

DEVELOP YOURSELF AS A HIGH-EQ LEADER

Engage and Inspire Your People

Date: 12th -13th April, 2010

Location: Singapore

OBJECTIVES:

Emotional Intelligence doesn't have to be touchy-feely! There are proven and practical tools that can be used. In this workshop, participants will:

- Become familiar with the key concepts of Emotional Intelligence
- Learn ten practical tools to make a difference in their relationships with their colleagues, peers and superiors
- Come up with an action plan to implement these tools right away

This program covers the four aspects of Emotional Intelligence. These are:

Self Awareness – Your ability to accurately perceive your emotions and stay aware of them as they happen. This includes keeping on top of how you tend to respond to specific situations and certain people.

Management – Your ability to use awareness of your emotions to stay flexible and to positively direct your behavior. This means managing your emotional reactions to all situations and people.

Social Awareness - Your ability to accurately pick up on emotions in other people and get what is really going on. This often means understanding what other people are thinking and feeling, even if you don't feel the same way.

Relationship Management - Your ability to use awareness of your emotions and the emotions of others to manage interactions successfully. This means letting emotional awareness guide clear communication and the effective handling of conflict.

This program is based on the Talentsmart "Impact EQ Learning" program, for which Sebastien Henry got certified in the United States.

He is the first certified Trainer in Greater China. Talentsmart is one of the leading providers of EQ-based solutions in the US. Their services are used by half of the Fortune 500 companies, the American Management Association and the Ken Blanchard Companies.

“Excellent program for those who are looking for new ideas both for self-management and staff motivation. ”

----- Managing Director,
Micro-tech Asia Ltd.

“I have learned some important basic skills of Emotional Intelligence which help me to better recognize the emotions and needs of my employees, clients and suppliers. It was an interesting and useful training ”

----- Managing Director,
Parisi Cargo Systems (HK) Ltd.

“Thank you for this course. It was certainly a valuable and helpful learning experience. ”

----- Flight purser, Cathay Pacific

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Methodology & Program Outline

METHODOLOGY:

INTERACTIVITY

We emphasize the need for highly interactive learning. Our trainers are certified coaches who know how to get participants truly engaged and bring out their best. We use “real plays”, as opposed to “role plays”, making practice as close as possible to the real issues that the participants face in their daily work.

PRACTICAL LEARNING

Participants need very practical tools that they can use right in the middle of the action. We believe that theory is needed if, and only if it makes it easier for participants to master the tools they need.

PROGRAM OUTLINE:

1 **The fundamentals of Emotional Intelligence: Understanding my emotions and using them in a resourceful way**

1. What is EQ?

- The basic elements of EQ
- The scientific foundation of EQ
- The relationship between EQ and IQ
- IQ, EQ and business performance

2. Putting emotions into perspective

- The nature of emotions
- The functions of emotions
- Using emotions constructively

3. Developing self-awareness:

Understanding my emotions at work

- Learning to observe my feelings under different work situations
- Monitoring thoughts and physical signs that accompany a particular feeling
- Discovering why I react the way I do
- Recording trends I see in my own behavior: emotions that empower me and emotions that don't
- Exploring what negative behaviors I fall victim to when my emotions get the better of me

4. Developing self-management:

Using our emotions in a resourceful way

- Discovering the situations where my emotions get the better of me
- Learning to notice when I feel these emotions
- Admitting what's happening and buying myself some time before taking action
- Breathing techniques and other tools to handle emotionally troubling situations

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Program Outline & Details

2 Using our Emotional Intelligence to better understand people in our team and to build more trusting relationships with them

2-1. Developing Empathy and Social Awareness: Understanding people in our team faster and at a deeper level

- The benefits of high social awareness: understanding people in our team faster and at a deeper level.
- Developing skills to attune to how others feel at the moment - Tools to develop empathy

2-3. Building more trust, and maintaining trust in times of conflict

- The key elements of trust: the CRC concept
- Gaining awareness about people I trust and people I don't trust in my team
- Identifying people I need to build more trust with
- Strategies to build more trust

2-2. Using emotions to build strong relationships

- Communicating emotions in an appropriate way
- Acknowledging emotions in other people
- Expressing my own emotions
- Using emotions as resources in conflicts

2-4. Action plan for continual EQ development

- Key areas for improvement
- Activities to undertake by each participant and the required time and resources
- Foreseeable obstacles and how to overcome them

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About the Trainer

YOUR COACH AND TRAINER :



SIMON WONG EXECUTIVE COACH AND TRAINER

MBA, ACMA, Certified NLP Trainer (ITANLP and NLPU), Coach & Modeler (NLPU), has more than fifteen years of management and leadership experience honed from developing business in Asia with US and European companies. He held positions of Regional Manager and Managing Director in MNCs.

His strengths lie in the field of human behavior change technology derived from multiple experiential sources including NLP. He has worked with middle and senior managers in Asia in the area of executive coaching and training. He has coached directors in strategic decisions, and senior managers in business directions. He has also conducted senior team development trainings.

His latest passion is developing the habit of excellence in management and leadership through the processes and tools of Neuro Linguistic Programming (NLP). He is also a developer of new tools and processes using the NLP Modeling technique. This Modeling technique has brought about advanced leadership programs such as Alpha Leadership (developed by Robert Dilts) by modeling the excellence of top leaders in the world. He has undertaken and delivered projects in the Singapore Armed Forces (SAF), Innovation Resources Group, M.I.C.E Matters Pte Ltd and others. He has coached executives in the banking, IT, education, and print industries.

Languages:

English; Conversational level in Mandarin, Cantonese and Bahasa Malaysia

Credentials:

MBA (Strategic Marketing)

ACMA (Chartered Institute of Management Accountants, UK)

Certified NLP Trainer (NLPU, USA)

Certified Coach & Modeler (NLPU, USA)

The Wealthymind™ Licensed Trainer

Accredited MBTI I&II Administrator

Firo-B Administrator

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PRACTICAL INFORMATION:

Date & Time: Mon - Tue, 12th - 13th April, 2010 9.00am - 5.00pm

Venue: To be advised in Singapore

Cost for 2-day program: S\$1,260 per person includes Harrison Assessment (value S\$100)

10% Early-Bird Discount: S\$1,140 for registration before 13th March 2010

Registration Closing Date: 05th April 2010

Maximum number of participants: 15

For enquiries please contact Ms Siti Hinchliffe at +65 844 88 992 or email siti.hinchliffe@progressu.com.

REGISTRATION:

Please reserve _____ place(s) at regular fee

Please reserve _____ place(s) at 10% early bird discount

CONTACT DETAILS

Please print in BLOCK LETTERS

Name (Mr./Mrs./Ms/Dr) _____ Date _____
(Surname) (First Name)

Company Name _____ Title _____

Tel _____ Fax _____ Email _____

PAYMENT

By Telegraphic Transfer

Account Name: Progress-U Pte. Ltd.
Bank: UOB Limited, Singapore
Account No: 357-301-863-8
SWIFT: UOVBSGSG
Bank Code: 7375; Branch 018

By Cheque

Payable to Progress-U Pte. Ltd.
Please send in your cheque together with registration form to
Progress-U Pte. Ltd.
583 Orchard Road, #09-01 Forum, Singapore 238884

* Please email your registration and telegraphic transfer acknowledgement to siti.hinchliffe@progressu.com