

**Course Title:****Emotional Intelligence at the Workplace (1-day program)****Learning Overview**

Emotions have been unwelcomed in our workplace as we tend to leave emotions away from work and leverage on our reasoning and logic. To be effective individuals, subject matter experts, managers and leaders, we will focus on our intellectual quotient and competencies in terms of strategic thinking, leadership, management, problem solving and technical expertise.

“We are being judged by a new yardstick; not just how smart we are, or by our training and expertise, but also how well we handle ourselves and each other” as quoted by Daniel Goldman, author, psychologist, and science journalist on “Emotional Intelligence”. Increasingly, we witness a lot of “High IQ but low EQ” employees; they are highly talented and intelligent. However, they fail to fulfil their potential not due to technical inability but emotional inability.

According to The Future of Jobs Report by The World Economic Forum, one of the 10 skills to thrive in the Fourth Industrial Revolution is Emotional Intelligence. Emotions are now a cornerstone of whom we are and when we working with others in the team. As “no man is an island”; we need to acquire emotional intelligence to achieve greater collaboration, higher level of influence with others and being more productive and effective.

**Learning Outcome**

What is Emotional Intelligence?

- Benefits of Emotional Intelligence
- Discover The 5 competencies of Emotional Intelligence (An Emotional Intelligence profiling for each participant to ascertain their level of EI)
- Achieve your Private Victory through Self-awareness, Self-Regulation and Self-motivation
- Achieve your Public Victory through Empathy and Effective Relationship

**Intrapersonal -Private Victory**

Self-Awareness

- Through individual EI profiling results, participants will understand about different behavioural personalities and the impact on our perceptions and emotions
- Understand our emotional brain and logic brain
- Learn to tune in to our emotions and manage emotions in stressful situations and with challenging people

Self-Regulation

- Identify your hot buttons and emotional triggers
- Regulate and manage negative feelings through self-control
- Practice adaptability and self-coaching to manage emotions facing challenging people and stressful situations
- Reframe negative situations by focusing on the behaviour and not the person

Self -Motivation

- Direct your emotions towards a motivating and inspiring purpose and end in mind
- Leverage on your emotions for performance excellence and unleash your potential
- Be in the “flow” mentality by practicing present moment and mindfulness



## **Interpersonal- Public Victory**

### Empathy

- Learn to tune out others' feelings and responding with sensitivity and seeking first to understand
- Understand and enter into the other's party world view (Link to Emotional Intelligence Profiling)
- Apply empathetic listening, verbal and non-verbal communication

### Effective Relationship

- Interact with people successfully through influence and persuasion
- Manage emotions of others
- Build consensus and support for team goals
- Motivate and inspire yourself and others to achieve those goals

## **Activities**

The program will have a variety of experiential, reflective and visualisation activities including an Emotional Intelligence Profiling, crafting a development plan and list of follow-up actions.

## **Benefits of this Program**

At the end of the program, participants will

1. Understand Emotional Intelligence and why it is important to personal and professional success
2. Recognise five competencies to work on to increase one's level of emotional intelligence
3. Tune in to your emotions for better decision making
4. Show care and build trust through empathy and concern
5. Use energy and enthusiasm to motivate others
6. Better manage emotions of others in the team

## **Who Should Attend**

Leaders and Managers

## **Course Duration**

1 day (7 hours)