

ENHANCING EMOTIONAL INTELLIGENCE

Rationale

Latest research findings show that IQ takes second position to emotional intelligence in determining outstanding job performance. At the workplace, there is increasing evidence that IQ gets people hired, but EQ gets them promoted. More managerial careers have been damaged due to lack of emotional intelligence rather than a lack of technical know-how. Emotional intelligence also directly affects teamwork and productivity. Emotionally intelligent managers are able to handle their emotions in ways that enhance their work productivity and quality of life around them.

Objectives

- At the end of the workshop, participants should be able to:
1. State the five major domains of emotional intelligence.
 2. Identify their level of emotional intelligence.
 3. Gain greater self-awareness.
 4. Manage their emotions productively.
 5. State ten tips for motivating oneself and maintaining resilience.
 6. State ten tips for empathizing with others and enhancing social competence.

Content

1. Understanding Emotional Intelligence
2. Self-Awareness
3. Managing Emotions Productively
4. Self-Motivation
5. Relationship Management
6. Personal Action Plan

Methodology

Interactive lectures, experiential learning, group discussions, role-plays and emotional intelligence questionnaire

Duration

2 days

Target Group

Managerial and non-managerial employees

Facilitator

Dr. Ranjit Singh Malhi/Azman Shah