

This specially designed training workshop will equip participants with the essential skills to enhance and improve their EQ and relational skills. EQ competencies are vital assets that every worker needs to be equipped with. This workshop will seek to greatly enhance your effectiveness in the workplace. Participants will be taken through a journey of self-awareness and self-improvement of their EQ skills. This workshop will equip participants with critical skills such as Emotional Intelligence Development, Self-motivation and awareness competencies, Influencing skills as well as a variety of other essential EQ communication skill sets.

LEARNING OBJECTIVES

- Recognise the importance that EQ plays in everyday interpersonal relations and communication.
- Embark on a journey of self-discovery where they will undergo a personal assessment of their own temperament and EQ strengths
- Identify the barriers to effective EQ and learn how to overcome these barriers
- Assess personal style of communication and apply appropriate listening and oral communication styles in different communication situations using EQ methods
- Learn how to use EQ to be a better worker
- Communicate through leveraging EQ competencies to gain cooperation, manage conflict and overcome resistance

WORKSHOP OUTLINE

Introduction to EQ

- What is emotional intelligence?
- How can EQ be measured
- Knowing your own emotions and the affect they have on performance
- Understanding other people's emotions – cultivating awareness of others' feelings, emotions, concerns and needs
- Making Use of Emotional Intelligence with Others
- Identifying barriers and roadblocks to EQ
- Overcoming the EQ roadblocks

Personal Awareness and EQ

- EQ Transformational Assessment and Feedback
- Understanding the role of EQ in communication
- Understanding self and others
- EQ vs. IQ – A case study
- The awareness of personal style
- The 5 competencies of EQ
- Looking at the DISC – assessing personality and temperaments
- Individual DISC Analysis and assessment
- Understanding the role of temperaments in interpersonal communication processes
- Using the DISC to improve your EQ skills

Managing EQ Competencies in the Workplace

- Using EQ in conflict management
- EQ as a motivational and influencing tool
- Using EQ in leadership
- Empowering leadership through EQ
- Emphatic listening skills
- The role of non-verbal cues in communication
- Building rapport with others through better communication

ABOUT THE TRAINER – MR MATTHEW JAMES

Matthew holds a Bachelor in Mass Communications (University of Newcastle, NSW) and is a certified trainer by the Leadership Institute of America. He has twelve years of experience in public relations, corporate communications and media management. He started his professional career as a public relations practitioner at the Singapore Economic Development Board. During his five-year tenure at the board, he was involved in corporate communications, events management and editorial work.

Matthew has extensive experience in conducting highly successful workshops in business writing, EQ and interpersonal skills, teambuilding, presentation skills and media relations. He also actively conducts training workshops in the region. He has been invited by global conglomerates to facilitate workshops in China, India, Thailand, Vietnam as well as Malaysia. Some of his local clients include Singtel, Chevrontexaco, Land Transport Authority, Nokia and the Singapore Police Force.

Matthew is also a strong proponent in the development and understanding of the role that human behavioural science has to play in personal and organizational learning and development.

EQ Training



Decide with Confidence

Date: 18 November 2009, 9am – 5pm

Venue: Training Choice, Fortune Centre

Fee: [] S\$400 for D&B Subscriber [] S\$480 for Non-subscriber
(Includes materials, refreshments and lunch)

**EARLY BIRD – Fax in your registration before 16 October to receive a 10% off regular fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee**

Fax the completed registration form to 6778 3853

Participant(s) Information

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company's Information

Name of Company: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____
Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Payment Information

[] D&B subscription units (Account no: _____)
[] * Cheque. *Please made payable to: Dun & Bradstreet (Singapore) Pte Ltd*
[] * VISA [] Mastercard [] Amex
Card no: _____ **Expiry date:** _____
Signature: _____ *(*GST applies for cheque & credit card payment)*

Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 7 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company
4. D&B reserves the right to change venue due to unforeseen circumstances