



CAMFEBA

**INTERNATIONAL
TRAINING
PROGRAM**
Managing
People With
**EMOTIONAL
INTELLIGENCE**



COURSE OBJECTIVE

Participants will be able to:

1. Define EQ and appreciate its role in their personal and professional growth
2. Develop Personal Victory by 'Knowing Yourself', 'Choosing Yourself' and 'Giving Yourself'.
3. Demonstrate Public Victory by:-
 - i. Using emotions for better decision making
 - ii. Creating an environment where people are engaged
 - iii. Motivating others to embrace a holistic life-style

Training Schedule

October 5-6, 2017

8:30 am – 5:00 pm



Venue: **Sunway Hotel**

Language: English

Deadline

02 October 2017

TARGET AUDIENCE

Chief Executive Officer, Director, General Manager, Head Of Department, Manager and Supervisor

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 320 Nett/person**
- Fee is inclusive of lunch and learning materials.
Certificate of completion provided.



TRAINER PROFILE

Thomas Lai

Thomas Lai, Principal Consultant, has more than 25 years' experience in facilitating courses anchored on Customer Engagement, Transactional Analysis, EQ, Lie and Deception and Motivational Interviewing. He has designed engagement surveys, mystery shopping and call audits and conducted various leadership courses, including coaching and mentoring.

Formerly a HRD specialist with Globe Silk Store, he has also worked with a Singapore consulting firm as their country manager. He was a training manager with OSK Investment Bank.

Thomas, a certified EQ and Process Communication Model® trainer with 6 Seconds Network and Taibi Kahler Associates, USA respectively, has an MBA in TQM. He is trained in Facial Action Coding System and in Motivational Interviewing.

In 2016, Thomas is awarded by the Institute of Adult Learning, Singapore, the Advanced Certification in Training and Assessment (ACTA).

COURSE CONTENT

When dealing with people, remember that you are not dealing with creatures of logic, but creatures of emotion' – **Dale Carnegie**.

'In the fields I have studied, emotional intelligence (EI) is much more powerful than IQ in determining who emerges as a leader. IQ is a threshold competence. You need it but it doesn't make you a star. EI can' - **Warren Bennis**.

'When I say manage emotions, I only mean the really distressing, incapacitating emotions. Feeling emotions is what makes life rich' - **Daniel Goleman**

1. Understanding Emotional Quotient (EQ)

- a) Define EQ. Why EQ matters?
- b) **sing Life Positions to determine your EQ values and position**
 - i) I'm OK, You're OK
 - ii) I'm OK, You're Not OK
 - iii) I'm Not OK, You're OK
 - iv) I'm Not Ok, You're Not OK

2. Know Yourself – linking feelings, thoughts &

- a) **How the thinking and emotional brain affects behaviour in distress**
- b) **What is emotional hijacking? How to preventing it from escalating?**

3. Choose Yourself - evaluate emotional data &

- a) **Develop Consequential Thinking (CT) skills**
 - i) Why 'self-awareness' is vital when faced with difficult people
 - ii) Acquire some techniques to develop 'Consequential Thinking'
- b) **How Discounting stops you from making decisions**
 - i) What is Discounting? How will it impact decision making?
 - ii) Learn to detect 'Discounting' in our unconscious thoughts processes
 - iii) Use 6 'S' to shift from Discounting to Self-Empowering behaviour
- c) **How to be positive when facing emotional weariness.**
 - i) Why it is important for you to move from negative to positive emotion
 - ii) Practice ABCDE formula to shift from pessimism to optimism
- d) **Using Drama Triangle to pin-point our emotional roles in conflict**
 - i) Describing 'Games' people play in conflict
 - ii) Why do people play games?
 - iii) How to analyse the dynamics of games
 - iv) Use reflective listening to open up emotions in a conflict situation

4. Give Yourself – connecting & serving others

- a) **Understanding human hungers & Strokes**
- b) **Describing 8 different types of hungers & how to apply right strokes to meet those needs.**

Please
contact

For further information and registration

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