

A unique and practical programme to put emotional Intelligence into action, beyond the hype!

EQ APPLIED[©]

Practitioner Certification



23-27 November 2016
Kuala Lumpur



The EQ Edge

"Emotional competence is the single most important personal quality that each of us must develop and access to experience a breakthrough."

Doug Lennick, VP of American Express Financial Advisors (Ameriprise)

Emotional Intelligence is the science of helping people make informed choices and decisions. 80-90% of the competencies that differentiate top performers are in the domain of emotional intelligence (EQ). While IQ and other factors are important, it is clear that emotional intelligence is essential to optimal performance.

This is a practical and unique programme for both the experienced and aspiring EQ practitioners. In this highly engaging 5-day session, you will develop a comprehensive understanding of emotional intelligence and, more importantly, practical skills and techniques that you can use immediately for your personal development and to support others in their growth.

Some Key Learnings from the Programme

- Learn the latest EQ principles, ideas and techniques to maximise personal capacity and that of others
- Experience a new and transformational level of self-awareness that will make a significant difference at work and at home
- Be equipped with the ability to manage feelings, control impulses and handle stress for more effective decision-making while building resilience
- Learn how to develop sustainable relationships by practising empathy, communicating authentically and valuing trust
- Know the importance of aligning purpose, values, and beliefs with thoughts, feelings and actions
- Learn how emotional intelligence can be applied powerfully in the specific areas of personal effectiveness, communication, change, coaching and mentoring, and influence
- Gain information on the latest neuroscience and psychology research on the brain and performance

While it is important to understand what emotional intelligence is, learning how to apply the skills and techniques is far more important.

During the 5 days, you will learn all the "How-To" in a fun, interactive and experiential way!

Who Should Attend

- Leaders, Managers and Executives
- Trainers and Coaches
- Professionals and Consultants
- Counsellors and Educators
- Anyone looking to apply emotional intelligence to life!



Programme Outline

Day 1

Introduction: Defining and Understanding Emotional Intelligence (EQ)

Objective: Learn the case for EQ and how EQ can be taught in a structured manner with a science-based approach

- *Understanding EQ*
 - How EQ is grounded in rigorous science, supported by advances in neurobiology and statistically reliable measures
- *Overview of EQ Models*
 - What EQ looks like from different models' perspectives
- *Discovering how EQ is applied*
 - Knowing what is not as important as knowing how

EQ Applied[®] 1: EQ for Strengthening Personal Effectiveness

Objective: Learn and apply strategies and techniques to develop and improve EQ for Intra- and Inter-Personal Effectiveness

- Building Awareness: Self Celebration
 - Bedrock for EQ Development
- Building Capacity: Taking Charge!
 - Owning the Right to Choose: Staying Intentional and Alert vs. Being Distracted and Reactive

Day 2

EQ Applied[®] 1: EQ for Strengthening Personal Effectiveness (Cont'd)

Objective: Learn and apply strategies and techniques to develop and improve EQ for Intra- and Inter-Personal Effectiveness

- Building Capacity: Taking Charge!
 - Building Resilience: H.O.P.E.
- Building Relationships: How to Power Up Connections
 - Trust and Empathy: The Essential Ingredients for Genuine Connections

EQ Applied[®] 2: Enriching Communication

Objective: Learn how emotional competencies can be leveraged to enrich communication

- Outcomes of Engaging Communication

Day 3

EQ Applied[®] 2: Enriching Communication (Cont'd)

Objective: Learn how emotional competencies can be leveraged to enrich communication

- Distortion Filters & Blind Spots
- Conflict Prevention and Management

EQ Applied[®] 3: Engaging Change from Within with EQ

Objective: Develop capability to be change-ready through emotional engagement

- Dealing with Emotional Impacts and Personal Reactions to Change
 - Cycle of Resistance vs. Cycle of Engagement
 - Emotional Transitions in Change

Day 4

EQ Applied[®] 4: Increasing Influence with EQ

Objective: Strengthen ability to apply persuasion and influencing skills with social and emotional intelligence

- Forces of Influence
 - Discovering the 4 Elements of Influence
 - Hierarchy of Exchange Process: Intensity of Power in Influence

EQ Applied[®] 5: Empowering Growth - EQ for Coaching and Mentoring

Objective: Tap into the power of emotions to guide, motivate and inspire growth and performance - understand that emotions drive people and people drive performance

- Role of Emotions in Coaching/Mentoring Relationships
 - The Two Life Positions of Self-Regard and Regard for Others
 - Sparrow & Knight: KASH Model and our Brains
- Giving Feedback Effectively

Day 5

- EQ Leadership Assessment Debrief: Uncover deeper insights about self and others through EQ Assessment Tools
- Practicum: Presentations





What Others are Saying about Our Programmes

"A course that you should attend if you want to know yourself emotionally better and achieve a healthy and balanced life. Thank you for all the sharing. It really helped me to become aware of my blind spots. I will begin to look into those areas for improvement.

WELL DONE!"

- Cheah Fun Ling, Great Eastern Life Assurance

"I would really recommend this course for all my colleagues and other associates and friends. Really thankful for helping us find out areas about ourselves we never knew existed."

- V.G. Nehrman, Financial Mediation Bureau Malaysia

"An eye-opener to the use of EQ that can help improve productive interaction in the workplace or life generally."

- Tan Hong Kheng, Tune Group

"Extraordinary techniques and knowledge. Thank you so much. I discovered a powerful insight - empathy is the most important ingredient for me to become a top sales performer."

- Amita Setiati, PT Astra International

"Most interesting training I have ever been. Very insightful trainers, not only teaching the EQ principles but connecting it to our personal journey in search of the purpose of our life."

Certification Benefits

What you will receive:

- Comprehensive manuals and reference materials
- Proven EQ techniques, activities and tools that can be used for personal development, and strengthen your training and coaching
- 5 Complimentary EQ Strengths Assessments and Reports for post-workshop practice and use with clients or friends to identify their EQ strengths
- Full EQ Leadership Assessment with detailed report and debrief to identify personal EQ competency level and its correlation to key life success factors
- Support and Resources – Regular Q&A sessions, sharing of articles and educational webinars
- Periodic e-bulletins to stay connected and updated on articles, latest research and events
- Private coaching and supervision are also available after the workshop at special reduced fees for all certified practitioners

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Facilitators' Profiles



FC LAW has more than 20 years of extensive corporate leadership, sales and marketing experience in creating business and implementing business strategies to corporations of various sizes including large multinationals and local organisations.

For over 15 years, FC has been active in the training, coaching and facilitation field in the various senior management positions he has held, even before he became a full time professional corporate trainer in year 2000. He specialises in powerful bottom-line impact sales programmes such as Consultative Selling, Relationship Management, Negotiations, High Impact Selling (Advanced), Leading Change, Teams Transformation through Leaders Coaching, EQ for High-Performing Teams and EQ Leadership for team leaders.

As a globally certified advanced practitioner of Six Seconds Emotional Intelligence EQ Model™, FC is also a licensed instructor and coach for performance and psychometric tools including SEI™ EQ Profiling, SEI-360 and the Vital Signs™ suite of business tools including Organisational Vital Signs, Team Vital Signs and Leadership Vital Signs. He is also a certified international trainer of the Thiagi Interactive Training Strategies and certified Global NLP Practitioner and Motivational Coach.

JACQUELINE ONG is a qualified lawyer and licensed company secretary turned senior corporate leader with accounting, finance and training qualifications.

After practising criminal and civil litigation law in the Malaysian Courts and serving in the legal department of a major public listed company in the early years of her career, Jacqueline moved on to a large multinational conglomerate, where she worked alongside the top tier managers around the world in areas of strategic business planning, operational management and human capital management in a wide cross-section of industries worldwide, from financial services to manufacturing and property development.



As a globally certified advanced practitioner of Six Seconds Emotional Intelligence EQ Model™, she is also a licensed instructor and coach for performance and psychometric tools including SEI™ EQ Profiling, SEI-360 and the Vital Signs™ suite of business tools including Organisational Vital Signs, Team Vital Signs, Leadership Vital Signs, and Enneagram in Business. Jacqueline is also a certified Global NLP Practitioner and Motivational Coach as well as Associate Member of the Harvard Business School Alumni Club of Malaysia.



THE EQ EDGE GROUP is the leading expert for Emotional Intelligence and People Engagement services in Malaysia and Asia. Headquartered in Malaysia, we have a subsidiary in Singapore and representative offices in Hong Kong and Jakarta.

Previously the Malaysian Country Office for Six Seconds, the largest EQ organisation in the world, **THE EQ EDGE GROUP** remains a global network member. We combine proven EQ principles, methodologies and techniques with practical business models and solutions to achieve people engagement and bottom-line results.

We are professionals with extensive hands-on corporate experience in marketing, sales, operations and human resources at the top level of management. Supported by world-class research and data, our customised integrated solutions are powerful and practical for organisations, leaders, individuals and communities.

WORKSHOP FEES

Super Early Bird	: SGD 2,821.00* (registration and payment before 23 Aug 2016)
Early Bird	: SGD 3,077.00* (registration and payment from 24 Aug to 24 Oct 2016)
Regular	: SGD 3,248.00* (registration and payment from 25 Oct 2016)
Group Discount (3 or more)	: Less SGD 160.00 per participant
Fee includes workshop materials, lunch and tea breaks and one dinner on Day 4	

Workshop Bonus: EQ Leadership Assessment for every participant.



REGISTRATION FORM

Ref: TEQE(S) 1116

Name	Position	Email ID.	Mobile No.
Organisation Details			
Name :			
Address :			
Contact No. :			
Fax No. :			
Payment Details			
Please make cheque payable to: THE EQ EDGE PTE. LTD Cheque No. Amount: Date: <i>Kindly attach cheque to form.</i>		For online transfer: THE EQ EDGE PTE. LTD. DBS A/C No. 2889026797 <i>Email notification to be sent to: julielai@theeqedge.com</i>	

To register, kindly fax this form to +60 3 56212208 or scan and email to julielai@theeqedge.com

*For enquiries please contact us at +60 3 56212178
No.110, 1st Floor, Jalan SS14/1, 47500 Subang Jaya, Selangor, Malaysia*

Terms and Conditions for all Open Enrolment Programmes conducted by THE EQ EDGE SDN BHD

Programme Fees

- Programme Fees are as published and may be subject to THE EQ EDGE's right of review.
- Programme fees are exclusive from and subject to Goods and Service Tax ("GST") at the prevailing rate for programmes conducted within Malaysia. THE EQ EDGE is licensed to collect GST under the laws of Malaysia under License No: 001820295168.
- Programme Fees include workshop materials, lunch and tea breaks but does not cover travel and accommodation costs and other expenses.
- All Super Early Bird and Early Bird discounted fees must be paid before or by the respective cut-off dates published and will cease to be effective after such cut-off dates.
- Programme Fees must be paid before the commencement of the programme or workshop and registrants will not be allowed to join the programme if payments have not been received by then.
- Payments may be made via electronic transfer into the account of "THE EQ EDGE SDN BHD" with Hong Leong Bank Berhad Account No. 004-00-14602-1 or via cheque or bank drafts. All cheques or bank drafts must be made payable to "THE EQ EDGE SDN BHD", crossed and marked "Account Payee Only" with the programme or workshop title indicated on the back of the cheque.

Cancellation Policy

The following cancellation policy will apply to all who seek to cancel, withdraw or postpone a paid registration to reflect the opportunity cost of time. Notice of cancellation, withdrawal or postponement must be given in writing.

Where notification of cancellation/withdrawal or postponement is given:

45 days or more before the commencement of the programme or workshop	Programme Fees refund will be subject to an administration charge of RM450.00.
30 to 44 days before the commencement of the programme or workshop	60% of the Programme Fees paid will be refunded.
16 to 29 days before the commencement of the programme or workshop	30% of the Programme Fees paid will be refunded.
15 days and less before the commencement of the programme or workshop	There will be NO REFUND of Programme Fees paid.

- At the discretion of THE EQ EDGE, Programme Fees may be allowed to be carried forward to the next run of the same programme, subject to an administrative charge.
- THE EQ EDGE reserves the right to postpone or cancel a programme and all registrants will be notified at least 10 days before the commencement of the programme. All registrations will be transferred to the same programme on alternative dates. THE EQ EDGE will not be liable to compensate you in any manner whatsoever in such circumstances.

Programme Content and Materials

- The training materials and content of the programme and/or workshop are protected under copyright laws and are subject to THE EQ EDGE's terms of use. You may not change, translate, reproduce, reprint or transmit in any form, or by any means, electronic, mechanical, photocopying, or otherwise, without prior permission in writing from THE EQ EDGE.
- Programme contents are continuously reviewed and improved on and THE EQ EDGE reserves the right to modify the specifications of a programme or the modules without notice.
- THE EQ EDGE also reserves the right to change the venue of the programme.