

EMOTIONAL INTELLIGENCE SKILLS

EQ-IS

Duration: 2 days; Instructor-led | Virtual Instructor-led

OVERVIEW

According to the research by Harvard Business School, Emotional Intelligence counts for twice as much as IQ and technical skills combined as a predictor for success. The ability to understand and manage our emotions in productive ways not only relieves our stress but also allows us to empathise with people around us, treating them with respect and integrity. It enables us to communicate effectively, overcome challenges professionally and deal with conflicts tactfully.

This course is designed to help you develop the core competencies of good emotional management to enhance your relationships and productivity at work and life, foster greater teamwork and drive commendable achievement as the end result. Throughout the course, you will be given the opportunity to examine your behaviour and responses to situations in and out of work and learn how to manage these responses and emotions in an effective manner for a healthier & more successful outcome.

OBJECTIVE

Upon completing the course, participants should be able to:

- Understand what is emotional management & mastery
- Identify ways to develop self-awareness as a precursor to an elevated emotional mastery
- Manage emotions effectively through mindfulness and self-control processes
- Employ effective techniques to cultivate self-motivation
- Improve sensitivity of the social awareness radar through calibration & empathy
- Master effective communicative practices to foster good relationship management
- Learn strategies to exert positive influence in the workplace

AUDIENCE

Non-executives, Junior executives, Middle managers

METHODOLOGY

Training will be delivered in a highly interactive and experiential way. Concepts and background information are presented through group exercises, discussion and activities creating an environment that facilitates accelerated learning.

The trainer will facilitate discussion of real issues and challenges that the participants face in their work and private lives. Each activity will be thoroughly de-briefed to link the learning to real-life situations.

COURSE CONTENTS

Module 1: The Secret to Emotional Mastery

- What is emotional management?
- The 4 domains of emotional intelligence
- Emotional Mastery: Identify, access & control

Activity: Guided Discussion

Description: Participants will go through a guided discussion on their struggles with emotional intelligence

Activity: Imagine this scenario.....

Description: Participants will be brought through a simulated scenario where they went through a meaning making and emotional arousal process to understand the concept of perspective in stress

Outcome: To be able to alter the meaning associated with a situation and interrupt the resulting stress build up

Module 2: Self-Management – Becoming Self Aware

- The Science of Emotions:
- One Person, Three Brains
- Increasing Self-Awareness
- Sensory Acuity

Activity: Video discussion 1

Description: Participants will be shown a short video about the dangers of not keeping our emotions on check

Activity: Video discussion 2

Description: Participants will be shown a short video on how to conduct pattern interrupt on unresourceful states

Activity: STOP IT!

Description: Participants will take turns to share a highly emotional story with one another while being pattern interrupted to get out of the negative state

Module 3: Managing Emotions – Getting to A Resourceful State

- Say No to Amygdala Hijack
- State Management: Emotional Triad
- State Identification & Interrupt

Activity: Red, Blue, Green

Description: Participants will be taken through a simulation activity to understand how the mental filter works & how can we use them to our advantage

Activity: Think of Mr. X

Descriptions: Participants will assume a certain body posture while attempting to visualize a different state of mind

Outcome: To understand how our physiology (our body posture) affects our psychology (our mood)

Activity: Morning & Evening Power Questions

Description: Participants will answer a set 11 powerful questions that is aimed at redirecting their focus in a positive manner and share their experience with the group

Module 4: Understanding Self & Others – Personality Profiling

- Understanding DISC
- Triggers to each personality type
- Little Voice Mastery

Activity: DISC self-assessment

Description: Participants will answer a set of questions to determine their personality profiling

Activity: DISC matrix

Description: Participants will experience the evolution of DISC matrix and how it impacts the personalities. Participants will also have the ability to calibrate different response to different type of action done by others

Module 5: Social Awareness – Paying attention to the world around

- VAKAD Communicators
- Language Predicates
- Eye Accessing Cues

Activity: VAKAD Assessment

Description: Participants will go through an assessment to determine their preferred communication style.

VAKAD Role-Play: Who Am I?

Description: Participants will go a role-play to portray the different types of communication style & how to deal with each of them

Module 6: Rapport Building

- Four steps to rapport building
- The Rapport Dance
- Matching, Pacing & Leading
- From Resistance to Compliance

Role-Play: Match Your Partner

Description: Participants will go through a role-play where take turns to match & pace their partners

Activity: Video Discussion

Description: Participants will be guided through a video discussion on the impact of rapport building on communication