

Fostering Human Relations through Emotional Intelligence: Mindful Leaders of Industry 4.0

Do you know that improving your emotional intelligence enhances human relationships and improves productivity?

How can we improve our relationship with colleagues in the workplace?

Do you know how to handle conflicts with emotional intelligence?

Introduction

Emotional intelligence in the workplace is almost as important as "traditional" intelligence—and in many cases, it is more important for solving complex problems that require teamwork and the human element. This line of thinking is now considered outdated and ineffective, both in personal life and in the professional realm. Effective leaders must have the high emotional intelligence to effectively motivate, inspire and earn the trust of their teams and to perceive any potential friction or issues before they become problematic.

Program Objectives

This program aims to

- Improve emotional intelligence
- Boost emotional intelligence to enhance the human relationship in the workplace

Learning Outcomes

After completing this program, participants should be able to

- Identify their status of emotional intelligence
- Apply strategies to improve emotional intelligence
- Apply emotional intelligence to improve the human relationship, especially in the workplace

Who should attend?

Non-managerial, first-line management, middle management, senior management and anyone who has the interest to foster human relations

Methodology

Case studies, forum discussion, role-play, presentations, gamification

Program Outline

Time	Day One
9.00am– 10.30am	<p>Emotional Intelligence as a Human Relationship Booster</p> <p>Emotional intelligence is <i>quantified</i> as the Emotional Quotient (EQ), which is scored by measurable test results agreed upon by leading psychologists. In this module, participants will be aware that emotional intelligence and EQ are key predictors of a person's success in a given range of situations. These forms of intelligence require subtlety and involve the so-called "soft skills." Unlike raw computational power or reading comprehension, emotional intelligence relies on interactions between people</p>
10.30am-11.00am	<p>Break and Networking</p>
11.00am-1.00pm	<p>Impact of Emotional Intelligence on workplace</p> <p>As a member of the workforce, you are rarely graded on standardised test formats like you were in high school or college. Instead, managers and bosses monitor a seemingly intangible set of factors like work ethic, compatibility with your team and the ability to steer people towards a common goal. In this module, participants look into the impact of the failure of management of emotional intelligence</p>
1.00pm-2.00pm	<p>Lunch Break and Networking</p>
2.00pm-3.30pm	<p>Self-Assessment: Evaluation of Your Emotional Intelligence</p> <p>Self-awareness and self-assessment enable us to recognise our emotions, biases and strengths and set ourselves up for success before letting quick reactions get the better of us. So, participants would undergo a self-assessment to evaluate and understand the status of their emotional intelligence</p>
3.30pm-4.00pm	<p>Break and Networking</p>
4.00pm-5.00pm	<p>Practice Self-Regulation as Emotional Intelligence Booster</p> <p>Self-regulation is a critical part of emotional intelligence. Being aware of your emotions is an important first step, but you also need to be able</p>

	to manage the things you are feeling. People who possess good self-regulation can adapt well to changing situations. They don't bottle things up, but they do wait for appropriate ways to express their emotions rather than just reacting impulsively at the moment. They also think about how their emotional expressions affect others.
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Time	Day Two
9.00am– 10.30am	<p>Empathy as the Relationship Builders</p> <p>Often regarded as the human ability to put yourself in someone else's shoes, empathy is a key trait of emotionally intelligent people because it demonstrates the ability to grasp how your actions affect others and how others are feeling when you approach a task or situation. In this module, participants would learn secret ways to boost EI through compassion and empathy to foster a human relationship.</p>
10.30am-11.00am	Break and Networking
11.00am-1.00pm	<p>Relationship Management</p> <p>The culmination of all of these skills is relationship management. That is, using your read of situations and intuition about human interaction to create successful teams, provide successful encouragement and continuously cultivate healthy relationships with consistency and intentionality. The participant would learn a casual mastery of maintaining friendships, business relationships and family dynamics through experience.</p>
1.00pm-2.00pm	Lunch Break and Networking
2.00pm-3.30pm	<p>Growing in Emotional Intelligence</p> <p>The good news is that it's always possible to grow in EQ, whether you feel emotionally intelligent or aren't sure where you fit on the EQ spectrum, these tips can help you become more emotionally intelligent. Participants would learn different behavioural skills such as mindfulness, bite your tongue, and behavioural methods to grow emotional intelligence.</p>
3.30pm-4.00pm	Break and Networking
4.00pm-5.00pm	Handling Conflict Relationship with Emotional Intelligence: The

	<p>Practical Approach</p> <p>In this module, participants would learn through the case study how to manage the human relationship through emotional intelligence. The participants would apply behavioural intelligence to boost emotional intelligence to improve the human relationship.</p>
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