



# Course technical sheet

Emotional Intelligence and Soft Skills – Exam

Fee

**200,00 €**

Final exam only

Course code

**EQ\_SOFT\_LA**

Test duration

**60 min**

Passing score

**70%**

Issued

**27/05/2026**

## Executive summary

The "Emotional Intelligence and Soft Skills – Exam" course is designed to assess and certify advanced competencies in emotional intelligence and soft skills applied in professional settings. During the exam, participants face realistic and complex scenarios involving cross-functional teams, conflict management, effective communication, and resilience development. The primary goal is to measure the ability to recognize and manage one's own and others' emotions, enhance collaboration, leadership, and communication, fostering a more productive and harmonious work environment. The course covers topics such as self-awareness, stress management, negotiation, critical problem solving, and public speaking, also addressing ethics and professionalism. Evaluation is based on high-level situational questions requiring practical application of emotional intelligence principles in complex work situations under realistic constraints like performance pressure and challenging group dynamics. The exam duration is 60 minutes, with a minimum passing score of 70%. This course targets professionals seeking to consolidate and certify their soft skills to improve work effectiveness, relationship management, and leadership, focusing on concrete applications and transversal skills demanded by today's workforce.

## Certification process

- Registration or login to the Academy platform.
- Completion of the final course examination only. Any training or preparation may be completed externally or through other channels.
- The test questions refer to the objectives, skills and topics described in this technical sheet.
- Assessment of the result, possible validation and certificate issuance according to the rules applicable to the course.

## Important note

On Academy, candidates take only the final course examination. Any training or preparation activity may be delivered externally or through other channels. The test questions refer to the topics described in this technical sheet and in the course syllabus summary.

## Syllabus summary

Emotional intelligence fundamentals (self-awareness, self-regulation, motivation, empathy, social skills) + effective communication and active listening + assertiveness and relationship management + stress management and resilience + teamwork and collaboration + problem solving and critical thinking + time management and prioritization + public speaking and presentations + negotiation and conflict management + adaptability and growth mindset + behavioral ethics and professionalism + workplace applications (leadership, customer care, project teams)

### Certification Bodies Management systems

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**Learning Objectives**

- Assess advanced competencies in emotional intelligence and soft skills.
- Apply principles of emotion management, effective communication, and leadership.

**Skills Acquired**

- Self-awareness and emotional self-regulation.
- Stress management and resilience.
- Assertive communication, active listening, and negotiation.
- Problem solving, critical thinking, and time management.
- Collaboration, teamwork, and public speaking.
- Behavioral ethics and professionalism in the workplace.

**Target Audience**

Professionals seeking certification of soft skills to enhance work effectiveness and relationships.

**Prerequisites**

Basic knowledge of communication and group dynamics; suggested prior work experience.

**Program**

- Fundamentals of emotional intelligence.
- Communication and listening.
- Stress management and resilience.
- Negotiation and conflict management techniques.
- Collaboration and teamwork.
- Presentations and public speaking.
- Ethics and professionalism.

**Teaching Methodology**

Exam with high-level situational questions based on real work scenarios.

**Evaluation Method**

60-minute test; passing score at least 70% correct answers.

**Duration**

60 minutes.

**Certification**

Certification of emotional intelligence and soft skills competencies upon passing the exam.

**Expected Outcomes****Certification Bodies Management systems**

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## Course technical sheet

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Recognition of abilities to effectively manage emotions, communication, and collaboration in complex professional contexts.

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