



@ASK Training
Attitude | Skills | Knowledge

Enhancing Your Emotional Intelligence – The Key to Effective Leadership

Course Code:
ASKEEL

Course Duration:
2 days, 9.00am - 5.00pm

Course Fee:
\$1,100 (\$1,199 Inc. 9%GST) per participant

Course Venue:
Hotel

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



Course Synopsis

It is often said that IQ will get you into a job but whether you succeed and move up depends on other attributes including your EQ. This workshop will help you to view emotions as a form of intelligence which can be accessed. You will learn to harness emotions to achieve greater success with the people who matter. You will be introduced to motivation techniques to succeed in challenges at work and deal with difficult situations in life. You will also learn to apply EQ skills to build successful relationships and trust among the people you interact with both internal and external. The workshop will also cover emotional management techniques such as anger management and provide you with opportunities to analyze yourself and others.

Course Objectives

- To teach participants to become self aware and manage their own emotions through self regulation ie manage anger and other negative emotions
- To use emotional intelligence to motivate themselves and their staff for better performance and organizational effectiveness
- To help the participant to develop empathy and increase understanding so that they are better able to see issues from another perspective and develop objectivity
- To develop skills that are essential for successful interpersonal and professional relationships and enhance leadership

Course Outline

- Understanding the origins of Emotional intelligence
- The five competencies of emotional management
- Emotional Awareness - “What are you feeling right now?”
- The power of the mind – how to use positive thinking to self-motivate.
- Self-regulation – Managing your emotions.
- Anger management – Using anger to achieve positive results.
- Using redirection to deal with problematic situations at work.
- Managing and motivating staff through the ‘Whale done’ approach (A program presented by Ken Blanchard)
- Using motivation techniques eg ‘praising progress’ and ‘catching people doing things right’
- Practice session – role play on motivational techniques eg ‘praising progress’
- Personal sharing on best ways to self-motivate
- Expressing empathy towards others and building successful interpersonal relationships
- Effective relationships – The four levels in establishing meaningful relationships

Methodology

Talk, Case studies

Questionnaires –self analysis

Video on EQ, motivational skills, managing relationships at work

Personal reflections

Group discussion

Speak to a Course Consultant

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