

1. TITLE OF COURSE / PROGRAMME

Harnessing Emotional Intelligence

2. DURATION

16 Hours

3. CERTIFICATION

Certified by Systematic Competency Alliance Sdn Bhd

4. COURSE OBJECTIVE

- a. Recognize how to manage emotions and positively influence self and others.
- b. Develop self leadership effectiveness by creating an atmosphere that engages others.
- c. Build more effective relationships with people at work and surroundings.
- d. Enhance satisfaction and fulfillment at work that supports high performance.

5. TARGET GROUP

Executive / Managers / Supervisors / Non- Executive

6. TARGETED INDUSTRY / INDUSTRIES FOR THE COURSES

All Industries

7. COURSE CONTENT / OUTLINE

I. PROGRAM INTRODUCTION

- To be able to identify the participant's and program's objectives.
- To be able to create a positive learning environment in order for the participants to be receptive of learning.

II. THE INTELLIGENCE IN YOU

- To be able to discover your true self with new belief & faith system, self leadership & disciplines in building up the self awareness.
- To be able to identify the area of improvement based on Daniel Goleman emotional intelligence quadrant.

III. HUMAN BEHAVIOR & CHARACTERISTICS

- To be able to identify human personality via learning types and style.
- To be able to demonstrate the right tool and technique to achieve effective communication via recognizing their preferred learning styles.

IV. CALIBRATING THE MIND

- To be able to recognize thinking error or limiting beliefs that can trigger emotional hijack.
- To be able to apply tools and technique from Cognitive Behavior Psychology in order to overcome the limitations.

V. COMMUNICATING FOR RESULT

- To be able to demonstrate effective communication between superiors, subordinates and peers.
- To be able to identify the main barriers in communication and way to overcome.

VI. MANAGING CONFLICTS

- To be able to identify the challenges in managing emotions in chaotic situation.
- To be able to identify the different types of conflict management styles via Thomas Kilmann instrument to achieve a WIN-WIN results.

VII. HANDLING DIFFICULT PEOPLE

- To be able to identify the different types of difficult people and ways to deal with them.

VIII. MOTIVATION FOR PERFORMANCE

- To be able to demonstrate interest and passion as a tool in motivating self and others

IX. THE PIT STOP

- To define the area the improvement in order to enhance the creativity and innovativeness
 - To enhance the motivational level via self-improvisation.