Emotional Intelligence for AI-Enabled Work Course

4 – 8 January 2027
Addis Ababa

AGILE LEADERS
Training Center

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Ref: 307_223526 **Date:** 4 – 8 January 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Emotional Intelligence for AI-Enabled Work Course is a one-week practitioner course for managers, team leaders, supervisors, project professionals, HR partners, and client-facing teams, who leave with a Human-Centered AI Interaction Plan. Participants apply self-awareness, emotional regulation, empathy, and judgment to communication shaped by AI tools. The course addresses trust, bias, difficult conversations, psychological safety, and reactions to workplace change. Agile Leaders Training Center provides training in emotional intelligence for AI-enabled work.

Who Should Attend

- Teams responsible for leading people through AI-enabled workplace change
- Teams responsible for collaboration, feedback, and difficult conversations
- Teams responsible for employee experience, trust, and psychological safety
- Teams responsible for projects involving human and AI-supported decisions
- Teams responsible for client communication and relationship quality

The course assumes participants handle workplace relationships and AI-mediated communication and leaves out clinical psychology, therapy, AI model development, and general AI literacy.

Departments and Industries

The course supports human-centered work across service, technology, healthcare, finance, government, and industrial organizations.

- Leadership, supervision, and project delivery
- Human resources, learning, and organizational development
- Customer service, sales, and professional services
- Technology, digital transformation, and operations
- Healthcare, finance, public service, and industrial teams

Learning Objectives

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

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- Analyze emotional triggers and personal response patterns
- Apply emotional regulation during AI-enabled change
- Evaluate emotional cues without relying on automated inference
- Use empathy and social awareness in difficult conversations
- Build trust and psychological safety in AI-mediated teams
- Create a human-centered AI interaction plan

Course Agenda

Day 1: Self-Awareness in AI-Enabled Work

- Emotional Trigger and Response Pattern Map
- AI-Enabled Work Impact Reflection Canvas
- Personal Values and Human Judgment Checklist
- Emotion, Thought, and Behavior Observation Log
- Self-Awareness Practice Goal Card

Day 2: Emotional Regulation and Change

- Change Reaction and Concern Mapping Method
- Emotional Regulation Pause-and-Choose Routine
- Stress Signal and Response Boundary Register
- AI Uncertainty Conversation Preparation Sheet
- Ethical Human Decision Boundary Guide

Day 3: Empathy and AI-Mediated Communication

- Stakeholder Perspective and Empathy Map
- Digital Message Emotional Cue Checklist
- AI-Drafted Communication Review Protocol
- Bias and Assumption Challenge Questions
- Listening, Inquiry, and Validation Practice Model

Day 4: Trust, Conflict, and Psychological Safety

- Difficult Conversation Planning Framework
- Trust Behavior and Reliability Agreement
- Team Psychological Safety Observation Grid
- Human-AI Collaboration Responsibility Matrix
- Conflict Response and Escalation Pathway

Day 5: Human-Centered AI Interaction Practice

- Suggested Exercise: Map Triggers and Regulation Choices
- Suggested Exercise: Review an AI-Drafted Difficult Message
- Suggested Exercise: Practice Empathy and Inquiry
- Suggested Exercise: Design Team Trust Boundaries
- Capstone Exercise: Human-Centered AI Interaction Plan

Practical Exercises

The course uses suggested activities to turn emotional intelligence concepts into workplace interaction choices.

- Suggested activity: identify triggers, response patterns, values, and regulation choices during AI-enabled change
- Suggested activity: review AI-mediated messages for assumptions, missing context, emotional cues, and human accountability
- Suggested activity: plan a difficult conversation using empathy, inquiry, trust behaviors, and escalation boundaries
- Suggested activity: assemble an interaction plan covering situations, behaviors, controls, owners, and reflection measures

FAQs

Who suits emotional intelligence for AI-enabled work training, and what does it assume?

Emotional intelligence training suits managers, team leaders, project professionals, HR partners, supervisors, and client-facing teams. It assumes participants manage workplace relationships or communication affected by AI tools.

How does emotional intelligence for AI-enabled work differ from general AI literacy?

Emotional intelligence for AI-enabled work focuses on self-management, empathy, trust, communication, human judgment, and relational accountability. General AI literacy focuses on concepts, capabilities, limits, and tool use.

Can AI reliably interpret emotional cues at work?

AI outputs may suggest patterns, but participants should not treat automated inference as a definitive reading of another person's emotions. Context, consent, bias, uncertainty, and direct human conversation remain necessary.

How does emotional intelligence support difficult AI-related conversations?

Emotional intelligence supports preparation, self-regulation, perspective taking, listening, inquiry, validation, boundary setting, and accountable follow-up when people discuss role changes, AI outputs, trust, or mistakes.

How can teams preserve psychological safety when using AI?

Teams can preserve psychological safety by clarifying responsibilities, inviting questions, acknowledging uncertainty, reviewing impacts, avoiding automated judgments about people, responding constructively to concerns, and maintaining human escalation routes.

Conclusion

Participants take back a Human-Centered AI Interaction Plan linking situations, triggers, communication choices, trust behaviors, ethical boundaries, responsibilities, and reflection measures. It makes human accountability visible in AI-mediated work. It supports more deliberate responses to change, difficult conversations, and collaboration without treating technology as a substitute for empathy or judgment.