

EMOTIONAL INTELLIGENCE AT WORK

(HRD CORP CLAIMABLE COURSE 10001174335)



Navigating Personalities and Enhancing Collaboration

Explore the Human Element of
Success Through Emotional
Intelligence

In today's fast-paced and diverse workplace, the ability to manage personal emotions and understand those of others can significantly impact your professional life. From a Director of Marketing struggling to adapt to a new corporate culture, to a Human Resource Manager juggling work-life balance issues, the challenges are real and varied. Add to these a young executive grappling with a micromanaging boss, and senior managers in conflict over departmental priorities, and you have a scenario that might feel strikingly familiar.

These common workplace situations often lead to decreased productivity and morale due to mismanaged emotions and poor interpersonal relations. Our **"Emotional Intelligence at Work"** program addresses these issues head-on. This two-day intensive workshop is designed to empower you with crucial insights and practical tools to transform workplace challenges into opportunities for personal and professional growth.

What Will You Gain?

| Self – Coaching Mastery | Conflict Resolution Skills | Boosted Social Relations |
|--|---|---|
| Learn a powerful self-coaching model that promotes self-awareness and facilitates positive behavioral change, effectively enhancing your interaction within diverse teams. | Develop strategies to manage and resolve conflicts constructively, thus preventing them from undermining team productivity. | Master the art of empathy and active listening, crucial skills for fostering strong workplace relationships and a collaborative team environment. |

Whether you are adjusting to a new role, navigating through personal challenges while remaining professional, or striving to enhance team cohesion, this program will equip you with the emotional intelligence skills needed to succeed. Join us and turn familiar struggles into steppingstones for success.

Course Content

High Performance at Work

Explore how your emotions, thoughts, and behaviors impact performance through practical case studies.

Perception & Emotions

Learn to control and use your self-talk positively, understanding its influence on your professional life.

Personality Insights at Work

Identify your strengths with a personality assessment and develop strategies to enhance your organizational impact.

Managing Distress and the ABC Principle

Adopt techniques to manage stress and apply the ABC principle for effective self-coaching and mindset shifts.

Empathy and Relationship Management

Participate in interactive games that improve your empathy skills and feedback mechanisms, essential for building and maintaining professional relationships.

SELF – TALK; PERCEPTION

BEHAVIORS; TEAM PROFILE

MINDSET & BEHAVIOR CHANGE;
FEEDBACK



Course Objectives

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

- **Develop a Personal Action Plan:** Tailor strategies to enhance individual workplace performance, leveraging learned emotional intelligence skills.
- **Master Self-Coaching Techniques:** Utilize self-coaching models effectively to foster continuous personal and professional growth through mindset and behavior adjustments.
- **Enhance Interpersonal Skills:** Employ empathy and relationship-building strategies to improve interactions and productivity within the workplace.

Course Details

| | |
|--------------------------------|--|
| Type of Training | : Non – eLearning/ Non – Technical |
| Training Mode | : Full Time |
| Methodology | : Face to Face |
| Medium | : English |
| Duration | : 2 Days (14 hours) |
| Target Industry | : All Industries |
| Target Group | : Managers; Executives Supervisors & Employees in same team |
| Specific Instructional Methods | : Assessments Case studies Videos Role – play/ Games |

Benefits of Emotional Intelligence at the Workplace

Enhanced Self-Awareness: Employees better understand and utilize their strengths.

Effective Conflict Management: Teams anticipate and resolve conflicts, enhancing productivity.

Increased Productivity: Smoother interpersonal interactions lead to greater efficiency.

Improved Customer Satisfaction: Emotionally aware staff better meet customer needs.

Reduced Turnover: A supportive workplace culture fosters employee retention.

| Time | Day 1 Content | Day 2 Content |
|-------------|---|---|
| 0900 – 1030 | Introduction to Emotional Intelligence Positive Characteristics and Their Impact on Work Performance Aligning Your Goals with Organizational Challenges Interactive: Understanding and Applying Perception | Review and Building on Foundations Recap of Day 1 Learnings Case Study: Building and Maintaining Relationships Discussion: Advanced Applications of the ABC Principle and Growth Mindset |
| 1030 – 1050 | Break | Break |
| 1050 – 1250 | Deep Dive into Personal Insights ATOMS Personality Online Test Implementing the ABC Principle for Positive Change | Effective Communication and Feedback Techniques of Giving and Receiving Feedback Video: "The Art of Giving and Taking Feedback" |
| 1250 - 1300 | Brief | Brief |
| 1300 – 1400 | Lunch | Lunch |
| 1400 – 1530 | Strategies for Resilience and Growth In-depth Analysis: The ABC Principle and Cultivating a Growth Mindset Workshop: Managing Body and Mind Distress | Team Dynamics and Culture Interactive Game: Understanding Personality Dynamics within Teams Workshop: Profiling Team Behavioral Culture |
| 1530 – 1550 | Break | Break |
| 1550 – 1630 | Application and Reflection Presenting Case Studies and Setting Personal Goals | Consolidation and Closing Discussing Case Studies and Team Insights |
| 1630 – 1700 | Reflection and Day 1 Closing Evaluation | Final Evaluation and Closing Remarks |



Christopher Raj holds a Masters in Counselling (Distinction) and Honours Degree in Biochemistry from University of Malaya, Malaysia and Post – Graduate Certification in Distance Education & Technology from Indiana University, USA. Christopher's work experience includes:

- Business Development and Operations Manager at the Centre for Continuing Education, University of Malaya (UMCCed), where he pioneered the set – up of the centre's operations as well as spearheaded the implementation of technical assistance and training programmes sponsored by International funding agencies.
- Programme Management & Operations Manager at the Institute of Professional Development, Open University Malaysia, where he was involved in the planning and implementation of programs in education and training for both local and international clients. He spearheaded the implementation of Learning Management system.
- Business Development, Trainer & Counsellor at Leonard Personality Inc., where he commenced his foray in training & development and practice in counselling and education technology.

Currently, Christopher work focus is in three areas:

Counselling (Counselling at Workplace; Career Counselling; Training in Counselling Skills)

As a psychological counsellor, Christopher maintains an active counselling practice and is a registered Counsellor with the Malaysian Board of Counsellors. He advocates Cognitive Behavior therapy in his practice focuses on counselling at the workplace, career counselling and training in counselling skills. Christopher is also a licensed facilitator of the Leonard Personality Inventory (LPI).

Learning & Development in Organizations (Training & Evaluation of Effectiveness of Training)

Christopher is a certified trainer and facilitator with the Human Resource Development Corporation (Malaysia) and has attained his Advanced Certificate in Training and Assessment (ACTA) in Singapore. Christopher is also a Certified Lego® Serious Play™ facilitator and a Bronze Level Kirkpatrick Training Evaluation Certified Professional. He was trained and certified by Robert Rasmussen (founding pioneer of the Lego® Serious Play™ methodology) in Copenhagen, Denmark and Dr. James Kirkpatrick in Washington, USA.

Applying IR 4.0 Technology in Learning & Organizational functions (Smart Technology in Classrooms and Mobile Learning). Christopher is a keen advocate of applying technology in learning and industrial process that relates to customer centric businesses. He consults organizations and educational institutes on using interactive teaching systems, smart technology, and AI in customer centric organizational functions.

At present, he manages his own company, which oversees two areas of business: Training & Interactive Teaching Solutions. Christopher has facilitated programs for over 20 years in various organizations across the Southeast Asia and South Asia region.



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