



EMOTIONAL EXCELLENCE (EQ) FOR RELATIONSHIP BUILDING

SABAH SKILLS & TECHNOLOGY CENTRE

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 begin 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.

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

WHO SHOULD ATTEND

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

Duration

2 Days

SSTC Member

RM 742.00

Non SSTC Member

RM 795.00

FSI's Member

RM 768.50

Fee is inclusive of refreshment, lunch, course materials and certificate of attendance

*Rate inclusive of 6% GST

Sabah Skills & Technology Centre

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RESOURCE PERSON

Ben Ha Tze Fei holds an Executive Diploma in Business Management from Reid Kerr College, Paisley, Scotland. He is a certified trainer with Pembangunan Sumber Manusia Berhad (Certificate No. TTT/4549). Ben Ha's experience in the corporate sector spans nearly 10 years with the most of that time spent in the consulting and training industry. His exposure was essentially in the area of health and wellbeing, ranging from people development to process improvement. Today, Ben Ha is a full time corporate trainer on areas which include Communication Skills, Interpersonal Skills, Time Management, Anger Management, Health and Wellness etc. Over the years, he has educated individuals from the manufacturing, plantations, banking and oil and gas industry as well as government bodies. His audience range from entry level employees to management staff. For him, continuous learning is the key to success. To ensure his delegates' learning is truly enhanced, Ben Ha shares insightful and practical guidance to implement best practices that will bring about people development initiatives within the organization. With tools and techniques based on sound principles and practices from real-life experiences, delegates found his teachings easy to relate to. His facilitating and training style, allied with his personal enthusiasm and sense of humour, is key to his dynamic and informative program delivery. It is his strong belief that every individual's potential can be developed and he evokes positive self-response.

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