MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Workplace Essentials

Social Intelligence

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2920	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

View Online Course Page

Course Overview

The Social Intelligence Course offered by Magna Skills is designed to help individuals develop the ability to understand and manage social interactions effectively. This course covers the fundamentals of social intelligence, including emotional awareness, relationship building, communication skills, and conflict resolution. Participants will learn how to navigate social situations with confidence, build strong interpersonal relationships, and enhance their professional and personal lives.

Course Outcomes

- **Understanding Social Intelligence:** Gain a comprehensive understanding of social intelligence and its importance in personal and professional contexts.
- **Enhancing Emotional Awareness:** Learn to recognize and manage your own emotions and the emotions of others to improve interactions.
- **Building Strong Relationships:** Develop skills to establish and maintain healthy and productive relationships.
- **Effective Communication:** Improve verbal and non-verbal communication skills to convey messages clearly and empathetically.
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Conflict Resolution: Learn techniques to handle and resolve conflicts constructively and peacefully.

Course Outline / Curriculum

Module 1: Introduction to Social Intelligence

- Definition and components of social intelligence
- Importance of social intelligence in personal and professional life
- Self-assessment of social intelligence skills

Module 2: Emotional Awareness and Regulation

- Understanding emotions and their impact on behavior
- Techniques for emotional self-regulation
- Recognizing and responding to the emotions of others

Module 3: Building and Maintaining Relationships

- Principles of relationship building
- Developing trust and rapport with others
- Strategies for sustaining long-term relationships

Module 4: Communication Skills

- Verbal and non-verbal communication techniques
- Active listening and effective questioning
- Conveying empathy and understanding in conversations

Module 5: Social Perception and Understanding

- Reading social cues and body language
- Understanding social norms and cultural differences
- Enhancing social perceptiveness

Module 6: Conflict Resolution and Management

- Identifying sources of conflict
- Techniques for resolving conflicts amicably
- Role-playing scenarios to practice conflict resolution skills

Module 7: Influence and Persuasion

- Principles of influence and persuasion
- Ethical use of persuasion techniques
- Building credibility and persuasiveness

Module 8: Networking and Social Capital

- Importance of networking in personal and professional growth
- Strategies for effective networking
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Building and leveraging social capital

Module 9: Team Dynamics and Collaboration

- Understanding team roles and dynamics
- Enhancing collaboration and teamwork
- Managing diverse teams effectively

Module 10: Practical Exercises and Real-World Applications

- Hands-on exercises to practice social intelligence skills
- Case studies and role-playing scenarios
- Group discussions and feedback sessions

Who Can Attend:

- Business professionals and managers
- Team leaders and supervisors
- Customer service representatives
- HR professionals
- Educators and trainers
- Individuals seeking to improve their social skills

Summary: The Social Intelligence Course provides participants with the knowledge and skills to effectively navigate social interactions, build strong relationships, and manage conflicts. Through a combination of theoretical learning, practical exercises, and real-world applications, participants will enhance their emotional awareness, communication skills, and social perceptiveness. This course is ideal for professionals and individuals who want to improve their social intelligence to achieve success in their personal and professional lives.

Target Audience

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairob
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Social Intelligence
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____