

EMOTIONAL INTELLIGENCE AT WORKPLACE

Highly emotionally intelligent employees make up your workforce if you want a competitive advantage in this highly competitive business world.

In today's world, intelligence (IQ) alone is not enough to succeed. Many corporate organizations are understanding the power of Emotional Intelligence (EI) and the benefit of developing their employees in that area.

Dealing with people is important and essential in the corporate world. Therefore, we must respect and understand their feelings. People are attracted to those who respect their emotions and feelings and who make them feel important. Clients and customers want to be associated with such people. This is where EI becomes very important.

In this course participants will understand what EI exactly is and the best practices of EI. Participants will be exposed to games and will be involved in case studies as well as presentations which will help them towards effective brainstorming.

A 2-days intensive course by
Akashdip Singh

... drawing from his vast experience in dealing with internal and external customers and managing customer relationships.

With more than 13 years corporate experience, combined with his international exposure, Akash brings valuable insights to the training room.

Who will Benefit?

- ✓ Management Staff (All Levels)
- ✓ Executives
- ✓ Technical and Non-Technical Staff
- ✓ All who require to apply understanding and empathy and wanting to deal effectively with people.

For more information, please contact

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Emotional Intelligence at Workplace

Trainer's Background

Akashdip Singh, has more than 13 years of corporate experience and involved in the Training and Development field for more than 10 years. This gave him a special edge to share his knowledge in the areas of Motivation, Management and HR related topics, Presentation Skills, Team Building, Goal Setting, Customer Service, Customer Relationships, Supervisory Skills and issues related to People Skills.

Akash graduated with a Bachelor of Mechanical Engineering (Hons) Degree from University Technology of Malaysia (UTM); which meets the current academic requirement for standing as a Professional Engineer in Australia.

He started his career as an Engineer with Maxis Communications and later on, moved into managerial position. His last held position was as a Project Manager with YTL. He did his internship with Tenaga Nasional Berhad and Rothmans of Pall Mall. He has sound knowledge and rich experience in the Telecommunications, Energy and Manufacturing field.

One of Akash's main job responsibilities in his corporate capacity was to ensure customer satisfaction is not only met, but exceeded. He has vast experience in dealing with internal and external customers and managing customer relationships. Utilizing on his sound technical and people skills, Akash was assigned a key role as the coordinator between the technical and non-technical departments.

His passion lies in developing people by sharing his experience and exposing them to a variety of corporate games, then relates the learning to their work and life. Participants become self-motivated and more productive in their daily job functions. As a result, this benefits the companies they work for, in terms of output and profitability. Akash makes trainings extremely lively, full of zest and just simply creates magic in his sessions.

More than 10,000 executives have benefited from Akash's trainings / speeches. Some of his corporate clients include

- ✓ ALSTOM
- ✓ Intercontinental Specialty Fats Sdn Bhd
- ✓ Malakoff Sdn Bhd
- ✓ Malaysian Assurance Alliance (MAA) Bhd
- ✓ Maxis Communications

Akashdip has vast experience conducting trainings in Malaysia, United Kingdom, Australia, Singapore, Indonesia, India, Philippines, Thailand, Uganda, Kenya, South Africa and Zambia. He speaks fluent English and Bahasa Malaysia.



Topics to Be Covered

Session 1 - Ice Breaking and Overview

Session 2 – Emotional Intelligence At Workplace – The Beginning

Session 3 – The Fundamentals of Emotional Intelligence

- ✓ Defining Emotional Intelligence
- ✓ Common misconceptions of EI

Session 4 – Your Emotional Intelligence

- ✓ Assessing and Understanding Your Emotional Intelligence
- ✓ Understanding Your Strengths and Areas for Improvement

Session 5 – Your Emotions

- ✓ Honesty and its value
- ✓ Gaining Feedback from Others
- ✓ Affirmations
- ✓ Controlling Yourself in Tensed Situations

Session 6 – Doing Better

- ✓ Effective Communication
- ✓ Creating a Positive EI Environment
- ✓ Understanding and Valuing Others' Emotions
- ✓ Improving Team Dynamics with EI

By the end of this course, participants will be able to:

1. Understand exactly what Emotional Intelligence is.
2. Use emotions effectively.
3. Develop effective relationships at workplace.
4. Learn self control under tensed situations.
5. Communicate better and improve team dynamics with EI best practice.