



First Select

Developing Emotional Intelligence Awareness

Date	Venues	(\$)Fees	Book your seat
21 Dec -25 Dec 2025	Kuala Lumpur	3300	Register Now

Objectives:

By the end of the program, each participant will be able to:

- Understand the importance of Emotional Intelligence
- Develop their Emotional Intelligence skills
- Use Leadership, Supervisory and Managerial skills more effectively
- Leave the program with an Action Plan that will assist them to implement what they have learnt.

WHO SHOULD ATTEND?

This program is suitable for all levels of Management and Supervisory staff, who want to lead and develop their teams to high levels of commitment and productivity through Emotional Intelligence Awareness.

Course Outline:

Introduction to EMOTIONAL Intelligence:

- What is/are Emotions?
- What is Emotional Intelligence?
- The definition and the concept
- The Two main domains of competency (Personal and Organizational competency)
- Ei Competency Model
- Recognize where our emotions come from and their effects
- Recognize your self worth and capabilities.
- Accurate self- assessment for your current Ei (Questionnaire).
- Understanding how your level of competence positively or negatively affects your performance.

Emotional Management:

- Gauge your level of Emotional Intelligence
- Why are Emotionally Intelligent Leaders important?
- Trends and changes – employees expect more
- Confidence building and maintenance to take more action when it is needed
- Change unwanted behaviors and emotions
- Improving decision making strategies for wiser choices

WORKSHOP STYLE:

A mixture of short presentations, interactive discussion, individual exercises and group work. The emphasis throughout is on a practical approach using case material and examples.



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