

INTERNATIONAL TRAINING PROGRAM

Emotional Intelligence at the Workplace



Training Schedule:

29-30 June 2017

8:30 am – 5:00 pm

Venue: Hotel (TBC)

Language: English

Deadline:

12 June 2017

Course Objective:

Communicating intelligently is an essential tool for every individual. Communication may seem an easy task, however misinterpretation of work instructions, poor staff performance, difficult team relationships or frustrated customers result from lack of emotional intelligence (EQ) in communication. Emotional intelligence is the ability to perceive emotions; to access and generate emotions so as to assist thought; to understand emotions and emotional knowledge; and to reflectively regulate emotions so as to promote emotional and intellectual growth.” This program provides participants with crucial communication skills, which are further advanced with EQ towards improved communication etiquette and personal / work relationships.

Target Audience

This training program is specially designed for all levels of employees responsible for managing communication within their teams, units and departments.

Training Fee:

- Direct Member:

USD 280 Nett/person

- Member of GMAC, MBCC, CMA, IBC, ACRA, BBAC, EuroCham, AMCHAM, MAC:

USD 300 Nett/person

- Non-Member:

USD 325 Nett/person

Fee is inclusive of lunch and learning materials. Certificate of completion provided.

Course Content:

Module 1: What is Emotional Intelligence?

- *Definition*
- *Principles of EQ*
- *Personal Competence*
 - * *Self Awareness*
 - * *Self Management*
- *Social Competence*

Module 2: Developing EQ at Work

- *Developing Social Competence*
- *Understanding Personalities*
- *Communication Styles*
- *Generation Gap (Baby Boomers, Gen X, Gen Y)*

Module 3: Social Competence at the Work

- *Inspirational Leadership*
- *Developing others*
- *Teamwork & Collaboration*
- *Influence*
- *Conflict Management*
- *Change Catalyst*

Trainer Profile:

Mrs T.Rani Nathan is a Senior Consultant with MEF Academy, the training & education arm of Malaysian Employers Federation. She is a Certified Trainer recognized by the Human Resources Development Berhad (PSMB), with 15 years extensive experience and expertise in Japanese Management Training, Managerial Skills, Supervisory Skills, Performance Management, Change Management, Training Skills, Presentation Skills and Customer Services Skills programs. Mrs. Rani holds professional certifications as Master Trainer awarded by United Nations Development Programs (UNDP) – Malaysian Institute of Integrity; Certified Trainer by Human Resource Development Corporation, Certificate in Training Services from International Labour Organisation and Qualified Management Training Program (MTP) Trainer from Japan Industrial Training Association (JITA). Mrs Rani holds Masters In Law (LL.M) from University Malaya, LL.B (Hons) from University of London and Certificate In Legal Practice (CLP).

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