# Advanced Emotional Intelligence and Resilience for Healthcare Staff Training Course

29 March – 2 April 2027
Baku

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Training Center

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**Ref:** 1446_206712 **Date:** 29 March – 2 April 2027 **Location:** Baku **Fees:** 5000 Euro

## Overview

Advanced Emotional Intelligence and Resilience for Healthcare Staff Training Course is a one-week advanced course for healthcare professionals, clinical team leaders, supervisors, and workforce-wellbeing functions. Participants leave with a Healthcare Emotional Intelligence and Resilience Practice Portfolio that connects self-awareness, emotional regulation, empathy, communication under pressure, professional boundaries, recovery habits, peer support, psychological safety, and sustainable performance. Agile Leaders Training Center presents healthcare staff emotional intelligence as a practical workplace capability alongside team and organizational responsibilities.

## Who Should Attend

- Healthcare professionals working in emotionally demanding services
- Clinical team leaders coordinating performance and mutual support
- Healthcare supervisors responsible for communication and workforce wellbeing
- Quality and safety professionals supporting psychologically safer teamwork
- Human resources and learning functions supporting healthcare staff development

The course assumes experience in healthcare work or team coordination. It develops professional skills and team practices; it does not provide diagnosis, therapy, crisis intervention, or a substitute for organizational action on workload and working conditions.

## Departments and Industries

The course supports healthcare environments where emotional demands, time pressure, teamwork, and sustained professional performance intersect.

- Hospitals and specialist clinical services
- Primary care and community health organizations
- Emergency, diagnostic, and rehabilitation services
- Healthcare quality, safety, and workforce-wellbeing functions
- Health education and professional-development teams

## Learning Objectives

By the end of this course, participants will be able to:

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- Analyze emotional triggers, pressure patterns, and professional responses
- Apply emotional regulation techniques during demanding healthcare interactions
- Use empathy and boundaries to support effective professional communication
- Facilitate psychologically safer briefs, huddles, and debriefs
- Build peer-support and recovery practices with clear escalation limits
- Evaluate personal, team, and organizational contributors to sustainable performance

## Course Agenda

### Day 1: Emotional Intelligence in Healthcare Work

- Healthcare Emotional Demand and Trigger Map
- Self-Awareness and Response-Pattern Profile
- Emotion, Thought, Behavior, and Performance Chain
- Professional Values and Pressure Alignment Check
- Emotional Intelligence Development Baseline

### Day 2: Regulation, Empathy, and Boundaries

- Pause-Label-Choose Emotional Regulation Method
- Pressure-State Recognition and Reset Plan
- Empathy Without Over-Identification Framework
- Professional Boundary Decision Matrix
- Difficult Interaction Preparation Card

### Day 3: Resilient Healthcare Communication

- Psychologically Safe Speaking-Up Conditions
- TeamSTEPPS Brief, Huddle, and Debrief Practices
- DESC Structured Conflict Conversation
- Feedback and Emotional Impact Review
- Shared Mental Model and Mutual-Support Check

### Day 4: Recovery, Peer Support, and Sustainable Performance

- Shift Recovery and Energy-Renewal Plan
- Peer-Support Conversation and Role Boundaries
- Help-Seeking and Escalation Pathway
- Workload, Control, and Support Risk Review
- Personal and Team Resilience Indicator Dashboard

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## Day 5: Healthcare Emotional Resilience Practice

- Exercise: Map Triggers and Select Regulation Responses
- Exercise: Conduct an Empathic Boundary Conversation
- Exercise: Facilitate a Psychologically Safe Team Huddle
- Exercise: Build a Recovery and Peer-Support Plan
- Capstone Exercise: Healthcare Emotional Intelligence and Resilience Practice Portfolio

## Practical Exercises

The course uses workplace scenarios from acute care, primary care, emergency services, diagnostics, rehabilitation, and healthcare support functions.

- Suggested activity: analyze a high-pressure interaction and redesign the emotional response sequence.
- Suggested activity: practice empathy, boundary setting, and structured conflict communication.
- Suggested activity: run a brief, huddle, or debrief that supports voice, mutual support, and learning.
- Suggested activity: separate personal recovery actions from team and organizational changes required for sustainable performance.

## FAQs

### Who suits healthcare staff emotional intelligence training, and what does it assume?

It suits healthcare professionals, team leaders, supervisors, and workforce-wellbeing functions with experience of healthcare work or team coordination. No clinical mental-health qualification is required.

### How does this course differ from therapy or clinical mental-health training?

It develops workplace emotional intelligence, communication, boundaries, peer support, and recovery planning. It does not diagnose or treat mental-health conditions, teach therapy, or replace qualified crisis support.

### Does resilience training place responsibility for burnout on individuals?

No. Participants distinguish personal and team practices from organizational factors such as workload, scheduling, control, support, and psychological safety, then identify the appropriate level of action.

### How are emotional intelligence skills applied during healthcare pressure?

Participants map triggers, recognize pressure states, pause and label emotions, select a professional response, communicate clearly, and review the effect on teamwork and performance.

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## What practical outputs do participants take back to work?

Outputs include a trigger map, regulation plan, boundary matrix, structured communication tools, peer-support pathway, recovery plan, resilience dashboard, and an integrated practice portfolio.