

The Emotional Intelligence Workplace: Boosting Strengths Silently

Would you like to improve your knowledge and skills in emotional intelligence?

Are you interested in learning the secrets of how your emotions are always in control and can directly affect many?

Introduction

As an officer who is heavily involved with colleagues as well as public clients, you should be highly prepared with excellent and precise internal and external techniques. Emotional intelligence (EQ) will be able to steer you towards pleasing goals and behaviors as well as accompanied by agreed upon fruit of thought. This will be done through the sharing and experiencing of the framework of great solutions but still remain practical and relevant for stakeholders.

This exercise provides an understanding of the basics of intelligence, the history of IQ to EQ and how EQ based on credibility, emotion and logic will be able to help you to cope with any possible tasks and relationships. This training program provides the tools, processes and techniques needed by an officer while in the field of various sizes and from each field to address 75-90% of the challenges and obstacles for example as we face today.

Program Objectives

This program aims to:

- Expose, cultivate and train Emotional Intelligence to the participants
- Reveal techniques and steps to understand and use EQ in work and social relationships.
- Give the purpose of ‘servants-caliphs’ in their work vision
- Equip with techniques based on the latest case studies

Learning Outcomes

Upon completion of this exercise, participants should be able to:

- Gain Understanding & Using emotional intelligence to carry out work as well as in relationships
- Influence individuals in the team to move in a more effective direction with high EQ understanding as well as empathetic
- Achieve self -development
- Improve team performance

Who should attend?

Frontline Officers

BI0028 The Emotional Intelligence Workplace: Boosting Strengths Silently

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Methodology

Case studies, forum discussions, role play, presentations, game-based simulations

Program tentative

Time	Day 1
9.00am– 10.30am	Introduction to Intelligence In this module, participants will learn the definitions and differences of levels of intelligence: <ul style="list-style-type: none">● IQ,CQ,EQ● ‘Multiple Intelligences’.● Reflective Concept of Action Plan (CSS).
10.30am-11.00am	Break
11.00am-1.00pm	Emotions/Pathos and Social Case Studies In this module, participants will be exposed to the best examples for cultivating emotionally intelligent communication styles and techniques through the concepts of behavior and the economics of 3% behavioral action. Behavioral Theory Simulation 1: Write and Draw
1.00pm-2.15pm	Break
2.15pm-3.15pm	The Relation of EQ to the Nature of the Caliphate This module shows participants ways to overcome trust barriers, deal with difficult people and work with team members with mature empathy and understanding. Simulation 2: Calm and Angry
3.15pm-3.30pm	Break
3.30pm-5.00pm	Frontline Assignments This module will share case studies to show effective ways of relating to work within an organization. CSS Reflective Study 1: ‘Engagement’ in working relationships Video Assignment 1

Time	Day 2
9.00am– 10.30am	<p>Self-development</p> <p>This module allows participants to pave the way to success, reduce stress in the workplace, and be exposed to the know-hows to apply EQ -based behaviors and decisions in the workplace. Achieving skills and development helps to become a mature officer in all aspects.</p> <p>Sharing the ‘Servant Leader’ concept</p> <p>Selected Video Ratings</p>
10.30am-11.00am	Break
11.00am-1.00pm	<p>Priority Skills of Self -Intelligence Study based on SWOT and Jauhari Window</p> <p>In this module, participants will learn how to identify self and others ’views of you as well as act maturely from the findings of the question. They will also be exposed on who to choose to be their data resources for this exercise.</p>
1.00pm-2.15pm	Break
2.15pm-3.15pm	<p>Simulation 3: Case Study as a basis for 3 levels of preparation (Video)</p> <p>EQ Awareness Management Plan</p> <p>Video: EQ in decision making and behavior control</p>
3.15pm-3.30pm	Break
3.30pm-4.30pm	<p>Selected Presentations</p> <ul style="list-style-type: none"> ● CSS Reflective Review: Group ● Summary