

EQ FOR LEADER@WORKPLACE

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



INTRODUCTION

“Emotional Intelligence refers to the capacity for recognition our own feelings and those to others, for motivating ourselves, and for managing well emotions well in ourselves and our relationship.” - Goleman, 1998

Personal Competence – Garner’s “Intrapersonal Skills”

Social Competence – Garner’s “Interpersonal Skills”

Emotional intelligence (EI) refers to the ability to perceive, control, and evaluate emotions. Some researchers suggest that emotional intelligence can be learned and strengthened, while others claim it is an inborn characteristic.

Emotional intelligence (EI) is the capability of individuals to recognize their own and other people's [emotions](#), discern between different feelings and label them appropriately, use emotional

information to guide thinking and behavior, and manage and/or adjust emotions to adapt to environments or achieve one's goal(s).

Since 1990, Peter Salovey and John D. Mayer have been the leading researchers on emotional intelligence. In their influential article "Emotional Intelligence," they defined emotional intelligence as, "the subset of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions" (1990). Salovey and Mayer proposed a model that identified four different factors of emotional intelligence: the perception of emotion, the ability reason using emotions, the ability to understand emotion, and the ability to manage emotions.

There are currently several models of EI. Goleman's original model may now be considered a *mixed model* that combines what have subsequently been modeled separately as *ability EI* and *trait EI*. Goleman defined EI as the array of skills and characteristics that drive leadership performance.

The *trait model* was developed by Konstantin Vasily Petrides in 2001. It "encompasses behavioral dispositions and self-perceived abilities and is measured through self-report".

The *ability model*, developed by Peter Salovey and John Mayer in 2004, focuses on the individual's ability to process emotional information and use it to navigate the social environment.

BENEFITS

Upon completion of this program, participants will be able to:

- Learn EQ Principles, ideas and techniques to maximise personal capacity and that of others
- Understand EQ as a tool to use as a LEADER
- Learn how EQ can be applied powerfully in personal effectiveness, communication, , change, coaching and mentoring, and influence
- Know the importance of aligning purpose, values, and belief with thoughts, feelings and actions
- Develop an awareness of how EQ can impact results at work

KEY CONTENT

MODULE 1: DEFINING AND UNDERSTANDING EMOTIONAL INTELLIGENCE (EQ)

- Understanding EQ
- Overview of EQ Model
- Discovering How EQ is Applied
- EQ for LEADER Program Enhancement Tool 1 - (EQ Competencies)

MODULE 2: EQ FOR PERSONAL EFFECTIVENESS

- Gap Development Model
- Learning & Development Model
- Values Leads to Result Model
- Change Management Model
- EQ for Leader Program Enhancement Tools 2 (Values Elicitation Card)

MODULE 3: EQ FOR TEAM EFFECTIVENESS

- Developing Trust @ Workplace
- Motivation @ Workplace
- Team Leader Development Program Enhancement Tool 3 (High Performing EQ Model)

MODULE 4: EQ FOR ENRICHING COMMUNICATION

- DiSC as a communication Tool
- NLP in Communication
- Team Leader Development Program Enhancement Tool 4 - (Feedback)

MODULE 5: EQ FOR EMPOWERING GROWTH

- Coaching Tools
- Mentoring Tools
- Moving Forward Plan, Development & Enhancement Action Plan

AUDIENCE

This course is suitable for:

- Senior executives
- Asst Managers
- Managers
- Management team

METHODOLOGY

The method of learning would include:

- Content Based / Materials
- Audio/ visual aids
- Working models
- Case studies / role plays
- Feedback / sharing
- Assessment Tools
- Experiential Learning Activities