

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"

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.



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.

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

"Thanks for the course and I really enjoyed the two days. I found your overall program very good (as well as your presentations) and it provides a lot of useful input to improve my overall EQ."

Patrick Hefti
Head of Securities & Client Operations
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 Siah
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 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!!"

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 soooooo 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

"I've found your workshop very engaging and practical. I enjoyed your energizing games and the various group discussions that could enable participants to share experiences and views. I've also picked up more skills and techniques to control my emotions better and be more patient in listening."

Christina Kuek
Head of Human Resources, LGT Bank (Singapore) Ltd

About The Presenter: Dr Granville Ed D'Souza



Granville is the Principal Consultant of EQ Asia Pte Ltd and Peak Performers, a consulting and training practice specialising in organisational behaviour and performance. The group designs and facilitates corporate and adult workshops that focus on enhancing performance at all levels, dealing with change, forging powerful partnerships in organisations and building individual resilience.

Granville has been helping organisations to approach their strengths and weaknesses through coaching and facilitative workshops that delve into team and individual behaviour. He uses various mechanisms like DISC, Harrison Innerview, Enneagram, MBTI and Baron's EQ-i to help participants understand innate behaviours and their personality traits. In addition, he actively uses EFT (Emotional Freedom Technique) to surface issues and help people cope with past incidents and challenges. His present programs are geared towards personal change and peak performance and include areas of Team Development, Communication & Behavioural Awareness, Emotional Intelligence, Coaching & Supervisory Leadership.

His programs have benefited a range of clients from MNCs, government agencies, local & regional corporations. These include Tan Tock Seng Hospital, Chartered Semiconductors, ASM Technologies, Minolta, Lucent Technologies, Hewlett Packard, Compaq, Nokia, Parkway Medical, Ngee Ann Polytechnic, AIA, Carl Zeiss, DHL International, Seagate, DBS Bank Singapore, M1, Motorola, UOB, HSBC, Shell, SIA, among others.

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 EQi 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

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| 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