



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 interpersonal 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.

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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.

LEARNING OUTCOME

By attending this programme, 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

This course can be beneficial for anyone who works and interacts with others – on a personal or professional level. Anyone who wants to better manage their own emotions, strength and skills, or better understanding of others' emotions in order to be more successful on personal and professional levels.

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.

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ADMINISTRATIVE DETAILS

DATE	PLATFORM		EVENT CODE
16 & 17 March 2022	Webinar @ Microsoft Teams		031/22/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	RM1000.00	Standard	
	RM800.00	Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Assoc. & Advocates Assoc. of Sarawak.	
SSM CPE Points	16 points		

HOW TO REGISTER?

Strictly via online registration at
<https://e-comtrac.ssm.com.my>

NEW USER (First Time Login)

Click on **Sign Up**
Key in **Registration Information**
Click on **Register**
Key in **Username and Password**
Click on **Sign Up**

EXISTING USER of SSM EzBiz

Key in **Username and Password**
Click on **Sign Up**

Select event code
xxx/22/CEP/WEB

Check on **Available Seat**
Click on **Add Participant**
Key in participant's information
Click on **Submit**
Check participant's details
Click on **Submit Payment**

Note: Please submit your application within 15 minutes. Otherwise the system will automatically cancel your transaction and you will lose your seat(s). Please re-apply if you wish to proceed.

Full payment shall be made at the point of registration.

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TERMS & CONDITIONS FOR REGISTRATION OF TRAINING PROGRAMMES UNDER COMTRAC

All registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, you are deemed to have read and accepted the terms and conditions.

A participant is allowed to attend ONE programme per day to be eligible for certificate of attendance. Request for refund will not be entertained if you have registered for more than one programme per day.

No walk-in is accepted and no admission to the training programme without the confirmation slip for classroom training.

Webinar Access Link

A notification e-mail with the webinar access link will be sent at least 1 day before the commencement of the webinar. The access link is unique for registered participants and should not be forwarded or shared with others.

Certificate of Attendance

Participant will be issued a Certificate of Attendance upon full attendance of the programme and payment is received.

SSM will charge an administrative fee of RM30.00 per copy for any replacement of certificate due to errors in name or identification card number wrongly filled by participant / representative during registration or loss of certificate, etc.

Cancellation / Absent

No refund application is entertained if participant decides to cancel his registration or fails to attend a programme. Replacement of registered participant is not allowed.

Transfer

Transfer of registration fee to another programme is not allowed.

Personal Data Protection Notice

Your personal data and other information provided in this application and including any additional information you may subsequently provide, may be used and processed by COMTRAC/SSM as a reference in future to communicate with you on our training programmes/events. In line with the Personal Data Protection Act 2010, we wish to obtain your agreement and consent for using your personal data. If you do not consent to the processing and disclosure of your personal data, you should send an e-mail to us at comtrac@ssm.com.my.

Human Resources Development Corporation

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