

The EQ Advantage: Mastering Workplace Excellence Through Emotional Intelligence

Beyond skills. Beyond knowledge. Beyond ordinary leadership.



LEARNING OBJECTIVES

Understand Emotional Intelligence:

- ▶ Define Emotional Intelligence and its key components.
- ▶ Recognise the significance of EI in achieving workplace success.

Enhance Personal Emotional Intelligence:

- ▶ Develop self-awareness by identifying personal emotional triggers.
- ▶ Strengthen self-regulation skills to manage workplace stress and emotions effectively.

Foster Empathy and Communication:

- ▶ Understand and appreciate others' perspectives to build trust and rapport.
- ▶ Enhance active listening and constructive feedback techniques.

Resolve Workplace Conflicts with EI:

- ▶ Apply emotional intelligence to navigate and resolve workplace conflicts.
- ▶ Use empathy and effective communication to manage challenging situations.

Lead with Emotional Intelligence:

- ▶ Leverage EI to inspire and motivate team members.
- ▶ Create a collaborative and emotionally intelligent workplace culture.

Develop Long-term Emotional Intelligence:

- ▶ Create a personalised plan for continuous EI improvement.
- ▶ Integrate EI principles into daily work practices and organisational goals.

WHO SHOULD ATTEND?

- ▶ Senior Managers seeking to enhance their leadership effectiveness
- ▶ Team Leaders and Supervisors responsible for managing and motivating teams
- ▶ HR Professionals involved in talent development and organisational culture
- ▶ High-potential employees being groomed for leadership positions
- ▶ Business Leaders aiming to create more engaged and productive teams
- ▶ Change Management Professionals guiding organisational transformation
- ▶ Customer-facing Managers working to improve client relationships

MAXIMISE LEARNING IMPACT

Exclusive 2 + 1 Team Learning Offer !

Strengthen your organisation's emotional intelligence capabilities by enrolling 3 team members for the price of 2 only ! Foster a more emotionally intelligent workplace culture through collaborative learning and aligned implementation of EQ practices. When teams learn together, they grow together - creating lasting positive change across your organisation.



19 & 20 February 2025
The Empire Hotel Subang, Selangor, Malaysia.

www.ipraxis.asia

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Emotional Intelligence (EI) - the ability to recognise, understand, and manage our emotions and those of others, has emerged as the cornerstone of effective leadership, team collaboration, and organisational success. This transformation in workplace dynamics demands a new approach to professional development.

According to a recent Asian Development Bank study, 78% of Asian businesses report that emotional intelligence is a critical factor in leadership effectiveness. Similarly, the World Economic Forum's research indicates that 90% of top performers globally possess high emotional intelligence, highlighting its crucial role in workplace success.

As Daniel Goleman, the pioneering researcher in emotional intelligence, noted: "In a high-IQ job pool, soft skills like discipline, drive, and empathy mark those who emerge as outstanding."

This intensive two-day workshop equips participants with practical tools and strategies to harness emotional intelligence, fostering stronger relationships, resolving conflicts effectively, and creating a positive work environment. Through immersive learning experiences, real-world case studies, and hands-on exercises, participants will discover how to leverage EI to transform workplace dynamics and enhance both individual and team performance.

Don't let emotional intelligence be the missing link in your leadership toolkit. Join us to unlock your full potential and create lasting positive change in your organisation.



YOUR COURSE DIRECTOR CHAN CHEE KENG (KEN CHAN)

- Fellow, Life Management Institute (USA)
- Chartered Management Accountant (UK)

Ken Chan is an accomplished leadership development expert with over three decades of experience in financial services and organisational transformation. As a certified MBTI trainer and emotional intelligence coach, he has successfully transformed hundreds of corporate leaders across Asia and Europe.

His expertise spans leadership development, emotional intelligence, and strategic implementation, having held senior positions at prestigious institutions including Citibank, UOB, RHB, and Great Eastern. Under his leadership, Citibank achieved first place in the Citi-Global Customer Satisfaction Survey worldwide.

Ken's multicultural exposure through roles in Sydney, Hong Kong, Singapore, Jakarta, Manila, Bangkok, and Kuala Lumpur has equipped him with unique insights into cross-cultural leadership and emotional intelligence application. He has trained participants from over 30 countries, consistently delivering transformative results.

As Principal Consultant at Citiken Training Services, Ken specialises in Leadership & Service Management, focusing on emotional intelligence and its practical application in business contexts. He holds fellowships from the Life Management Institute (USA) and is a Chartered Management Accountant (UK), complemented by certification in Design Thinking for Innovation from the University of Virginia.

A Distinguished Toastmaster and past Division Director, Ken's philosophy of "Making A Difference" has inspired countless professionals to achieve excellence through enhanced emotional intelligence and leadership capabilities.

TRAINING AGENDA

BUILDING EMOTIONAL INTELLIGENCE FOUNDATIONS

Introduction to Emotional Intelligence (EI)

- ▶ Overview of EI and its workplace significance
- ▶ The five pillars of EI: Self-awareness, self-regulation, motivation, empathy, and social skills
- ▶ Discussion: Real-life examples of EI in action

Enhancing Self-Awareness

- ▶ Recognising personal emotions and their impact on behaviour
- ▶ Identifying emotional triggers in a professional setting
- ▶ Exercise: Emotional mapping and journaling

Strengthening Self-Regulation

- ▶ Techniques for managing workplace stress and emotions
- ▶ Practising mindfulness and impulse control
- ▶ Activity: Role-playing difficult workplace scenarios

Motivation and Workplace Performance

- ▶ Linking personal goals with organisational objectives
- ▶ Cultivating intrinsic motivation in oneself and others
- ▶ Group exercise: Developing a motivational action plan

Developing Workplace Empathy

- ▶ Understanding colleagues' emotions and perspectives
- ▶ Building trust and rapport through empathetic communication
- ▶ Case study analysis: Empathy in team conflicts

APPLYING EMOTIONAL INTELLIGENCE IN THE WORKPLACE

Communication and Relationship Management

- ▶ Effective verbal and non-verbal communication
- ▶ Building strong professional relationships
- ▶ Workshop: Active listening and constructive feedback

Conflict Resolution with Emotional Intelligence

- ▶ Identifying emotional cues in conflict situations
- ▶ Strategies for resolving disputes with empathy and clarity
- ▶ Simulation: Handling workplace conflicts effectively

Leading with Emotional Intelligence

- ▶ Role of EI in leadership and team dynamics
- ▶ Techniques to inspire and influence team members
- ▶ Interactive session: Coaching and mentoring with EI

Sustaining Emotional Intelligence in the Workplace

- ▶ Creating a personal EI development plan
- ▶ Promoting an emotionally intelligent workplace culture
- ▶ Group discussion: Challenges and best practices for applying EI

Course Conclusion and Way Forward

- ▶ Review of key learning
- ▶ Interactive Q&A session
- ▶ Development of individual action plans
- ▶ Course evaluation and feedback
- ▶ Certificate presentation and close

19 & 20 FEBRUARY 2025

The Empire Hotel Subang, Malaysia.

PARTICIPANT DETAILS

Please photocopy this form for more delegates

PARTICIPANT 1 :

Name :

Position :

Mobile :

Email :

PARTICIPANT 2 :

Name :

Position :

Mobile :

Email :

AUTHORISING MANAGER :

Name :

Position :

Tel :

Email :

Organisation :

Address :

Date :

Signature :

COURSE FEE

USD400.00 nett / participant – International.

RM1800.00 nett / participant – Malaysia.

Please Note:

1. Course Fees include attendance, course notes, lunches, refreshments, certificate and applicable taxes.
2. Full payment must be received before the start of the course.
3. For groups of 5 or more participants, please contact us.

PAYMENT METHOD

Payment can be made by cheque or bank transfer.
Please make payment to:

iPraxis Sdn. Bhd.

Bank : Maybank Berhad
Bank Branch : Damansara Utama
Account No : 5141-9634-9635
Swift Code : MBBEMYKL
Bank Address : 66, Jalan SS 21/35, Damansara Utama,
47400 Petaling Jaya, Selangor, Malaysia.

GENERAL TERMS & CONDITIONS

1. **Substitutions** - are welcome. Kindly notify us at least 2 working days prior to the programme.
2. **Cancellations** - will be refunded in full minus a RM250.00 administrative charge provided the cancellation is done in writing at least 7 working days prior to the programme. Cancellations done less than 7 working days prior to the programme will not be eligible for any refunds and will carry a 100% liability.
3. **Advertised package** - While every reasonable effort will be made to adhere to the advertised package, please note that the content, speaker and venue were confirmed at the time of publishing. Circumstances beyond our control may necessitate an alteration to the same. As such we reserve the right to alter or modify the advertised package if required.
4. **Postponement & Cancellation** - If the programme has to be cancelled or postponed by us for any reason, we will issue refunds in full for all payments received without any deductions whatsoever.
5. **Liability** - We will not be liable for any loss or damage suffered by the client as a result of a substitution, alteration, cancellation or postponement of the programme.
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