

TMY-SS44: Emotional Excellence At Workplace

Course Code: TMY-SS44

Duration: 2 days

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

OVERVIEW

Tempers flare up, suppressed anger, inappropriate exchange of words and tonality, the invisible crack between colleagues seemingly formed thus disintegrating team spirit resulting in low morale, strained working relationships and low productivity. In current times, there are endless challenges at work and daily life that generate stress, inability to handle internal feelings, challenging attitudes, unnecessary conflicting situation, dissatisfied internal and external customer relationships which ultimately affect personal and professional life.

As the ultimate goal in life is to achieve happiness, one needs to increase emotional excellence to ride the storm, to manage people and optimize personal capabilities.

SKILLS COVERED

By the end of this program, participants should be able to :

- Gain knowledge of the meaning of emotional intelligence and its benefits
- Distinguish the different types of emotion to be used to guide your thoughts and actions
- Understand self-awareness is the foundation of emotional intelligence
- Develop strategy to utilize the acquired knowledge to monitor self and other's emotions to build better relationships

- Understand the importance of knowing your "emotional hijacker" that affect your well being

WHO SHOULD ATTEND?

This program is a must buy-in for all levels of staff, especially leaders and individuals who want to optimize personal life with ready available internal resources.

Level for Front-line and above.

PREREQUISITES

There are no prerequisites required to attend this course.

MODULES**MODULE 1 - EMOTIONAL EXCELLENCE FOUNDATION**

- Emotional Intelligence and its benefits
- Awareness of the Emotional Competence Framework
 - Personal Competence
 - Social Competence
- 8 Primary Emotions, Intensity of Feelings and Names of Emotion
- Recognizing emotion triggers and hijackers

MODULE 2 - EMOTIONAL INTELLIGENCE AND PERSONAL EFFECTIVENESS

- Understand your feeling and the reason for the feeling
- Emotional Awareness - 4-steps Process
- Discovering your Emotional Hijackers, finding your Hot Button
- Managing Emotional Tank
- Think, Feel, Act Model for positive actions and results
- Self-Awareness and Self-Regulation strategies

MODULE 3 - EMOTIONAL INTELLIGENCE AND SOCIAL EFFECTIVENESS

- Raising emotionally intelligent communication to build stronger relationships
 - Mastering verbal intelligence with
 - Power of Words
 - Power of Affirmation
 - There is no failure, only feedback
 - Be Positive or Be Quiet
 - The pulley : non-verbal communication
- The EMPATHY competencies
- Building attachment bonds, creating trust
- Conflict Resolution
- Social skill and Relationship Management strategies

MODULE 4 - GET ON TOP OF STRESS TO IMPROVE RELATIONSHIP

- How stress affects the nervous system and undermine relationships
- Understand stress indicators
- Manage stress with 10 Stress Reducers
- Continuous learning with Stress Log
- Relax, renew and refresh with Laughter and Playfulness
- Therapeutic relaxation technique to manage stress

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