

## EQ UNLOCKED: LEADING HUMANS THROUGH UNCERTAIN TIMES

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**COURSE LENGTH: 1.0 DAYS**

When times are tough, leaders don't just need sharper strategies they need sharper emotional intelligence. **EQ Unlocked** is a practical, high-impact program designed to help you lead yourself and others through uncertainty with resilience, clarity, and humanity.

You'll dive deep into the "human operating system" to master your emotions under pressure, recharge your energy, set boundaries, connect without burning out, and lead with clarity even when the path ahead isn't clear.

This course isn't about textbook theory it's about real-world tools, self-mastery, and team strategies that you can use immediately to not just survive, but thrive, in uncertain times.

### **What You'll Gain:**

In just one powerful day, you'll build the four essential skills of emotional intelligence: self-awareness, self-management, social awareness, and relationship management along with practical tools to interpret, articulate, and regulate emotions with precision. You'll discover how to harness empathy strategically, boost your emotional vocabulary, and unlock the personal and professional benefits of a high EQ.

### **Your Personalised Experience:**

You'll complete a personality profile that reveals key emotional and communication styles, helping you recognise differences among various personality types including your own. This deeper understanding gives you a clear pathway to engaging others more effectively, improving communication, and strengthening relationships under any conditions.

## **Your Edge for the Future:**

With this newfound emotional mastery, you'll lead with greater confidence, build stronger teams, and achieve your personal and professional goals faster. *EQ Unlocked* empowers you to navigate the challenges of uncertainty and turn them into opportunities for growth, leadership, and lasting success.

In addition to public classes for individuals and inhouse team training for groups, PD Training can provide a complete professional development program for your organisation which combines EQ and other training content, so contact us today to learn more!

This dynamic emotional intelligence course is available now for leaders, managers and team members throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

**Looking for a 3-hour live online version of the course? View the 3-hour virtual EQ Unlocked: Leading Humans Through Uncertain Time-Course outline and dates.**

For onsite or group training delivered at your location click here to get an instant quote.

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## EQ UNLOCKED: LEADING HUMANS THROUGH UNCERTAIN TIMES COURSE OUTLINE

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### FOREWORD

Emotional intelligence is no longer a "nice-to-have" skill it's the cornerstone of effective leadership in today's unpredictable world. When pressure rises and the future feels unclear, leaders must be able to manage emotions, their own and those of others, to create stability, foster trust, and keep people moving forward.

*EQ Unlocked* was developed to address this urgent need. It's a practical, hands-on experience designed to strengthen the emotional and interpersonal skills that drive high performance, especially in times of disruption. You'll explore how stress shapes human behavior, why emotional regulation is critical under pressure, and how true resilience is built from the inside out.

Throughout this course, you'll uncover how emotions influence decision-making, relationships, and team culture. You'll build tangible skills to respond thoughtfully rather than react impulsively, set healthier personal and professional boundaries, and lead conversations that maintain momentum even when stakes are high.

This experience is about empowerment. It's about recognising the signals your mind and body send under stress and using that awareness as your leadership superpower. You'll also learn how to foster emotional safety within teams, strengthen collaboration, and model the kind of steady leadership people crave during uncertain times.

As you work through the program, you'll not only build new capabilities you'll fundamentally shift the way you show up as a leader, colleague, and human being.

This is your opportunity to unlock a deeper level of influence, resilience, and effectiveness starting with mastering yourself. Welcome to your next level of leadership.

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### OUTCOMES

**After completing this course participants will have learned how to:**

- Understand Emotional Intelligence in Uncertain Times
- Be Self-Aware - recognise your emotional triggers, thoughts and behaviours to lead yourself before leading others
- Understand how to Self-Manage emotions Under Pressure
- Build Deep Connections During Change
- Communicate with Clarity and Impact
- Lead with Purpose and Optimism

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## MODULES

### Lesson 1: The Human Operating System, under Pressure

- Theme: Know your Wiring before you Rewire It
- The Science of why we Freak Out: Brain + Emotion Mechanics
- Stress, Fear, and Frustration: What your body's trying to tell you
- Self-Audit: How do YOU show up under Pressure
- The Six Domains of Resiliency (the Link between Resiliency and EQ)
- Group Activity: Emotional Fingerprinting (identify your top Emotional Triggers)

### Lesson 3: Empathy Is Your Superpower (But It Needs Boundaries Too)

- Theme: Connect without Carrying Everyone's Emotional Backpack
- Empathy vs. Emotional Overload - Finding the sweet spot
- Holding Space: how to really Listen without fixing or absorbing
- Case Plays: Navigating Tough Conversations with teams under pressure
- Empathy Sprints: Practice real-life De-escalation and "Emotional CPR"

### Lesson 5: The Culture Shift, Team EQ in Action

- Theme: Emotionally Intelligent Teams don't just happen, they're Built!
- Trust, Transparency, and tiny habits that shift culture
- EQ Scorecard: Team Accountability + Support Plan
- Group Commitment: 30-Day EQ Challenge Launch (daily micro-habits and buddy check-ins)

### Lesson 2: Burnout, Boundaries & Bounce-Back Energy

- Theme: You can't pour from an Empty Cup, especially in a Crisis
- Spot the Burnout: Emotional Red Flags in Yourself and Others
- Boundary-Setting for busy brains (and guilt-free saying "No")
- Fast-Track Techniques: 3-Minute Breath resets, Mental Decluttering, and Physical Grounding Hacks
- Interactive: Build Your Resilience Recovery Plan (custom toolkit + habit stacking)

### Lesson 4: Leading with Emotional Clarity in Uncertainty

- Emotional Leadership when the path forward isn't clear
- From Reactivity to Response: owning your Internal State before Influencing Others
- Crisis Comms that Calm: what to say (and what NOT to say) when your team's freaking out
- Toxic Workplaces and Emotional Intelligence
- Interactive Exercises: Leadership mirror (what's it like to be led by you?)

### Lesson 7: Reflections

- Create an Action Plan
- Accountability = Action
- References

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## WEB LINKS

- [View this course online](#)

➤ [In-house Training Instant Quote](#)