TECHNICAL LEARNING AND ASSESSMENT DOSSIER

Emotional Intelligence and Soft Skills – Exam

Price / certificate issuance
200,00 €
VAT excluded

Course code	Minimum duration	Final pass score	Dossier issue
EQ_SOFT_LA	60 min	70%	28/11/2026

1. Course identity, purpose and scope

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.

This extended technical dossier describes the pathway as published in CIWZ Academy on the issue date. It consolidates purpose, references, learning architecture, module contents, assessment system, passing criteria and certificate conditions. It does not replace the official texts of the standards, laws, guidelines or schemes referenced.

2. Normative, regulatory and technical references

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)

References are used as the learning and assessment framework within the limits of published content and available

sources. For professional application, the official and current versions of the referenced documents always prevail.

3. Learning architecture and assessment system

- minimum tracked time: 60 min
- active final-exam bank: 200 questions
- final exam: 30 questions selected from the bank
- passing threshold: 70%
- Direct access to the final assessment under the published rules for the exam-only pathway.
- Exam assembly from the active course bank and scoring against the published pass threshold.
- Recording of the result and, where applicable, request for the final certificate.

4. Official catalogue technical information

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

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

7. Assessment system, final exam and passing criteria

- The final assessment consists of 30 questions selected from the active course bank. The platform applies an anti-repetition logic for new attempts when the bank size allows it.
- Final question-bank size detected at generation time: 200 active questions.
- Published passing threshold for the course: 70%.
- Questions are intended to assess not only recall but also interpretation, application, evidence selection, scenario assessment and quality of decision-making, depending on the subject matter.

8. Tracking, learning continuity and session integrity

- Path status, completed modules and recorded time are managed server-side when the course uses the Academy learning mode.
- The platform allows the pathway to resume from the recorded point and retains the results of required checks.
- Assessment sessions may be subject to the integrity and proctoring controls enabled by the platform and described in the applicable usage rules.
- Technical and integrity events support assessment and do not replace professional judgement where human review is required.

9. Certificate, use and limitations

The CIWZ certificate, where provided by the pathway and requested after passing, records the result achieved in the stated CIWZ pathway or assessment. It does not automatically replace personnel certification, professional registration, statutory licence, legal qualification or credentials issued by third-party bodies where such requirements are imposed by the applicable scheme.

10. Commercial and tax conditions

- Price / certificate issuance: 200,00 € VAT excluded.
- UAE VAT is applied to UAE customers according to billing data and the applicable tax rules.
- Any specific commercial terms, agreements or corporate orders override the public price only when formally accepted by Certificato IWZ FZCO.

11. Dossier document control

- Document automatically generated by CIWZ Academy from the course data published at the time of the request.
- Course code: EQ_SOFT_LA
- Document language: EN

- Generation date: 28/11/2026
- For normative and professional application, the current official sources and any applicable procedures/schemes prevail.