



**@ASK Training**  
Attitude | Skills | Knowledge

# Empathy – Harnessing The Power of Connection at Workplace

**Course Code:**

ASKEPC

**Course Duration:**

2 days (16 hours), 9.00am - 5.00pm

**Course Fee:**

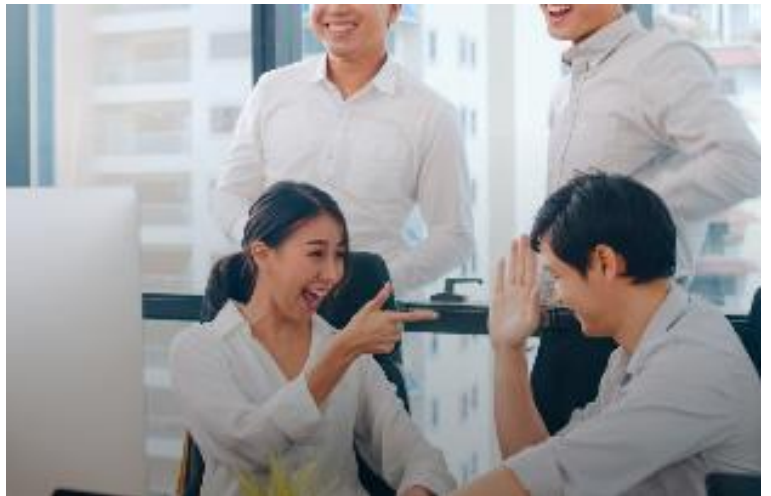
\$1100 (\$1188 Inc. 8% GST) per participant

**Course Venue:**

Hotel

**Course Dates:**

<https://asktraining.com.sg/course-calendar/>



## Course Synopsis

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Empathy is a powerful tool in achieving mutual understanding with all the stakeholders. Without empathy it is impossible to establish good relations with those that matter to us.

Participants will learn to harness emotions to achieve greater success with the people who matter and achieve a higher level of influence in interpersonal relationships.

Participants will be introduced to the elements of emotional intelligence which have a major impact on their ability to empathise with others. They will also learn to apply EQ skills to build successful relationships and trust among the people they interact with.

The workshop will also cover techniques of enhancing connectivity with our stakeholders and how to reach out to our audience with the HEART© principle.

## Course Objectives

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By the end of the course, you would be able to:

- Become more self aware through self analysis questionnaires and sharing
- Manage their own emotions through self regulation ie manage anger and other negative emotions
- Use emotional intelligence to motivate yourself for better performance in challenging situations such as interviews
- Develop empathy and increase understanding so that you are able to see other perspectives and develop objectivity
- Develop skills that are essential for successful interpersonal and professional relationships

## Course Outline

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- Understanding Empathy and the 5 competencies of Emotional management
- Emotional Awareness and Managing your emotions (Your biggest fears)
- Anger management – Using anger to achieve positive results
- The importance of empathy as a cornerstone to meaningful relationships
- Developing empathy for others in your life
- Learn self motivation in difficult and challenging situations
- Expressing empathy in order to receive empathy
- The HEART principle (Humour, Enthusiasm, Attitude, Relationships and Trust)
- How to connect with others with ease – the five stage process