



## PROGRAM: EQ @ Work

### Course Objectives:

At the end of the course, you will be able to:

- ❖ Understand the concepts of Emotional Intelligence (EQ)
- ❖ Learn about the elements of EQ
- ❖ Know how feelings and emotions affect performance
- ❖ Develop emotional intelligence to enhance communication and interpersonal relationships with others
- ❖ Manage emotions to manage conflict and stress effectively
- ❖ Adopt a higher level of performance orientation at the workplace
- ❖ Use the skills to cooperate and collaborate more effectively to achieve the organisational and personal goals

### Course Coverage:

- ❖ Introduction to Emotional Intelligence (EQ) – What is EQ and Why EQ?
- ❖ EQ vs IQ
- ❖ Impact of EQ at Work
- ❖ Key Characteristics of a high EQ person and a low EQ person
- ❖ Personality Type and Emotional Intelligence
- ❖ Emotional Intelligence Model
- ❖ Five Elements of Emotional Intelligence
  - Self-Awareness

- Self-regulation
- Motivation
- Empathy
- Social Skills
- ❖ Practicing EQ at Work
  - Self Awareness through reflection and feedback
  - Managing Emotions
  - Building Commitment and Trust
  - Motivation at Work
  - Social Awareness and Relationships Building
- ❖ EQ & Stress Management : Be aware of your stressors and how can you manage your emotions & stress effectively
- ❖ EQ & Conflict Management : Managing emotions when handling difficult people / conflict
- ❖ EQ & Decision Making : Effective Decision Making by managing emotions
- ❖ Using EQ to build a winning relationships with others
- ❖ Summary and Action Plans