

Behavioural Management and Emotional Intelligence

Date		(\$) Fees	
31 March -04 April 2024	Kuala Lumpur	3500	Register Now

Why Choose this Training Course?

Outward actions are often seen and noticed by others. This affects their responses and attitudes. Leaders who understand how outward behaviors affect employee satisfaction will experience breakthroughs in their teamwork and communication. In this highly participative course, you will become more aware of your behavioral patterns, and how to manage them. Based on the latest research on emotional intelligence and behavioral management, you will gain knowledge to be a better leader who is emotionally intelligent.

This training course will feature:

- Insights into emotional intelligence
- Importance of behavioral management
- Handling conflicts
- Key leadership skills for workplace success
- Managing pressure in the workplace

What are the Goals?

By the end of this training Course, participants will be able to:

- Identify their personal behavioral style
- Develop an awareness of others' behavioral patterns
- Recognize the benefits of emotional intelligence
- Discover how to manage their emotions
- Identify techniques for dealing with difficult behaviors

Who is this Training Course for?

Any individual keen on learning how to be emotionally smart in order to develop strong relationships and teams.

This course is suitable to a wide range of professionals but will greatly benefit:

- Individuals in leadership roles
- Individuals being groomed for leadership

- Individuals working together in teams
- Any person actively involved in interacting with others
- Any person interested to learn more about behavioral patterns

How will this Training Course be Presented?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes case studies, interactive activities, exercises and instructional videos.

The Course Content

Day One: Learning a different “Smarts”

- Emotional Intelligence defined
- Intrapersonal and Interpersonal skills
- Emotional Intelligence in the workplace
- Your emotional intelligence style
- Validating emotions in others
- Emotional intelligence for behavioral management

Day Two: Behavioral Management for Workplace Success

- Getting organized for peak performance
- The power of behavioral change
- How to change our perspective
- Setting goals for behavioral management
- Stopping procrastination
- Workload analysis for time management

Day Three: Communication for Conflict Resolution

- Understanding conflict
- To talk or not to talk
- Preventing conflict problems
- Core reasons for conflicts
- Assertive anger for handling conflicts
- How to de-stress during conflict

Day Four: Self-esteem for Achieving Success

- Stages of human development
- Self-esteem definition
- Building confidence in others
- How to create positive impressions
- Increasing your self-esteem
- Controlling your thoughts

Day Five: Managing Pressure with Emotional Intelligence

- Causes of workplace pressure
- Identifying pressure points
- How to recognize others' emotions
- Coping with stress
- Expressing yourself while under pressure
- Developing a personal action plan



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