



ACADEMY

In Association with Leading
Universities

Managing Emotional Intelligence

(2 days)

In today's competitive knowledge-driven organization, leadership is more important than ever. Today's leaders, from top executives to line managers must have more than just the right technical skills and IQ. They must possess the right values, behaviors and emotions- the right EMOTIONAL INTELLIGENCE.

Emotional intelligent leaders help organizations create competitive advantage through increased performance, enhanced innovations, effective and inspiring leadership, effective use of time and resources, more teamwork, improved motivations and trust.

The result is OUTSTANDING work and increased PRODUCTIVITY.

WHO SHOULD ATTEND

Managers, Supervisors and Executives

COURSE METHODOLOGY

This course is a practical-oriented using group discussions and experiential exercises focusing on learning in moments of enjoyment.

COURSE BENEFITS

Personal Impact

By the end of this course participants will be able to :-

- Motivate themselves and be persistent in the face of setbacks, recognize and regulate their moods, manage stress and impulses to achieve their personal and professional goals.

- Identify their emotional strengths and competencies for career development and growth, practice having the right balance between emotion and reason.
- Identify the cause of their damaging emotion like anger, guilt worry and sadness. Learn how to change their emotional state to be more resourceful, focused and happy.
- Recognize the subtle cues of how others are feeling and thinking, have the flexibility required to thrive on and deliver in a changing environment, foster trust and open communication in their relationships and influence, persuade, inspire and guide individuals and groups.

Organizational Impact

Documented benefits reported by organizations with staff trained in emotional intelligence include:

- Higher productivity and profitability gains - often with less time and resource investment, greater long-term customer satisfaction through a lower incidence of customer conflicts.
- Developing more effective and supportive organizational working climate and culture, achieving project deadlines well in advance of schedule, people going beyond teamwork to mutual support and lower staff turnover, sick leave and higher regard of self.
- Staff who take responsibility for themselves, their actions and their results.

DAY 1 Personal Competence

These competencies determine how we manage ourselves

- **Self-Awareness**

Knowing one's internal states, preferences, resources, and intuitions

- **Emotional awareness:** Recognizing one's emotions and their effects
- **Accurate self-assessment:** Knowing one's strengths and limits
- **Self-confidence:** Build a strong sense of one's self-worth and capabilities

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- **Self-Management**

Managing ones' internal states, impulses, and resources

- **Emotional Self-control:** Managing disruptive emotions and impulses
- **Transparency:** Maintaining integrity & emotional honesty

- **Achievement Orientation:** Striving to improve or meeting a standard of excellence
- **Initiative:** Readiness to act on opportunities
- **Optimism:** Persistence in pursuing goals despite obstacles and setbacks

DAY 2 Social Competence

These competencies determine how we handle relationships

- **Social Awareness**
Awareness of others feelings, needs, and concerns
 - **Empathy:** Sensing others' feelings and perspectives, and taking an active interest in their concerns
 - **Organizational awareness:** Reading a group's emotional currents and power relationships
 - **Service orientation:** Anticipating, recognizing, and meeting customers' needs
- **Relationship Management**
Adeptness at inducing desirable responses in others
 - **Developing others:** Sensing others' development needs and motivating others
 - **Inspirational Leadership:** Inspiring and guiding individuals and groups
 - **Influence:** Enhance persuasion skills
 - **Change catalyst:** Initiating or managing change effectively
 - **Conflict management:** Negotiating and resolving disagreements
 - **Teamwork & Collaboration:** Working with others toward shared goals. Creating group synergy in pursuing collective goals.

Course Facilitator

Dr Zaitun Sulaiman (PhD Psychology)

Practising Psychotherapist & Reg. Clinical Hypnotherapist (GHSC 2890)

Course Fee: RM8500.00 (Group of 20 – 25 participants)

For further information please fill up the inquiry form or contact us at 03-42700107 or email zaitun@ctawellness.com