyprus

- 2Serve Passenger and Cargo Handling Agents
- A Jet Airlines
- BBF Construction
- Bean Bar Coffee
- Beauty Line
- Burgan Bank Kuwait
- Eurocypria Airlines
- Hermes Airports Cyprus
- MSJ Pharmaceutical
- Partners Communications
- Psaras Constructions
- The Cyprus Prison Department
- Toyota and Lexus Cyprus
- Unilever Thailand
- Volvo Cyprus
- Zorbas Bakeries
- Alphamega Supermarkets



About Us

Precept Management Consultancy is an Omani organisation which has been providing consultancy and development programmes throughout the region and further afield since 1995.

During this period Precept has worked with almost all of the major business entities and government ministries and institutions within Oman and consequently has earned a reputation for being a consistent provider of consultancy and training of the highest standard.

Our clients include:

- Alizz Bank
- BAE Systems
- Bank Muscat
- Boeing
- Central Bank of Oman
- Central Bank of Phillippines
- CySEC (Cyprus Securities and Exchange Commission)
- DP World
- Dubai Duty Free
- Dubai Holding
- Emaar
- Etihad Airways
- Facebook India
- FedEx
- Ferrari World Abu Dhabi
- Intercontinental Hotels
- Joramco
- Jumeirah Group
- Nawah Energy Corporation
- Occidental of Oman
- Oman Airports
- Oman Air
- Oman Housing Bank
- Oman LNG
- Petroleum Development Oman
- Qatar Foundation
- Riyadh Air
- Royal Court Affairs
- Saudi Aramco
- Shell Oman
- Walt Disney Company (India)