

Using Emotional Intelligence for managing oneself and others

Course Objective

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

1. Understand the definition of 'Emotional Intelligence' and why it is so important to anyone.
2. Differentiate between high and low EQ behaviours
3. Identify the five main Emotional Intelligence competencies, interpret your current level of competencies and know how each of these areas can contribute to your personality and interaction with others at workplace and your own personal life
4. Recognise what triggers emotional hijacks, the consequence of it and how to prevent it.
5. Identify between negative and positive emotions and how you can manage negative emotions.
6. Differentiate and identify your basic 'emotional needs' and human needs'.
7. Use the power of Positive Self talk to motivate yourself.
8. Acquire tips on how to manage anger and stress.
9. Shift from a Pessimistic view to an Optimistic mindset.
10. Apply empathic communication towards others' feelings, when the situation arises.

Target Audience

For all levels of staff who wants to develop their emotions aspects of their life for better interaction with others and your inner self.

Course Outline

Introduction to Emotional Intelligence

Emotional Intelligence Competencies Framework
Knowing your current level of Emotional Intelligence Competencies
And more...

Emotions

Recognizing the High Emotion and the Low Emotion Behaviours
TFA concept
Top **Ten** Human Emotional Needs
And more...

Self-Awareness

Emotional Hijacking and how to deal with it
Recognizing My Auto Response Patterns
Useful Guides to Self –Awareness
And much more....

Self-Management

Negative and Positive Emotions & Managing Negative Emotions
Anger & Stress Management Tips

Self-Motivation

Power of Positive Self-Talk
Moving away from being Pessimistic to Optimistic
Useful Guides to Self –Management and Self-Motivation
And much more.....

Social Awareness

Tips to Effective Listening
Tips to showing empathy

Useful Guides to Social –Awareness Relationship Management

Conflict Resolution Process
Managing Your Emotional Bank Account
Useful Guides to Relationship Management
And more.....

Course Fees

Fees	Full Fees (inclusive 7% GST):
Type	
Member	\$481.50
Non-member	\$588.50

Trainer

Francis Claudius has more 25 years of training experience. His training working experience comes from a Learning & Organization Department in large organization. He was a professional trainer, facilitator and an in-house training consultant. Currently, he is a Associate Trainer and Assessor for the Employability Skills Systems and Work Skills Qualifications Training Programmes.

Dates (2020) : Pls refer to snef website
Duration : 2 days, 9am to 5pm (14 hours)
Course Venue : SNEF CLC @ Tanglin / SNEF HQ
Paya Lebar Square

Register online at SNEF website www.snef.org.sg
Click on 'Training' and Course Category
'Professional Excellence'

Methodology

Interactive session, Case studies discussion, Group discussion, Individual Emotional Intelligence Profiling, Individual Exercises and Video clips

Enquiries:

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