



UNITED REPUBLIC OF TANZANIA
MINISTRY OF EDUCATION, SCIENCE AND
TECHNOLOGY

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In replying please quote
Ref. No GA. 320/330/01/92

8th April, 2025

Director General,
National Social Security Fund,
P.O.Box 1322,
Benjamin Mkapa Pension Towers,
Azikiwe St,
DAR ES SALAAM -TANZANIA

**RE: EMOTIONAL INTELLIGENCE IN THE WORK SETTINGS: HOW TO DEAL
WITH DIFFICULT CUSTOMERS**

The heading above refers.

2. Mzumbe University is one of the oldest training institutions in Tanzania, accumulating experience of over 50 years in the field. The University has the competence and capacity to deliver high-quality advisory services within its mandate, which is to assist in the preservation, transmission, dissemination, and enhancement of practical knowledge in the management field. This long experience and continuous collaboration and interaction with both private and public sectors, has greatly enhanced the capability of the University in offering quality advisory services that address the demands of the Tanzanians in field areas such as Education, Public Administration, Psychology and Counselling, Economics, to mention a few.

3. Research consistently demonstrates that individuals with high Emotional Intelligence (EI) excel in leadership, teamwork, and decision-making, leading to improved workplace relationships and job performance. As such, individuals need training to develop essential EI skills that will strengthen their ability to manage stress, adapt to challenges, and thrive in a dynamic work environment. Alongside, such individuals will be able to handle themselves better and handle difficult customers.

4. This training aims to equip participants with a deep understanding of Emotional Intelligence (EI) and its impact on workplace success. By the end of the program, participants will be able to recognize and manage their own emotions, enhance self-awareness, and develop self-regulation techniques to handle stress effectively. They will also improve social awareness, allowing them to understand and respond to the

emotions of others, fostering stronger workplace relationships and handle difficult customers. On the basis of the aforesaid, we are delighted to cordially invite all HR professionals, managers, Team leaders, supervisors, individuals and all Employees. The training is scheduled to be held from May 15- 17, 2025 at New Jozza Hotel, in Morogoro, Tanzania. The fee for this course is TZS 800,000 per participant (or TZS 650,000 per participant for two or more participants coming from the same organization). The fee will cover tuition, training material, breakfast, lunch, evening tea and certificates of attendance.

5. The attached training programme provides the detailed information regarding the course. In case of any inquiries, do not hesitate to contact the Coordinator Mustapha Almasi (PhD), through +255621685203 or Mustapha.juakali@mu.ac.tz or amustapha@mzumbe.ac.tz. Thank you for your continued cooperation.

Yours Sincerely,



Prof. Hawa Tundui Petro
FOR: VICE CHANCELLOR

TRAINING TITLE	EMOTIONAL INTELLIGENCE IN THE WORK SETTINGS: HOW TO DEAL WITH DIFFICULT CUSTOMERS
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SYNOPSIS

Emotional intelligence (EI) is a critical factor in workplace success, influencing leadership, teamwork, conflict resolution, and overall job performance. It is the ability to recognize, understand, and manage one's own emotions while also being attuned to the emotions of others. EI plays a fundamental role in professional interactions. Research has consistently shown that individuals with high emotional intelligence tend to have better job performance, leadership capabilities, and workplace relationships. For instance, Studies by Mayer and Salovey (1997) suggest that emotional intelligence enhances decision-making, stress management, and adaptability in dynamic work environments. Further, emotional intelligence is a stronger predictor of workplace success than cognitive intelligence (IQ) in many professions. EI is composed of five key components:

- **Self-awareness:** Recognizing and understanding one's emotions.
- **Self-regulation:** Managing emotions effectively.
- **Motivation:** Using emotions to achieve goals and maintain persistence.
- **Empathy:** Understanding the emotions of others.
- **Social skills:** Navigating social complexities and managing relationships effectively.

By developing emotional intelligence, employees and leaders can improve collaboration, reduce workplace conflicts, and foster a more inclusive and productive environment.

EXPECTED OUTPUT

By the end of the training, participants are expected to:

- Demonstrate a clear understanding of emotional intelligence and its workplace relevance.
- Identify their own emotional intelligence strengths and areas for improvement.
- Apply EI strategies to improve leadership, communication, and teamwork.
- Manage workplace conflicts effectively using emotional intelligence principles.
- Implement EI-driven decision-making and stress management techniques.

- Develop an action plan to integrate emotional intelligence into their professional growth.

WHO SHOULD ENROL?

This training is designed for: HR professionals and managers, Team leaders and supervisors, Employees interested in self-improvement and career growth and Organizations aiming to enhance team dynamics and productivity

LEARNING OUTCOMES

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

- Understand the concept of emotional intelligence and its importance in work settings.
- Learn about the five components of emotional intelligence.
- Assess their own emotional intelligence levels through self-evaluation.
- Explore the impact of EI on leadership, teamwork, and conflict resolution.
- Develop practical strategies to enhance emotional intelligence skills.
- Apply EI knowledge to improve communication, collaboration, and workplace well-being.

COURSE CONTENTS

Day 1: Understanding Emotional Intelligence and Self-Assessment

Session 1: Introduction to Emotional Intelligence in the Workplace

- Definition and significance of emotional intelligence
- The role of EI in workplace success
- Overview of emotional intelligence assessment tools

Session 2: The Five Components of Emotional Intelligence

- **Self-awareness:** Recognizing emotions and their impact
- **Self-regulation:** Managing emotions under pressure
- **Motivation:** Aligning emotions with personal and organizational goals
- **Empathy:** Understanding and responding to others' emotions
- **Social skills:** Effective communication and relationship management

Session 3: Self-Assessment and Reflection

- Emotional intelligence self-assessment test
- Individual reflection and group discussion
- Identifying strengths and areas for development

Day 2: Application of Emotional Intelligence in Work Settings

Session 4: Emotional Intelligence and Teamwork

- Enhancing collaboration through EI
- Managing diverse teams with emotional intelligence
- Conflict resolution strategies using EI principles

Session 5: Emotional Intelligence and Leadership

- The role of EI in effective leadership
- Adapting leadership styles based on emotional intelligence
- Case studies of successful emotionally intelligent leaders

Day 3 : Work place communication and wellbeing

Session 6: Enhancing Workplace Communication and Well-Being

- Strategies for emotionally intelligent communication
- Reducing workplace stress through EI practices
- Promoting a culture of emotional intelligence in organizations

Session 7: Practical Exercises and Implementation Plan

- Role-playing workplace scenarios
- Group discussions on EI challenges and solutions
- Developing a personalized emotional intelligence action plan
- Recap and Q and A

METHODOLOGY

This is a three-day training which is conducted using Interactive lectures, Group discussions and case studies, Self-assessment exercises, Role-playing and real-world applications and Action planning for personal and team growth. The participants will have a chance to self-evaluate themselves using Emotional Intelligence tests and receive feedback and recommendations.

DATES AND LOCATION OF THE TRAINING

The training will be held at New Jozza Hotel, in Morogoro from **April 15– 17, 2025.**

The training fee for this course is TZS 800,000 per participant (or TZS 650,000 per participant for two or more participants coming from the same organization). The fee will cover facilitation, training material, breakfast, lunch, evening tea and certificates of attendance. All payments should be made to the following bank account:

BANK: CRDB BANK PLC
BRANCH: MZUMBE BRANCH
ACCOUNT NAME: MU SHORT COURSE AND CONSULTANCY
ACCOUNT NUMBER: 01J1076853301

*Kindly indicate the name of the participant, contacts and the organization in the description of the depositing slips. Course fees must be paid in full prior to course start dates. **Proof of payment can be submitted to amustapha@mzumbe.ac.tz***

FACILITATORS

The course will adopt the use of discussions and direct lectures as the delivering techniques among others. The key facilitators to the event will be: -

1. Dr Mustapha Almasi, psychologist and educator
The Lead– facilitator, Mzumbe University

2. Drs Justine Kavindi, Mwalimu Nyerere Memorial Academy, Dar es Salaam
The co – facilitator, The Institute of Social Work
3. Agripina Masashua, assistant facilitator, Mzumbe University

REGISTRATION AND ENQUIRES

For any further information, registration, request for invoices or any other clarifications, do not hesitate to contact the following person: -

Dr Mustapha Almasi, psychologist and educator

Coordinator,

Mobile: +255 621685203

amustapha@mzumbe.ac.tz