



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

# Mastering Emotional Intelligence: Your Key to People Management Excellence!

**Course Code:**  
ASKKYM

**Course Duration:**  
2 days, 9.00am - 5.00pm

**Course Fee:**  
\$1,100 (\$1,188 Inc. 8% GST) per participant

**Course Venue:**  
Hotel

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



## Course Synopsis

Emotional intelligence is the ability to manage one's emotions, as well as the emotions of others. In this VUCA (Volatility, Uncertainty, Complexity, Ambiguity) world, we are constantly bombarded with information, changes, disruptions, technologically challenges, etc, coupled with the need to response swiftly, and sometimes operating in a very complicated and uncertain environment.

Leaders and teams can be easily stressed out, and managing emotions under these trying circumstances can be challenging.

Emotions, if not managed properly, can affect areas in Work Performance, Physical Health, Mental Health and Team Relationships. Now more than ever, organizations worldwide recognized the greater urgency to address the Emotional Intelligent skills of its leaders.

In fact, many companies now rate emotional intelligence as important as technical ability in performance appraisal. Emotional Intelligence is a skill to be cultivated, and not simply know about it.

In this intensive and experiential 2-Day workshop, participants will be able to experience the 4 domains of Emotional Intelligence and apply the skills learnt to work and life. Profiling experiment will be used to allow the participants to discover their personality, strengths and weaknesses.

Learn to regulate your emotions using simple and effective techniques. Learn to apply your new skills effectively through facilitator's demonstrations and role-plays. Analyze Case Studies to deepen your understanding and gain insights. Take this opportunity to master your emotional intelligence, build stronger relationships and teams, and be successful and fulfilled in life.

## Course Outline

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### Unit 1: Introduction: Understanding Emotional Intelligence

- Domains of Emotional Intelligence
  - Self-Awareness
  - Self-Management
  - Social Awareness - Empathy
  - Relationship Management
- The 2 Major Aspects of EQ
- Differentiating IQ from EQ
- The Importance of EQ to Leaders
- Benefits of mastering Emotional Intelligence

### Unit 2: Mastering Self-Awareness

- Being Self Aware
- Recognizing your Own Emotional States
- How our Own Emotional States affects work and relationships
- Discovering yourself through Enneagram Profiling

### Unit 3: Mastering Self-Management

- How our Emotional States affect performance and relationships
- Effective ways to allow yourself to express your Emotions
- Developing your EQ for a better version of yourself – How Enneagram Profiling can help you

### Unit 5: Mastering Social-Awareness (Empathy)

- Recognizing the Emotional States in Others
- Emotional Cues and Emotional States
- Seeing things in different perspectives
- Practicing Compassionate Listening

### Unit 6: Mastering Relationship Management

- Effective ways to allow Others to express their Emotions
- Developing your Team's EQ towards becoming a High Performance Team