

COURSE DESCRIPTION

Collaboration and Emotional Intelligence

[掌控情商 – 促進職場合作]

Duration : 0.5 day

IQ, technical skills and experience, in combination, contribute to employment competence. When IQ is combined with EQ (Emotional Intelligence) it invariably achieves significant efficiency in any given work situation. Practising EQ increases the ability to be flexible in adapting one's innate skills and experience, and to motivate oneself as well as others. Can EQ be learnt? YES, It can.

Objectives

IQ and technical skills are important to get measurable results. EQ is rated as doubly important for leaders to drive initiatives and performance. Can EQ be learnt? It can be learnt by developing five (5) components on two (2) levels:

1. Personal Competence

- Self-awareness – be candid, honest and realistic
- Self-regulation – control impulsive behaviours
- Motivation – surpass goals with dedicated commitment

2. Social Competence

- Empathy – consider feelings in decision making
- Social skills – bond, network and collaborate

Target Audience Supervisors and department heads

Methodology *Lecture, Exercise, Self-evaluation questionnaire, Discussion, Video, Energisers*

Course Content

1. Why EQ Matters

- Engage in an energizer to define EQ
- Learn the TLC formula – Trust, Likability and Competence
- Build self-awareness of EQ via a questionnaire

2. Set Focus with Self-Awareness

- Know one's strengths and set realistic goals
- Acknowledge feelings
- Follow beliefs and principles

3. Be Productive with Self-Regulation

- Learn biological switching to curb impulses
- Balance work and life to conserve calm energy
- Communicate with calm energy in negative situations

4. Surpass Goals with Motivation

- Watch a video to reckon how passion drives behaviours
- Acquire the GROW model to motivate self and others
- Discuss ways to raise commitment and self-esteem

5. Create Trust and Likability with Empathy

- Identify occasions to show empathy
- Learn the cascading method to practise empathetic listening
- Speak a language of empathy

6. Network with Social Skills

- Build rapport on commonality
- Know three steps in networking
- Learn conversation techniques