

## EMOTIONAL EXCELLENCE (EQ) FOR RELATIONSHIP BUILDING

### INTRODUCTION

A successful relationship is a product of creating and keeping a constant and healthy connection with other people. Those who are reaping the successes of life, happiness, love and contentment manage to keep healthy relationships with others personally and professionally. However, there are those of us who are only good at the start, but find it hard to keep the relationship intact and growing. Eventually, the relationship fails and falters. In building a relationship, individuals should know how to nurture the bond or connection like how a fragile plant should be taken care of. One of the main reasons for a breakdown in relationships is because of the lack in emotional excellence (EQ). This 2 days intensive workshop will begins with Empathic Leadership that being able to see the link between the thinking and behaviours. This foundation will enable the delegates of this program (mostly leaders) coaching their employees using CBT, a behaviour modification model, which is also covered in this program. This coaching enables managers to help their employees overcome thinking distortions and achieve emotional stability. Delegates will introduce the communication and leadership skills. They will be given guidance and feedback through this program.

Duration  
2 days

SSTC Member  
RM 742.00

Non SSTC Member  
RM 795.00

SME  
Training Grant  
RM 238.50

\*all rates are inclusive  
of 6% GST

### COURSE CONTENTS

- **PERCEPTION & SELF-TALK**
  - \* Perception
  - \* Three lessons from Perception
  - \* Tips on how to verify your Perceptions
- **PERSONALITY**
  - \* Your personality
  - \* LEONARD Personality Model
  - \* Overview of the LEONARD Personality Model
- **STRESS MANAGEMENT & POSITIVE ATTITUDE DEVELOPMENT**
  - \* Coping Strategies - Body Distress Management
  - \* Coping Strategies - Mind Distress Management
- **COMMUNICATION, RELATIONSHIP BUILDING & EMOTIONAL INTELLIGENCE**
  - \* People Skills
  - \* Emotional Intelligence
- **MANAGING CRITICISM**
  - \* Managing criticism
  - \* The Art of Giving Criticism
  - \* The Art of Taking Criticism
- **CREATIVE THINKING**
  - \* Creative Problem Solving
  - \* Understanding Creativity
  - \* Understanding the Creative Process

For more information or registration, contact:

Sabah Skills & Technology Centre

No. 8, Jalan 1C, KKIP Selatan, Industrial Zone 1 (IZ1), KKIP, 88460, Kota Kinabalu, Sabah

Tel: 088-496613/4 (Ms. Jennifer/ Shariffah) Fax: 088-499615,

Email: jennifer@sstc.org.my / shariffah@sstc.org.my

VISIT OUR WEBSITE at: <http://sstc.org.my>



## EMOTIONAL EXCELLENCE (EQ) FOR RELATIONSHIP BUILDING

### WHO SHOULD ATTEND

Managers, Executives, Team Leaders, Supervisors of Human Resources, Front-Line employees, and anyone who is interested in the course.

### RESOURCE PERSON

**Christopher Raj** is an associate trainer of GEM Consultancy Sdn. Bhd. He holds a Master's degree in Counselling and an Honours Degree in Biochemistry. He also attained a Post Graduate Certification in Distance Education from Indiana University, USA. At the Institute of Professional Development, Open University Malaysia, he was involved in the planning and implementation of programs in education and training for both local and international clients. Presently, he manages a training and consultancy firm and software solutions business (Collaboration, Chennai, India). As a psychologist, he conducts training programs in the area of human development and psychology. He also consults for various organizations in human capital development and coaching programs. His clients include government agencies as well as the private organizations in Malaysia and abroad. Christopher is also a licensed facilitator of the Leonard Personality Inventory (LPI), being coached directly by the author and inventor himself, Professor Dr. Leonard Yong. Christopher has assisted Professor Leonard in administering the instrument for individuals from various professional backgrounds and facilitated numerous LPI based training programmes.

For more information or registration, contact:

Sabah Skills & Technology Centre

No. 8, Jalan 1C, KKIP Selatan, Industrial Zone 1 (IZ1), KKIP, 88460, Kota Kinabalu, Sabah

Tel: 088-496613/4 (Ms. Jennifer/ Ms. Shariffah) Fax: 088-499615,

Email: [jennifer@sstc.org.my](mailto:jennifer@sstc.org.my) / [shariffah@sstc.org.my](mailto:shariffah@sstc.org.my)

VISIT OUR WEBSITE at: <http://sstc.org.my>

