

EQ FOR

Communication & Relationship Building



FACILITATOR
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INTRODUCTION

- The new benchmark that measures a person's success is the ability to manage one's emotions. Emotional stability or emotional intelligence is crucial in equipping the individual to cope with tension and setbacks in an effective and productive manner. The emotional stability of individuals within an organization is of vital importance to the success of the organization.
- Building and maintaining relationships or networks of contacts at the workplace is essential to an individual's success. It is also the hallmark of good leadership practice. Developing good and productive relationships with colleagues, associates or customers, external clients and counterparts outside the organization is important for the attainment of work-related goals.

INTRODUCTION

- This program has been specially designed to equip participants with the necessary knowledge and skills on developing emotional intelligence, enhancing communication and relationship building and leadership. These three competencies are essential for individuals within an organizational setting as it encompasses the philosophy of a wholesome individual development. The structure of the program is amalgamated with developing the creative potential to ensure that there is a dynamic follow through after the program.



EMOTIONAL INTELLIGENCE

- The new benchmark that measures a person's success is the ability to manage one's emotions. This is an essential skill necessary for emotional stability. Emotional stability is crucial in equipping the individual to cope with tension and setbacks in an effective and productive manner. The emotional stability of individuals within an organization is of vital importance to the success of the organization. An emotionally stable and healthy individual is an asset to any organization.



COMMUNICATION & RELATIONSHIP BUILDING

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LEADERSHIP

- Effective leadership at all levels in any organization is important to sustain profitability, productivity and good customer service. Leadership is everyone's responsibility. In today's organizational setting, employees are expected to demonstrate initiative in preparing themselves to assume a leadership role. Similarly managers and leaders need to take the initiative to develop leaders in the organization as well as inspiring those they lead towards bigger achievements.

LEARNING OBJECTIVES

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

- ❖ Understand perception, how information is perceived and its influence on our behavior
Identify their emotional orientation (perception of self) with the LEONARD Personality Inventory (Intrapersonal skill)
- ❖ Understand the LEONARD model (Data, Action, Task and Relations oriented behavior and the potential conflicts between)
- ❖ Understand emotional needs that determine behaviors
- ❖ Appreciate the concept of unconditional acceptance.
- ❖ Understand the concept of Emotional Intelligence.
- ❖ Apply the art of Giving and Receiving Criticism.
- ❖ Understand and Develop the Creative Potential

PROGRAM CONTENT

1. Understanding Emotions: Yourself & Others

- Understanding Perception
- Your preferred behavioral style
- Let's Explore your Openness, Neutral, Analytical, Relational & Decisive behavioral tendencies
- Identifying your preferred behavioral style



2. The LEONARD LPI Model

- Understanding:

- ❖ Openness behavioral tendencies
- ❖ Neutral behavioral tendencies
- ❖ Analytical behavioral tendencies
- ❖ Relational behavioral tendencies
- ❖ Decisive behavioral tendencies

- Understanding the:

- ❖ Neutral & Analytical combination personality
- ❖ Neutral & Relational combination personality
- ❖ Decisive & Analytical combination personality
- ❖ Relational & Analytical combination personality
 - Individual transformation



3. Applying Emotional Excellence

- The Emotional Intelligence model
- The EI Application model – Identify, Manage, Understand and Use Emotions
- Charting your Action plan
- Understanding your Creative personality characteristics with the LEONARD Personality Inventory
- Building a Climate for Creativity
- Convergent & Divergent Thinking



3. Building Relationship & Assertive Behaviour

- Applying the LEONARD model - Maximizing our relationship with
- others and avoid stepping on others toes
- People skills for building relationships
- Developing assertiveness behavior
- Recognizing assertive, non-assertive and aggressive behavior



4. Giving and Receiving Criticism

- Giving and receiving feedback
- Communication styles
- How personality styles affect feedback

5. Leadership And Developing Individual Action Plan

- Being Prepared to Lead
- Non-alienation for leadership
- Leadership & Teamwork
- Developing emotional competence
- Individual Action Plan

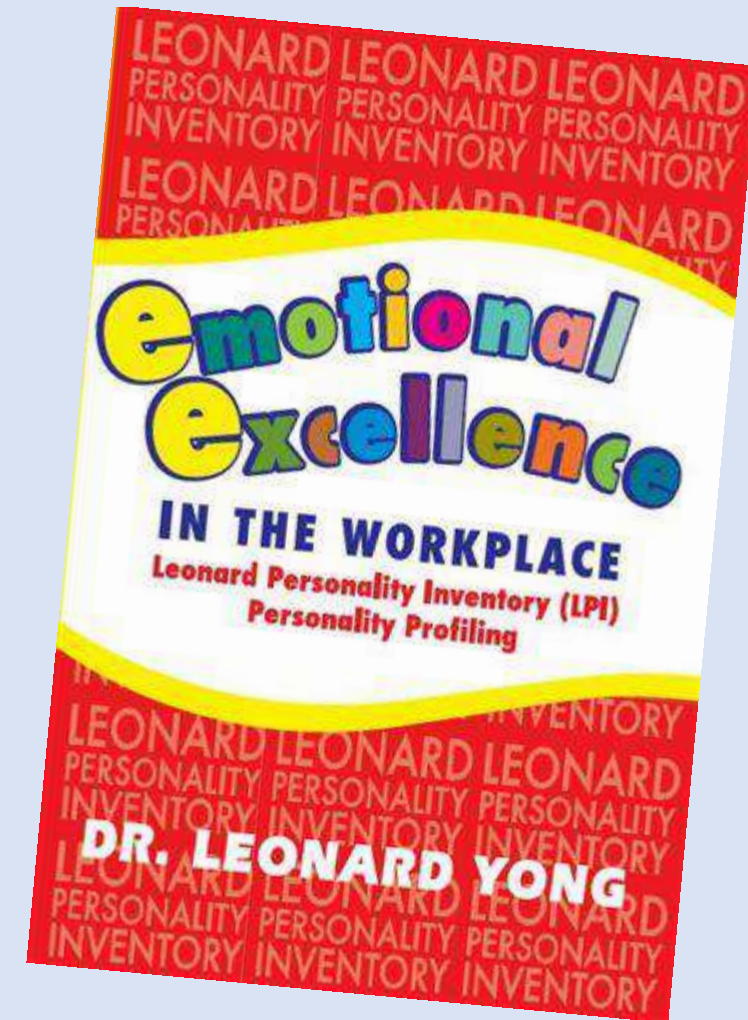


TRAINING METHODOLOGY

The training will be conducted based on the latest state of the art interactive training methodologies. Delegates will be exposed to a variety of case studies and expected to participate actively and learn through problem solving and role plays.

SELF ASSESSMENT TOOLKIT

Participants of this workshop will receive an LPI personality profiling.



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CHRISTOPHER RAJ

- Masters in Counselling: Bachelor of Science; Post Graduate Certificate in Distance Education.
- Registered Counsellor (Malaysian Board of Counsellors)
- Advanced Certificate in Training & Assessment (ACTA) (Singapore)
- Human Resources Development Fund (PSMB) Certified Trainer (Malaysia)
- Certified Lego® Serious Play® Facilitator (Denmark) Kirkpatrick Training Evaluation Certified Professional – Bronze Level (U.S.A)
- Christopher Raj holds a Masters in Counselling and Honours Degree in Biochemistry from University of Malaya, Malaysia and Post – Graduate Certification in Distance Education from Indiana University, USA.

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WINSTON CHEW

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