

Emoční intelligence

Course code: KOREI

The aim of the course is to understand the principles of emotional intelligence and learn how to develop it to successfully manage workplace demands and interpersonal relationships. Participants will learn how to better understand and manage their own emotions, respond effectively in conflict situations, and build positive and productive working relationships.

Who is the course for

This course is designed for managers, team leaders, and all professionals who need to collaborate effectively with others, manage workplace pressure, understand other people's reactions, and maintain inner stability in challenging situations.

What we teach you

- recognize your own emotions and understand their impact on behaviour and communication,
- work effectively with other people's emotions and respond more sensitively to their needs,
- manage conflict and high-pressure situations in the workplace,
- use motivation, creativity, and intuition when working with people,
- communicate in ways that foster trust, collaboration, and mutual respect.

Teaching materials

Gopas guide book for this course.

Course outline

- What Emotional Intelligence Is and Why It Matters at Work and in Life
- EQ versus IQ
- Self-awareness: understanding what you feel and how it influences your behaviour
- Understanding Others: recognizing what other people are experiencing and why they react the way they do
- Managing Your Own Emotions
- Handling Challenging Workplace Relationships and Situations
- Tools for Developing Emotional Intelligence
- Motivating Yourself and Others
- Creativity and Intuition as Sources of Emotional Intelligence
- Effective Communication with Respect for Your Own Feelings and the Needs of Others
- Emotional Intelligence in Critical and Conflict Situations

GOPAS Praha

Na Strži 2097/63
140 00 Praha 4 - Krč
Tel.: +420 226 201 390
info@gopas.cz

GOPAS Brno

Nové sady 996/25
602 00 Brno
Tel.: +420 530 513 590
info@gopas.cz

GOPAS Bratislava

Dr. Vladimíra Clementisa 10
Bratislava, 821 02
Tel.: +421 902 903 132
info@gopas.sk



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