Leading With Emotional Intelligence

An engaging two-day program where participants develop Emotional Intelligence (EQ) to increase their effectiveness at the “people side” of leadership.

The course features a unique approach to learning that's been effective for thousands of professionals from six continents. The methodology comes from a curriculum called “Self-Science”, identified in Daniel Goleman’s 1995 best-selling book, Emotional Intelligence, as one of two models for teaching EQ. This approach is research-based, time-tested, and proven effective.
Synopsis
Both managers and leaders are critical to the success of organizations. In an era of rapid change and complexity, organizations are finding they need more leaders who can engage staff to take responsibility for creating results for themselves, their teams and the organization. Most managers have a high level of expertise on the technical side of their work, but few have substantial training in the human side of the job. Emotional intelligence provides powerful insights and tools essential for transforming managers into leaders.

Emotional intelligence (or EQ) is the capacity to effectively use emotions, and it’s a key differentiating factor of successful leaders. Why? Because relationships are at the heart of workplace performance, and EQ skills are what makes effective relationships thrive. Few training programs or workshops have the potential to make a significant difference in how participants perform on the job. This training program can.

Studies vary, but all indicate that emotional competence accounts from 70 to 80% of the difference in leadership success. Maybe that’s why thought leaders like Jack Welch (past CEO of GE) and Warren Bennis (leadership authority and author) and hundreds of others all agree:

“No doubt emotional intelligence is rarer than book smarts, but in my experience it is actually more important in making a leader.”

Jack Welch

“In the fields I have studied, emotional intelligence 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. Emotional intelligence can.”

Warren Bennis
Author of “Becoming A Leader”

Objectives
• To provide an understanding of why EQ matters greatly in leadership.
• Participants will learn how to understand the messages behind their emotions and how to make decisions when in tune with them.
• Participants will understand how to read emotional cues in themselves / their charges and how to respond accordingly.
• Participants will learn how the greatest leaders think when faced with conflict and tough decisions.
• Participants will understand how their leadership values, attitudes and behaviour impact on their own motivation to lead.
• Participants will understand the importance of engaging leadership, how to influence and evoke feelings of enthusiasm in their staff.
• Participants will be able to use practical tips and techniques that would enable them to have better control of their impulses and exercise self-control.
• Participants will practice empathic listening and communication and how it impacts when dealing with staff.
• Participants will learn the difference between positive reinforcement and negative reinforcement and how this affects staff performance.
• Participants will understand the value of optimism, how to practice it and make it a feature of their leadership.
• Participants will be taught the importance of a Noble Goal as a leader so that this mission drives them to be purposeful and visionary.

Target Audience
Managers and anyone leading a group of people / teams. Experienced managers as well as new managers will find this program valuable.

Agenda
• EQ Leadership: Introduction to the EQ competencies that great leaders possess.
• Know Yourself: Increase self-awareness and your ability to decode the hidden language of emotions.
• Choose Yourself: Increased ability to assess your options, follow your intentions to walk the talk.
• Give Yourself: Build loyalty through empathy and engage the power of intrinsic motivation.
• Into Practice: Develop a Professional and Personal Development Plan for applying EQ on the job.

Methodology
• Activities to access feelings.
• Problem definition and discussion.
• Reflection and Group work.
• Viewing of movie strips, documentaries and excerpts, real life experiments.

Program Features & Benefits
• Two intensive days of training with leading experts in emotional intelligence development. The training will provide both an intellectual and a gut-level understanding of emotional intelligence while delivering practical tools that allow you to develop and apply EQ on the job.
• A workbook with resources and tips for learning more about how to improve your emotional competencies as a leader.
• Become more aware of your own emotional intelligence with the SEI assessment.
• Better understand why emotional intelligence improves leadership effectiveness.
• Know the meaning of emotional intelligence and a model for using the concept in their work and life.
• Increase self-awareness by learning about emotions and patterns.
• Develop a Professional and Personal Development Plan for applying EQ on the job.
What People Are Saying About The Courses

“I’ve found your workshop very engaging and practical. I enjoyed your
Thank you for making the course a very, very enjoyable one. I definitely
recommend this workshop to all who want to build their emotional intelligence,
effectively and deepen my self-awareness. During the workshop, the content
discussions, activities and self-understanding check had challenged my thinking
about emotional intelligence and its relevance. Importantly, this workshop helps
me to pick up the skill of building tolerance and flexibility of matters. I would
recommend this workshop to all who want to build their emotional intelligence,
develop their skill of EQ awareness and learn to increase their capacity to
acknowledge and appreciate themselves and people around. I sincerely
appreciated your experiences shared during the workshop. I believe most of us
had shared the same experiences before but are unaware of how our emotional
intelligence had led us to deal with situations or consequences. I look forward
to attending more courses you may conduct. THANK YOU!!”
Leong Siew Wai
Head of Compliance, Legal & Compliance Dept
LGT Bank (Singapore) Ltd

“I am glad that I attended the workshop as it was very insightful, especially the
‘tapping technique’. Before this, I was not aware of this ‘re-boot yourself'
technique. I enjoyed myself at the workshop as it was not a case of a
monologue but it was engaging and involved a lot of participation from the
attendees.”

Leong Siew Wai
Head of Compliance, Legal & Compliance Dept
LGT Bank (Singapore) Ltd

“I like the course because the trainer is very knowledgeable and he is open for
all questions. He gives good answer(s) too.”

Lynn Sah
PA to Deputy President (Academic)
Singapore Institute of Technology

“An outstanding workshop! It has taught me to manage or regulate myself more
effectively and deepen my self-awareness. During the workshop, the content
discussions, activities and self-understanding check had challenged my thinking
about emotional intelligence and its relevance. Importantly, this workshop helps
me to pick up the skill of building tolerance and flexibility of matters. I would
recommend this workshop to all who want to build their emotional intelligence,
develop their skill of EQ awareness and learn to increase their capacity to
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had shared the same experiences before but are unaware of how our emotional
intelligence had led us to deal with situations or consequences. I look forward
to attending more courses you may conduct. THANK YOU!!”

Fion Leow
Legal Executive
Legal, Singapore Institute of Technology

“Thank you for making the course a very, very enjoyable one. I definitely
laughed a lot in this one ;) Gran, last but not least, thank you sooooooooooo
much for all that you’ve shared, your knowledge, your experiences, your
thoughts.”

Karen Au
Dean’s Office, National University of Singapore

“I truly enjoyed every minute of your seminar. The contents of your seminar is
realistic and very applicable in work as well as in my personal life. It has
definitely raised my self awareness and helps me to live each day happier and
safer. I have benefited from it greatly and will not hesitate to recommend it to
my colleagues and friends.”

Annets Cheong
Head, Human Resources, HSH-Nordbank

“Lynn has a Bachelor of Arts, an MBA, and a Doctorate in Business


EFT (Emotional Freedom Technique) Practitioner.

NLP Trainer with American Board of NLP.

Accredited in MBTI.

Certified to administer DISC , Hermann Brain Dominance Instrument
and Reuven Baron’s EQ Profiling Instrument.

Certified to administer and coach using Harrison Innerview.

Certified to administer and coach using Enneagram.

Granville is accredited with:
• Certified 6 Seconds Level 1, 2 and Advanced EQ Facilitator.
• Certified in the 6 Seconds SEI Profiling Instrument.
• Certified to administer DISC , Hermann Brain Dominance Instrument
and Reuven Baron’s EQ Profiling Instrument.
• Certified to administer and coach using Harrison Innerview.
• Certified to administer and coach using Enneagram.
• Accredited in MBTI.
• NLP Trainer with American Board of NLP.
• EFT (Emotional Freedom Technique) Practitioner.
• Trained in the Enneagram Studies in the Narrative Tradition.

Granville has a Bachelor of Arts, an MBA, and a Doctorate in Business
Administration with the University of South Australia where he researched
on Emotional Intelligence.

Workshop Details
Workshop includes Lunch and Tea Breaks.
Workshop Bonus 1: Detailed Personality debrief using the Enneagram Profile.
Workshop Bonus 2: Debrief using the EQ Competence Framework.
Workshop Bonus 3: Book by Dr Granville Ed D’Souza titled
“EQ: The Secret of Inspiring Leaders”.

Enquiries & Registration
Visit our website or contact us for latest dates, pricing & early bird specials.
Phone: (+65) 6474 1637 or (+65) 9732 1384.
Web: www.eqasia.com Email: info@eqasia.com

Registration Form: Leading With Emotional Intelligence

Name Position
Name Position
Name Position
Company
Address
Phone Fax Email
Cheque For ($ ) enclosed. Date
Make Cheques Payable To: “CEQ Asia Pte Ltd”.
33A West Coast Park, #03-39 Botannia, Singapore 127727. To Register: Print and fax this form to (+65) 6474 1647.
Or email: info@eqasia.com