



KEMENTERIAN PERDAGANGAN DALAM NEGERI
DAN KOS SARA HIDUP



SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

20
23

SSM TRAINING

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.

EMOTIONAL QUOTIENT

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 course, 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.

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Online

ADMINISTRATIVE DETAILS

Date	15 - 16 Feb 2023	
Venue	Virtual platform	
Time	9.00 am - 5.00 pm	
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 Society & Advocates Assoc. of Sarawak.
SSM CPE Points	16 points	

ABOUT THE TRAINER



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.

Maria Rufina is also the President of Oxford Center for Leadership (UK), Malaysian Chapter and she is highly sought after for Managerial and Leadership development. One of those training is Coaching. Some of the companies that have repeatedly engaged Dr. Maria on coaching are Kaneka Malaysia, Sudong (Group of Singtel) in Melaka and Klang, Bard and other.

HOW TO REGISTER?

STEP
1

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

STEP
2

NEW USER (First Time Login)

- Click on **SIGN UP**
- Key in **REGISTRATION INFORMATION**
- Click on **REGISTER**
- Key in **USERNAME** and **PASSWORD**

EXISTING USER of SSM EzBiz

- Key in **USERNAME** and **PASSWORD**
- Click on **SIGN IN**

STEP
3

- Select training
- 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

Payment Mode

- All training programmes registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, participant is deemed to have read and accepted the terms and conditions herein.
- Payment by cash and cheque is not acceptable effective from January 2021.

Webinar Access Link

- A notification e-mail with the webinar access link will be sent at least 24 hours 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.
- 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.
- 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 will be given for participant who failed to attend the programme.
- Replacing registered participant is not allowed.

Transfer

Transfer of registration fee to another training 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

Suruhanjaya Syarikat Malaysia is registered as a training provider with HRD Corp under GOV1000117857. This training is claimable under SBL Scheme (employer needs to apply for grant at least one day before the commencement of training).

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Disclaimer

SSM reserves the right to cancel the programme, change date(s), venue(s), speaker(s) or any other changes due to any unforeseen circumstances that may arise without prior notice to participants. SSM also reserves the right to make alternative arrangements without prior notice. SSM accepts no responsibility for death, illness, injury, loss or damage of any property belonging to, or financial loss by any persons attending the programme, whatever the cause. SSM shall not be responsible for any costs, damages or losses incurred by participants due to the changes and / or cancellation. SSM is not responsible for the integrity of participants' computer or device, your internet signal bandwidth, or any other consideration outside of the control of SSM.

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COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION

Companies Commission of Malaysia

Level 12, Menara SSM@Sentral
No.7, Jalan Stesen Sentral
50623 Kuala Lumpur.

Tel : +603 2299 4906/ 4440/ 5308/ 4441
Email : comtrac@ssm.com.my
Website : www.ssm.com.my