

# Emotionally Intelligent Leadership: Resilience Under Pressure and Complexity

## Core skills developed



Decision making & judgement



Productivity & personal effectiveness



Leading self & others



Collaboration & teamwork



Effective communication



Adaptability & learning agility



Relationship & stakeholder management



Analytical thinking & problem solving



Emotional Intelligence (EQ)

## Benefits

### For demanding roles with high expectations

Leadership today calls for remaining composed, credible and decisive while navigating sustained pressure, rapid change and uncertainty. In these high-stakes environments, effectiveness is defined less by technical expertise and more by how leaders regulate their responses, exercise judgment and foster human connection.

This course strengthens leadership resilience by developing the emotional intelligence capabilities that support composure, sound judgment and relational steadiness. Participants focus on maintaining credibility in pressured situations, optimising decision-making when emotions run high and building team environments rooted in trust and psychological safety.

The result is steadier leadership, clearer decisions and more resilient performance under pressure.

- ✓ Course participants will gain greater composure, sound judgement and resilience under pressure, enabling them to lead with confidence, clarity and consistency in demanding situations.
- ✓ Stakeholders will appreciate working in an environment where empathy and compassion are prioritised, enhancing understanding, rapport and performance
- ✓ Your organisation will benefit from more resilient leadership and stronger team climates, supporting reliable performance, better decision-making and sustained momentum through uncertainty.

# Modules

## Composure and credibility in leadership

1

- Shaping the emotional tone leaders set through behaviour, presence and response under pressure
- Sustaining composure and credibility during high-stakes or emotionally charged interactions

**Competency:** Maintain composure and credibility under pressure to provide steadiness and reassurance to others

## Judgement and decision-making under pressure

2

- Balancing emotion and logic to improve judgement in complex, high-pressure situations
- Strengthening decision quality by slowing reactivity and clarifying priorities

**Competency:** Exercise sound judgement under pressure to enable clear decisions and reliable outcomes

## Building team trust, psychological safety & EQ

3

- Creating conditions for trust and psychological safety through consistent, empathic leadership behaviour
- Reinforcing team EQ practices that support psychological safety and collaboration

**Competency:** Build team EQ and psychological safety to enable open communication

## Leading resilience through stress & change

4

- Reframing stress responses to sustain focus, energy and confidence across teams
- Guiding acceptance and momentum during uncertainty and change

**Competency:** Lead resilience through stress and change to sustain performance during uncertainty

# Outcomes

- ★ Sustain composure, sound judgement and credibility under pressure, providing stability and clarity for others in high-stakes, emotionally charged situations.
- ★ Create team environments characterised by trust, psychological safety and open communication, enabling collaboration and consistent performance.
- ★ Lead individuals and teams through stress, uncertainty and change with resilience, maintaining focus, energy and momentum over time.