



First Select

Emotional Intelligence: Strategies for Success

Date	Venues	(\$Fees	Book your seat
14 Dec -18 Dec 2025	Kuala Lumpur	3300	Register Now

Objectives

By the end of the course, participants will be able to:

- Explain the nature and theories underlying Emotional Intelligence (EI)
- Identify their personal strengths and blind spots through self assessments
- Define the various EI competencies and identify areas for improvement as needed
- Practice empathy building skills with emphasis on active listening
- Assess the impact of different leadership styles and their associated competencies on organizational climate and bottom line results

Course Outline

Emotional Intelligence (EI)

- History: definition, theories and models
- Intelligence: cognitive intelligence
- Intrapersonal and interpersonal intelligence
- Emotional Intelligence defined
- Emotional Quotient (EQ) versus Intelligence Quotient (IQ)
- IQ and EI predictions
- Research findings
- Framework of EI competencies
- Daniel Goleman's competency framework

Self Awareness and Self Management: The Cornerstones of EI

- The impact of self awareness
- The impact of social awareness
- Self assessment and discovering your personality type
- Scoring and interpretation of results: the four dimensions
- Extra version and introversion
- Sensing and intuition
- Thinking and feeling
- Judgement and perception
- Dealing with various types

The Conceptual Model

- The competency framework
- The four competency clusters
- From self awareness to relationship management

The Competencies of EI

- Competency defined
- The competency iceberg
- The core of EI: self awareness
- Self management competencies
- Social awareness competencies
- Relationship management competencies
- Definitions and real life examples
- Core questions, underlying behaviors, and tips for improvement

Empathy: A Critical EI Competency

- Definition and examples
- Empathy and active listening
- The personal listening profile: determining your preferred approach to listening
- Appreciative listening
- Empathic listening
- Comprehensive listening
- Discerning listening
- Evaluative listening

EI Competencies and Leadership Styles

- The power of leaders: influencing organizational climate
- Organizational climate: the six components
- Correlation between EI competencies, styles, climate and results

Leadership Styles

- The six styles
- When best to use each style
- Impact of styles on climate and bottom line results

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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