



Workshop on Resilience and Emotional Intelligence:

Combating Stress in Healthcare Services Delivery

June 9 – 13, 2025, 1st Run: Lagos & Port Harcourt

December 1 – 5, 2025, 2nd Run: Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: N300, 000 per Participant

For online: Delivery via Zoom

Online course fee: N250, 000 per Participant

Available for In-plant Training

**700 USD for foreign
Participants**

Program overview:

In the dynamic and demanding field of healthcare, professionals face significant stressors that can impact both personal well-being and professional performance. This course on resilience and emotional intelligence is designed to equip healthcare service providers with essential skills and strategies to effectively combat stress, enhance resilience, and cultivate emotional intelligence.

Participants will learn practical techniques to manage stress proactively, improve emotional regulation, and foster a supportive work environment conducive to optimal patient care.

At the end of this training, participants will be equipped with the knowledge and skills necessary to effectively combat stress, promote personal well-being, and contribute to a more resilient healthcare environment. They will also be able to apply emotional intelligence principles to improve patient outcomes and enhance overall team performance.

For whom:

This program is designed for healthcare professionals at all levels who are directly involved in patient care, including doctors, nurses, therapists, and administrators. It is also beneficial for those in healthcare support roles who wish to enhance their resilience and emotional intelligence skills.

Learning objectives:

At the end of this program, participants will be able to:

- explain the concepts of resilience and emotional intelligence and their relevance in healthcare settings;
- identify common stressors and challenges faced by healthcare professionals;
- develop strategies to enhance personal resilience and cope with stress effectively;
- apply emotional intelligence techniques to manage interpersonal relationships and communicate more effectively with patients and colleagues;
- design practical tools for creating a supportive and resilient team culture within healthcare settings; and
- explore case studies and real-life scenarios to deepen understanding and application of resilience and emotional intelligence concepts.

Course outline:

Day 1: Understanding Resilience and Emotional Intelligence

- Defining Resilience and Emotional Intelligence (EI)
- Importance of Resilience and EI in Healthcare Services
- Interactive Discussion: Case studies on resilience in healthcare
- Factors Affecting Resilience and EI in Healthcare Professionals

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

Website: www.hcaglobalconsult.com; Email: info@hcaglobalconsult.com, hcaglobalconsult@gmail.com

Tel: Office Lines: Mon – Fri | 8am-5pm | +234-8051365946, +234-7087578814 (Office Lines)

24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607

- Self-assessment: Recognizing personal resilience strengths and areas for improvement
- Techniques for Building Resilience

Day 2: Enhancing Emotional Intelligence

- Components of Emotional Intelligence:
 - Self-awareness, self-regulation, motivation, empathy, and social skills
- Importance of EI in healthcare delivery
- Assessing Personal EI: Tools and techniques
- Developing Emotional Awareness and Regulation Strategies

Day 3: Stress Management Techniques

- Understanding Stress in Healthcare Settings
- Impact of Stress on Performance and Well-being
- Stress Management Techniques: Cognitive restructuring, mindfulness, and relaxation techniques
- Practical Exercise: Stress coping strategies simulation
- Role of Resilience and EI in Stress Management

Day 4: Building Resilient Teams

- Team Dynamics and Resilience
- Communication Skills in Stressful Situations
- Conflict Resolution Techniques
- Team Building Exercises: Collaborative problem-solving and decision-making
- Case Studies: Successful team resilience stories in healthcare

Day 5: Implementing Resilience and EI Strategies

- Integrating Resilience and EI into Healthcare Practices
- Developing a Personal Resilience and EI Action Plan
- Peer Feedback and Reflection
- Evaluation and Closing Remarks

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Pearls Learning Hub, Plot 756, Opposite Divine Hand of God Ministry, Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

Open Course Fee: N300, 000
In-plant Fee Negotiable

WORKSHOP FEE:

N300, 000 per participant, VAT –N22, 500

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

For Booking / Enquiry, Call: 234-8051365946, 234-7087578814
24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664,
& 234-9112830607

Training Methodology: Lectures, discussions, exercises, and case studies will be used to reinforce these teaching/learning methods.

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