

EMOTIONAL INTELLIGENCE FOR GOVERNANCE PROFESSIONALS

COURSE INTRODUCTION

Emotional Intelligence is a vital factor in achieving personal and professional success, as it plays a pivotal role in guiding individuals through social and workplace dynamics, stress management, and decision-making with heightened sensitivity.

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COURSE OBJECTIVES

This course is designed to empower participants to recognise, understand and effectively manage their own emotions and the emotions of others. Participants are offered a practical roadmap for developing emotional intelligence and harnessing it to cultivate empathy, paving the way for successful interpersonal relationships.

COURSE CONTENTS

1. Introduction to emotional intelligence

- What is emotional intelligence?
- Why is emotional intelligence important in your personal and professional life?

2. Self-awareness

- Recognising and understanding your own emotions.
- Identifying your emotional triggers.
- Self-reflection and self-evaluation.

3. Self-management

- Coping with stress and frustration.
- Managing your biases and prejudices.
- Developing emotional resilience.

4. Empathy

- Active listening.
- Perceptive ability.
- Effective communication.

5. Relationship management

- Treating people with courtesy, respect and mindfulness.
- Maintaining your dignity and composure in challenging situations.
- Dealing with conflicts and disputes in a constructive manner.

LEARNING OUTCOMES

By attending this course, participants learn to:

- Gain a deeper understanding of their emotions and triggers, allowing them to manage their feelings more effectively.
- Develop the ability to control their emotional responses, manage stress, and maintain emotional balance even in challenging situations.
- Learn to be more adept at recognising and understanding the emotions of others, leading to more empathetic and compassionate interpersonal interactions.

TRAINING METHODOLOGY

Videos, case studies, interactive activities and hands-on practice.

WHO SHOULD ATTEND

Corporate officers and professionals who aspire to enhance their leadership and teamwork skills, manage stressful and challenging situations and strengthen their workplace relationships.



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ABOUT THE TRAINER

Kim Chow is an educator, a soft skills trainer, and director of Kim Chow Communicators which owns the registered trademark KimChow®. Her experience in the corporate world has sharpened her communication skills in our multicultural and pluralistic business world. The competitive business environment has motivated her to raise the bar on her expertise in Business Etiquette and Personal Branding. As a result of her ongoing business endeavours, she has documented a vast collection of case studies that she uses in her training programmes. As a practitioner of Experiential Learning, her training methodology involves hands-on activities such as simulations, role-play, dramatizations, performing arts, photography, video recording, and filming. The activities are followed by self-reflection and evaluations.

ADMINISTRATIVE DETAILS



Date	24 October 2024	
Venue	Virtual platform	
Time	9.00AM – 5.00PM	
Training Methodology	As stated above	
Fee	RM500.00	Standard
	RM400.00	Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak.
SSM CPE Points	8 Points	

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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

- Key in USERNAME and PASSWORD
- Click on SIGN IN

STEP 3

- | | |
|------------------------------------|-------------------------------|
| • Select training | • Click on Submit |
| • Check on Available Seat | • Check participant's details |
| • Click on Add Participant | • Click on Submit Payment |
| • Key in participant's information | |

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 to 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.

Human Resources Development Corporation

Suruhanjaya Syarikat Malaysia is registered as a training provider with HRD Corp under GOV1000117857. All trainings are claimable under SBL Scheme subject to HRD Corp approval. Participant's employer needs to apply for grant at least one day before the commencement of training.

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.

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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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All information contained in the brochure is correct and accurate at the time of publication.

COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION

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