



# EMOTIONAL QUOTIENT

## COURSE INTRODUCTION

Emotional understanding and skills impact our success and happiness in our work as well as in our personal lives. Leaders can harness and direct the power of emotions to improve employee satisfaction, morale, motivation and to enhance organizational effectiveness.

We must remember that it still takes the same amount of time to develop behavioural skills and human competencies, as it always has been with technical and intellectual development. No shortcuts or quick fixes have emerged, and the effort and practice that are required to become emotionally intelligent and interpersonally skill is substantial. Progress regarding how to cope with and manage issues relating to other people has not kept pace with technological progress, and it remains the biggest challenge for leaders.

## COURSE OBJECTIVES

The good news is that emotional intelligence can be learnt. This 2-day course aims to cultivate the emotional and social competencies in order to inspire high performance at workplace.

## COURSE CONTENTS

### Introduction To The Brain and Mind

- Understanding the functions of the brain.
- Exploring the potential of the mind.
- Expressing the activities of the different parts of the brain.
- Differentiating the two different kinds of intelligence – intellectual and emotional.
- Applying the ability to practical life.

### The Eight Categories Of Emotions

- Anger
- Sadness
- Fear
- Enjoyment
- Love
- Surprise
- Disgust
- Shame

### Self-awareness

- Being aware of what you are feeling.
- Being conscious of the emotions within you.
- Being in touch with your emotions
- Being able to trust “gut feelings”.

### Managing Emotions

- Balance moods.
- Perform better and to think clearly.
- Use situations productively.
- Recognize moods or feelings before acting

### Motivating Oneself

- To be hopeful despite obstacles and setbacks.
- To be optimistic for pursuing long-term goals in life and career.

### Empathy

- Putting yourself in other people's shoes.
- Recognizing what others are feeling
- Reading and understand others

### Social Skills

- Connecting with others.
- Building positive relationships.
- Responding to the emotions of others.
- Influencing others.

### Emotional Intelligence For Effective Leadership

- Understanding the emotional abilities for a charismatic leadership behavior.
- Exhibiting self-confidence, determination and persistence in the face diversity.
- Displaying a high level of self-awareness by managing own emotions
- Instilling unity and team spirit for positive impact on organizations.
- Helping employees grow, learn and develop.
- Creating a sense of meaning and purpose.

### Leading With Love Versus Leading With Fear

- Fear in the organization.
- Aspects of fear.
- Relationship with leaders.
- Bringing love to work.
- Fear-based motivation.
- Love-based motivation.

### The Emotional Qualities Of Yourself And Others

- Understanding how mental models affect thinking.
- Blind spots that limits understanding.
- Assumptions and perceptions.
- Connect, energize and feel alive at work.



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## LEARNING OUTCOME

By attending this course, the participants will be able to:

- Use emotional intelligence to develop healthier and more productive work relationships.
- Educate young people for the new world of work.
- Cultivate the emotional and social competencies in the workforce.
- Develop leadership charisma and rapport through emotional competence.
- Create guidelines for emotional competence training.

## WHO SHOULD ATTEND

Company directors, entrepreneur, company secretaries, lawyers, accountants, corporate consultants and anyone who wishes to know the roles and responsibilities of company directors.

## ABOUT THE TRAINERS

**Dr. Maria Rufina** is a corporate training strategist and the CEO of ACE Biznez Services. She was awarded Certified Professional Facilitator IAF, USA and Workplace Training & Assessment Certification Cert IV (AUS Stds). She was the recipient of the ASEAN Outstanding Women Entrepreneur Award 2016. She is an entrepreneur and a certified trainer and facilitator with 25 years of experience in corporate training and consultancy. To-date, Dr. Maria has trained and consulted hundreds of companies in various scopes, topics, countries and industries.

## ADMINISTRATIVE DETAILS

DATE	PLATFORM	EVENT CODE
06 & 07 April 2021	Webinar @ Microsoft Teams	044/21/CEP/WEB
Time	9.00 a.m. - 5.00 p.m.	
Training Methodology	Highly interactive, experiential learning and role plays; practical and simulation approach to learning; case studies which reflect real scenarios at work and activities and games from UK.	
Fee	RM1,000.00 Standard RM800.00 Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Assoc. & Advocates Assoc. of Sarawak.	
CPE points	16	