

# Enhancing Emotional & Social Competency (2 DAYS)

## Details of the program

Date : 15<sup>th</sup> – 16<sup>th</sup> June 2020

Time : 9am – 5pm

Venue : Armada Hotel, Petaling Jaya

Fee : RM1,500.00



## Overview

A large part of our success in life is based on our EQ, our emotional quotient. How we manage our emotions and the way we relate to others determines how successful and satisfied we are at work, home, and with friends. The skills of our emotional intelligence help us to understand ourselves and others better, make and deepen connections with others as individuals or groups. In this course, you will explore the EQ model and identify the principles and skills necessary for personal insights and understanding in the work place. You will understand what is EQ, why is it beneficial, and how you can enhance your current EQ knowledge and skills at the workplace office to ensure career success and better working relationships.

## Learning Outcomes

- Understand EQ and its components
- Master the 5 pillars of Emotional Intelligence as advocated by Dr Daniel Goldman
- Discover why you do what you do by understanding your emotions better
- Manage perceptions and how it is important in EQ mastery
- Increase your enthusiasm, commitment, initiative, personal creativity and desire to achieve personal and organizational goals
- Break limiting patterns of behaviour and gain emotional mastery
- Foster better and more credible relationships with staff and others
- Be aware on how to help others increase their EQ and produce better outcomes
- Using EQ skill to promote responding, instead of reacting
- Learn the techniques of being assertive
- Manage confrontations, anger and change proactively

## Methodology

- Pre & Post Test for each program.
- Effective Slides and interactive discussion with Trainer
- Role plays and thought-provoking Brainstorming sessions
- Experiential Learning activities and games to simulate various situations
- Demonstration of various techniques (including NLP) relevant to the topic
- Right Brain stimulations (for long term retention)

## Course Outline

### **An Introduction to Emotional Intelligence (Dr. Daniel Goleman's model)**

- ❖ What is Emotional Intelligence
- ❖ Why EQ? The case for Emotional Intelligence
- ❖ Importance of EQ / EI in working life
- ❖ Components of Emotional Intelligence (EQ)

### **Basic Principles of Understanding Emotions (Self Awareness)**

- ❖ Knowing your own emotions and the affect they have on performance
- ❖ Realizing Personal Strengths and Weakness
- ❖ Emotions out of control (Emotional Hijacking)

### **Self Regulation: Going beyond Self Awareness**

- ❖ Realizing the importance of self regulation
- ❖ What is Self Regulation
- ❖ How to self regulate in various situations

### **Personal Mastery - Know Thyself (Self Motivation)**

- ❖ Self-Knowledge & Self-Management
- ❖ EQ Analysis
- ❖ Insight Applied
- ❖ Reframing technique revisited

### **One-to-One: EQ at the Individual Level (Empathy and Managerial Communication & Building Rapport)**

- ❖ Using clear expression to inspire and drive your staff forward
- ❖ Making connections – Listening vs Hearing
- ❖ Building Rapport with others: Power of Body Language
- ❖ Using Micro Expressions for enhanced relationship
- ❖ Demonstrating empathy in managing others
- ❖ Applying the Johari Window framework
- ❖ Emphatic Listening: EQ in action for Leaders
- ❖ Being aware of the development needs of others

### **Building Relationships- Handling Conflicts, Coaching and feedback situations (Being assertive)**

- Why relationships succeed or fail
- Building and managing internal and external relationships
- Being Assertive with anyone
- Reacting vs Responding
- Being assertive in situations

### **Emotional Intelligence for Social Awareness & Relationship Management**

- Encouraging and accepting new ideas, new approaches and new information – managing and profiting from variety and diversity
- How to be more 'sociable'
- Introvert vs Extrovert
- Turning negativity into positive power – profiting from optimism

### **Emotional Intelligence in Work Groups and Teams Management with EQ - Applications on the Job**

- Promoting Team work and Team synergy within Department
- Simulation: EQ at Work
- Where do we go from here?

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## Master Trainer

**Dr. Harjit S. Sidhu (FCCA, NLP, IHA, Ph.D)**, has been in the corporate field for the past 17 years (in manufacturing, internet, travel & hospitality (hotel), music and consultancy industry) and in last 14 years, he has consulted and trained on various personal development topics that ranges from counselling, coaching to handling difficult people and various soft skills and other specific agendas for some re-knowned domestic and multinational companies and countless public programs.

Dr. Harjit obtained his **Doctorate of Philosophy (PhD) in Metaphysical Hypnosis (specializing in Coaching and Counselling)** from IMHS (Institute of Metaphysical & Humanistic Science, USA).

He is an **attendee of Tony Robbins's** (world's No 1 success coach) "Unleash the Power Within" program, **a 'fire-walker'** and is a **Certified NLP Practitioner** (International Society of Neuro Semantics, USA). He is also a **Certified Hypnotherapist** (CH, USA) and a **certified trainer with HRDC** (Human Resource Development Council and constantly develops new & unique programs that equips the working individual with powerful tools such as 'Transformational Communication' and others. As part of Hypnotherapy work, he extensively **conducts personal coaching and counseling work** to individuals who wants to transform their lives as well as the need for a **coach for success**.

He is regularly featured on radio talk shows on BFM 89.9 for various personal development topics. Dr Harjit is also a **member of International Association of Teamwork Facilitators** which constantly develops and uses new effective techniques in training sessions.

A dynamic trainer, knowledgeable, experienced and passionate in personal as well as Team skills development particularly in the science of human behaviour & metaphysics and how it applies to working and business environments allow him to approach the training he is conducting on a specific topic in a holistic, exciting and integrated manner. Dr Harjit uses **'Transformational activities'** in his programs in order to 'transform' and 'retain learnings' in individuals. His programs have been conducted within ASEAN region (Malaysia, Singapore, Brunei, Thailand, Vietnam and India). His style is fun and engaging whilst retaining the objectives of the Teambuilding activities. His clear and interactive style has won him much praises from participants from leading companies in Malaysia.

# Registration Form

ORGANISATION

CONTACT PERSON

ADDRESS

ENROLLMENT (NO. OF PAX)

TEL

EMAIL

TERMS AND CONDITIONS

## COST FEE

Cost RM1,500 per pax (inclusive of all materials and certifications).

*Please pay full amount of RM1,500 per person to secure your place.*

The full fee is required with your registration 2 weeks prior to the training. The Fees include lunch, coffee/tea breaks and notes and Certificate of participation.

3 Persons registered are entitled to a 10% discount. Further discount are available for large group

Written Cancellation : Registration cancelled 7 days prior to the event are subject to a RM110.00 service

Charge per pax. There will be no refunds for notice received less than 7 days to the event.

A substitute may be made at anytime at no extra cost.

## PAYMENT MODE

All Bank Draft / Local Order / Cheques must be crossed and made payable to:

**Quantum Achievers International SDN BHD**

## BANK TRANSFER

Account Name – Quantum Achievers International Sdn Bhd

Account No – 512-400-500374 (Maybank)

**All enquiries must be forwarded to: -**

**Quantum Achievers International S/B**

**Suite 7-23, 7th Floor, PVI6, 2 Jalan Danau Saujana,**

**Danau Kota, 53300 Kuala Lumpur**

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