

# Using Emotional Intelligence for managing oneself and others (Online)

29 July 2020 | 9 am - 4 pm (6 hours)  
\$299.60 (inclusive of 7% GST)

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

## Course Objective:

- Understand the definition of 'Emotional Intelligence' and why it is so important to anyone.
- 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
- Recognise what triggers emotional hijacks, the consequence of it and how to prevent it.
- Identify between negative and positive emotions and how you can manage negative emotions.
- Use the power of Positive Self talk to motivate yourself.
- Shift from a Pessimistic view to an Optimistic mind set.
- Apply empathic communication towards others' feelings, when the situation arises.
- Understand why relationships fails
- Manage your Emotional Bank Account (EBA) in building and maintaining good relationships

## Course Outline:

- Introduction to Emotional Intelligence
- Emotional Intelligence Competencies Framework
- Knowing your current level of Emotional Intelligence Competencies

### Self-Awareness

- Emotional Hijack, its consequences and how to manage it
- Recognizing My Auto Response Patterns, My Emotional Triggers and My Hot Buttons
- Useful Guides to Self-Awareness

### Self-Management

- Negative and Positive Emotions
- Managing your Negative Emotions

### Self-Motivation

- Power of Positive Self-Talk
- Moving away from being Pessimistic to Optimistic
- Useful Guides to Self-Management and Self-Motivation

### Social Awareness

- Demonstrate Empathy
- FIVE key steps to Empathize Effectively
- Useful Guides to Social-Awareness

### Relationship Management

- Recognizing reasons why relationships fails
- Managing Your Emotional Bank Account
- Useful Guides to Relationship - Management

## Trainer: Francis Claudius



- More than 25 years of training experience
- A professional trainer, facilitator and an in-house training consultant and currently, he is an Associate Trainer and also an Assessor for the Employability Skills (ES), Work Skills Qualifications (WSQ) Training Programmes Executive Development & Growth for Excellence (EDGE).
- Has received a Bronze Certificate for being the Best Presenter and holds a Competent Toastmaster and Competent Leader Award from Toastmasters International
- He is a good trainer who delivers training in a clear, concise and systematic manner. He believes in continuous learning and keeps updated with new knowledge, skills and experiences.

Register online at SNEF website [www.snef.org.sg](http://www.snef.org.sg)

Click on 'Training' and SNEFDigital Non-WSQ

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