

Singapore (Head Office):

One Fullerton, 1 Fullerton Road, Level 2, Singapore 049213
Tel: 65143217/20 Fax: 62415955 Email: accounts@trustedu.com Website: www.trustedu.com

Branches:

Philippines: Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

Lao: Unit 21, Sisungvone Village, Saysetha Dist, Vientiane

Vietnam: 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

Cambodia: #54, Street 63 Daun Penh, Phnom Penh, Cambodia

MANAGEMENT SKILLS WORKSHOP – COURSE INFORMATION

EMOTIONAL INTELLIGENCE WORKS

- ❑ *Improve Relationships in Business and Social settings*
- ❑ *Stop Wasting Time and Energy on Negative Emotions*
- ❑ *Manage Emotions and Communicate Intelligently*
- ❑ *Increase Flexibility, Enthusiasm, and Teamwork*

What is the Course About?

To be successful and increase personal satisfaction, you must learn how to communicate effectively one-on-one and in groups.

Intellectual and technical skills are no longer sufficient for getting ahead at work or in life. While factual knowledge and how-to skills continue to be important, emotional intelligence skills have become more crucial and valuable. People who are not emotionally smart

Waste time on personality conflicts and complaining. They lose self-control when faced with tense and stressful situations. Emotionally “unsmart” people undermine their own happiness and success.



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EMOTIONAL INTELLIGENCE WORKS will learn help anyone learn how to build better interpersonal relationships – including front-line employees, supervisors, and business owners. The course provides guidelines on how you can manage your reactions and raise your level of emotional intelligence in a constructive manner. It contains easy-to-apply techniques, examples, and exercises that can be used alone or in groups, and always at your own pace. Increase your emotional intelligence and the result will be more satisfying and productive life.

The objectives of this course are:

1. To describe the benefits and challenges of applying emotional intelligence
2. To provide tools for assessing individual and organizational strengths and opportunities for improvement
3. To teach the core skills needed for emotional intelligence
4. To present model strategies and examples for using emotional intelligence in business and social settings, with family and friends

WHO SHOULD ATTEND: This workshop is essential for all Team Leaders, Supervisors, Executives, and all other responsible staff

DURATION: 2 days (can be customized to 1 or 3 days)

SUPPLIED MATERIALS: Participant Reference Guide, Practical Exercises, and Personality Profile Assessment Guide

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EMOTIONAL INTELLIGENCE WORKS

Contents

Introduction

- What Emotional Intelligence Means
- The Need for "People Smart" Strategies
- Assess Your Emotional Intelligence
- Five Emotional Intelligence Skills

Part 1: "Think Smart" Strategies

- Making the Choice to Think Wisely
- Strategy 1: Self-Awareness Skills

Self-Awareness Skill Builder 1: Understand Your Brain

Self-Awareness Skill Builder 2: Hear Yourself Think

Self-Awareness Skill Builder 3: Stop Responding Automatically

THE STEP Model

Motivators and Warning Signs

Use a New Mental Script

Strategy 2: Optimistic Thinking

Optimism Builder 1: Determine How Optimistic or Pessimistic You Are

Optimism Builder 2: Talk to Yourself Differently

Optimism Builder 3: See Meaning in Your Work

Optimism Builder 1: Care for Yourself and Others

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Part 2: "Be Smart" Strategies

- The Three Keys
- Strategy 1: Social Skills

Social Skill Builder 1: Expand Your Emotional Vocabulary

Social Skill Builder 2: Improve Your Listening Skills

Social Skill Builder 3: Adept to the Communication Needs of Others

Strategy 2: Emotional Control

Emotional Controller 1: Keep Your Brain Engaged

Emotional Controller 2: Prepare a script to handle Angry People

Emotional Controller 3: Confront Negators

Emotional Controller 4: Build Up Your Energy

Strategy 3: Flexibility

Flexibility Enhancer 1: Use Your Energy Wisely

Flexibility Enhancer 1: Change Yourself

Flexibility Enhancer 1: Focus on Positives

Flexibility Enhancer 1: Explore Options to solve

Problems

"Be Smart summary.....



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Part3: "Work Smart" Strategies

- ❑ Six Strategies for Smart Organizations
- ❑ Strategy 1: Practice Organizational Self-Awareness
- ❑ Strategy 2: Develop Social Skills

Social Skill Builder 1: Use "Emotions-On" Training

Social Skill Builder 2: Have a Positive Relationship with the Learner

Social Skill Builder 3: Connect Learning to Doing

Strategy 3: Foster Optimism

Optimism Raiser 1: Connect the Present to the Future

Optimism Raiser 2: Assess Level of Optimism versus Pessimism

Strategy 4: Encourage Flexibility and Problem Solving

Flexibility Skill Builder 1: Imagine the Future

Flexibility Skill Builder 2: Use Problem Solving Guidelines

Strategy 5: Model and Encourage Emotional Control

Emotional Controller 1: Foster Civility

Emotional Controller 2: Develop Civil Guidelines

Strategy 6: Support Teamwork

High-Performance Team Builder 1: Harmonize Input

High-Performance Team Builder 1: Raise Passion

High-Performance Team Builder 1: Build Energy at Team Meetings

"Work Smart" Summary

TRUST

Management & Education

Trust Management Centre

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