



# Emotional Intelligence Facilitator & Coach Certification

Immerse yourself in a breakthrough experience built over 20 years of training and consulting interventions around the world.



**This 4-day certification meant for Keynote speakers, consultants, facilitators and coaches will equip you with content, activities, research, templates, guides and ready handouts to deliver EQ interventions immediately to varied audiences internationally.**

You will be equipped generously with templates to deliver a 1-day or 2-day program accompanied with coaching worksheets, training modules, activities and ideas to help your participants experience noticeable shifts towards performance they have never witnessed before as long as they follow the formula set out by you, the facilitator/coach.

You will experience breakthrough discoveries in science and psychology that will help you to help others eliminate the anxiety, frustration, self-doubt and fear that are destroying peoples' chances of experiencing happiness and fulfilment in different aspects of their life, personal or at work. This will be the most important program you will ever attend. We will show you how to practice small daily steps that will build new patterns in your life and help you break away from destructive patterns.

## **What You Will Receive**

- Participant workbooks and slides for conducting your future workshops.
- Facilitator's notes for a 2-day Workshop with a step-by-step guide.
- EQ Competency Framework Facilitators Guide for Debriefing & Coaching.
- A collection of videos related to EQ.
- "EQ from The Inside Out" book by Dr Granville Ed D'Souza.
- "50 Games EQ Trainers Play" book by Dr Granville Ed D'Souza and Marion Teo.



## Certification Benefits

- Be equipped with a full range of tools to help people find their purpose, passion achieve fulfilment with what they are doing.
- Learn methods that help you connect easily with others, communicate effectively and establish powerful relationships at work.
- Experience a full blown 2-day workshop that you will learn to deliver.
- Learn to build your 1 or 2-day workshop filled with research, activities and templates for use in either a corporate setting or informal group.
- Utilize our trademark “50 Activities For EQ Trainers” to build additional workshops in addition to being given a 2-day workshop.
- Learn the EQ Competency Framework and how to debrief and coach your clients.

## Program Details

Date: 21 to 25 November 2018

Early-bird Fee: S\$3700  
(until 21 Sep 2018)

Group of 2 or more: S\$3500

Regular Fee: S\$3950

Venue: Ramada Hotel @  
Zhongshan Park, Singapore.

Includes Lunch & Tea Breaks.

## Enquiries & Registration

Phone: (+65) 6474 1637 or  
(+65) 9732 1384

Web: [www.eqasia.com](http://www.eqasia.com)

Email: [info@eqasia.com](mailto:info@eqasia.com)



# The EQ Competency Framework

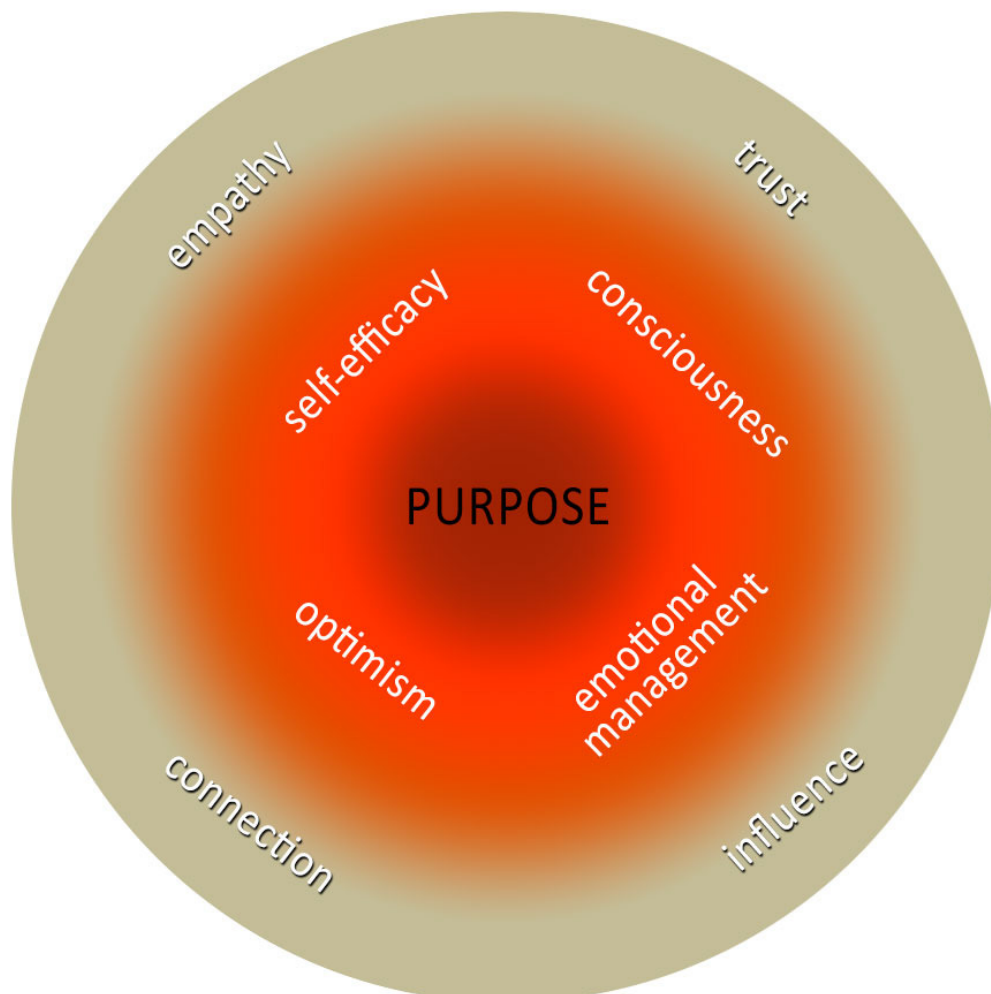
Emotional Intelligence (EQ) is the ability to perceive emotions in ourselves and others. It is the ability to utilize appropriate emotions to manifest the best outcomes in different contexts.

Additionally, practicing EQ helps you to understand how your own reactions create predictable outcomes which are within your control. Having higher EQ helps one accept challenges and adapt to new situations quickly.

Upon learning and practicing Emotional Intelligence, you will more easily recover from setbacks and handle situations with a clearer mind and awareness of its causes and potential consequences. You will also have the tools to think resourcefully and adapt to adversities that come with significant stressors faced in the course of the day.

The EQ Competency Framework (EQCF) has 9 EQ behaviours that are observable and measurable. The model consists of 3 zones.

- At the 'Core' Zone is Purpose. We begin with Purpose because it forms the bedrock of why we are in this life for. When our direction is clear, our "why" in life bears a deeper meaning and it gives us a drive that is engineered from within. This is where Passion and Purpose reside.
- The 'Self' Zone represents EQ with Self. The four competencies represented are *consciousness*, *emotional management*, *optimism* and *self-efficacy*. When your purpose is clear, it is important to address the relationship we have with ourselves. In other words, the quality of our thoughts and feelings, how effective we are as a result of how we speak to ourselves and our ability to handle our emotional state and effectiveness at handling tasks.
- The 'Other' Zone represents your relationship with others. The four competencies represented are *empathy*, *trust*, *influence* and *connection*. When we are clear about our direction (Purpose), have emotionally healthy habits and resourceful thoughts, our relationships with others are harnessed. We are then able to influence and build connections with others which forge long term growth and respect.



## What People Are Saying

"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 (SG) Ltd

"The time spent with you is definitely value for money! I have learnt to be a much better leader after doing my EQ and other Personality profile, especially coping with stress and learning how to further leverage on my strength. With that I am confident that I can excel very well in any organization. Great training and great guidance! Thanks!"

Ailene Lee  
Vice President of Sales  
Sales & Marketing Division  
Singapore Post

"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 throughout the sessions and deepened my understanding of myself."

Fion Leow  
Legal Executive  
Singapore Institute of Technology

"Integrating cutting edge neuroscience and powerful activities, this process will forever change the way we understand ourselves and our relationships. I will bring this program to Vietnam. Granville is not only an admirable EQ leader but also a great coach. I am really impressed with his years of experience and his proven methods."

Ma Tien Toi  
EQ Trainer & Coach, Vietnam

"A lot of us, me included, attended a course on EQ by Marion without knowing what to expect. In fact we all were not sure on the effectiveness of it. In the end I found it very useful and made me more critical of my actions and words when dealing with people. She made the course very lively with lots of engaging exercise and games. Having a seminar in the afternoon after a meal is not easy but she managed to keep everyone interested and awake for the whole duration! Kudos to her. Applying what I learnt now in my everyday affair."

Dr Choo Keang Hai  
Co-Managing Director  
Lee & Lee Dental Surgeons Pte Ltd

"I truly enjoyed every minute of your seminar. The contents of your seminar are 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

"Dr Granville knows his stuff well and is an engaging speaker as well as an active listener. Go in with an open mind and you will find it emotionally stimulating! Be prepared to share your thoughts and feelings for you will be enriched by the experience... my batch of course mates was a heterogeneous mixture of professionals and I found their insights on EQ fascinating."

Dr Glenn Tan  
Registrar  
Dept of Anaesthesia  
Alexandra Hospital  
Jurong Health Services



## About EQ Asia

EQ Asia is dedicated to teaching Emotional Intelligence (EQ) in an engaging and thought-provoking way, blending fun and learning processes that translate into positive shifts and breakthrough results.

We deliver proven EQ interventions that accelerate positive change for individuals, businesses and teams and are at the forefront of research into the latest practices and applications to manifest results for all our partners. With over 15 years of experience conducting EQ programs in the Asian region, our consultants have supported clients in Singapore and throughout Asia including top brands like AMEX, HSBC, SIA, Shell, Hewlett Packard, NOKIA, Sheraton, IBM, etc. The learnable skills that are essential for all individuals to learn to attain peak performance include consciousness, optimism, empathy, trust, building effective relationships, management of impulses, influence, self-efficacy and finding one's purpose.

We utilize a behaviour based EQ profiling system that blends various disciplines ranging from performance management, psychology, and behavioural science and neuro research to guarantees results with those who seek change and transformation. In addition to EQ profiling, we combine it with Personality profiling and values profiling so that one's view of themselves and the world is expanded. Such information, thus, gives a multi-faceted opportunity for positive change to happen and specific steps to be taken.

## About The Presenters



**Dr Granville Ed D'Souza** is the Managing Director of EQ Asia and Peak Performers, a consulting and training practice specializing in organizational behaviour and performance. Previously he was the Regional Director (SEA) with Six Seconds. In the last 20 years, Granville has been helping leaders and their charges approach their strengths and weaknesses through coaching and facilitative workshops that deal with team and individual behaviour. He has been actively promoting Emotional Intelligence in organizations since 2000

where he employs tools and therapies to help staff cope with emotional issues and find solutions to their challenges.

He also uses various instruments like DISC, Enneagram, Harrison Innerview, MBTI, SEI and Baron's EQ-i in his coaching practice to help participants understand innate behaviours and those within their influence so that they can work on noticeable patterns. His present programs include Leadership, Performance Coaching, Energy Psychology, Emotional Intelligence, Personality and behaviour Profiling, Coaching with EFT (Emotional Freedom technique). He frequently uses techniques on Psycho Cybernetics to build self-image and belief in others through his 3 month coaching system thus ensuring permanent results.

He has authored numerous articles for a variety of HR magazines, is the co-creator of the EQ Coach cards, written 3 books entitled EQ from the Inside Out, Unshakeable Spirit and EQ: The Secret of Inspiring leaders. 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.



**Marion Nicole Teo** is the Director at Peak Performers Training & Consultancy and the General Manager at EQ Asia. She is a 6 Seconds EQ Certified Practitioner and Six Seconds EI Coach, a Certified Enneagram Spectrum Facilitator and is also trained in the Enneagram Studies in the Narrative Tradition. Marion has attained the full Advanced Certification in Training & Assessment (ACTA) and conducts the Singapore Workforce Skills Qualifications (WSQ) programmes on EQ and Resilience.

She has over 20 years' experience training in diverse industries, including financial institutes, government agencies, universities and retailers, in the areas of etiquette and protocol, professional image, emotional intelligence, service quality, conflict resolution and developing interpersonal relations. Some of her clients include Ministry of Foreign Affairs, Great Eastern Life Assurance Co Ltd, CIMB Bank Berhad, RSM Chio Lim Stone Forest and students from the National University of Singapore and the Singapore Management University.

In 1987, she was crowned Miss Singapore Universe and represented the nation in the Miss Universe pageant where she did Singapore proud as one of the semi-finalists. Marion holds an Honours degree in Biochemistry from the National University of Singapore. She has recently written a book "Happy Once Again", sharing her life struggles and challenges, and how she overcame them.

## Registration Form: Emotional Intelligence Facilitator & Coach Certification

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, #09-39 Botannia. Singapore 127727.

To Register: Print and fax this form to 6474 1647.  
Or email: [info@eqasia.com](mailto:info@eqasia.com)