

Emotional Intelligence

The Emotionally Intelligent Manager

EQ, our ability to manage ourselves and others around us, is the single greatest contributor to personal excellence and leadership.



In a survey carried out by Six Seconds, an international not-for-profit organisation, leaders were asked to identify the key challenges in the workplace today. The survey finds that in 2007 “soft” issues such as finding and keeping talent are over 3 times as prevalent as “hard” issues; leaders are twice as concerned about leadership than all other issues combined; and Emotional intelligence and feelings of team- and non-team-members were among the most important resources an organisation has in addressing challenges and reaching goals.¹

Thanks to extensive EQ research in the last 10 years, it's now recognised that high-performance organisations' distinguishing factor in success is increasingly the ability of their leaders to maximise employee potential. Roughly 50-70% of how employees perceive their organisation's climate can be traced to the actions of the leader.

This course works on three levels: know oneself, know others, and inspire others.

Course objectives

- Utilise the power of positive thinking within yourself
- Understand how your brain affects your behaviour
- Gain a deeper understanding of your impact on the people around you
- Coach others to develop potential
- Motivate yourself and those around you to higher performance

Note: This course involves completing a 360 feedback before the course.

Course outline

1. What is EQ and why is it important
 - The business case for EQ
 - What it means for you
 - Inventory take – what does your 360 tell you about yourself
2. The Science Bit
 - How your brain works
 - Biochemical reactions and their effects
 - What to do about it

85-95% of the difference between a “good leader” and an “excellent leader” is due to emotional intelligence.

Daniel Goleman, 1998

Your notes and resources will certainly be useful as we strive to improve our coaching and mentoring skills. It was a pleasure attending your programme. In fact, I had to put into practise some of your teachings the very next day - it certainly helped improve my confidence level with the team.

Client feedback



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3. The EQ model – Think, Feel, Act
 - Exploring the model
 - Using the model as a coaching tool
4. Keeping it together
 - Techniques for keeping it together during difficult times and challenging relationships
 - Dealing with others' emotions in conflict situations
 - Business simulations using personal case studies
5. Developing others – coaching with EQ
 - Sensing what others need in order to develop
 - Acknowledging and rewarding people's strengths, accomplishments, and development
 - Giving useful feedback
 - Setting stretch goals - assignments that challenge and grow a person's skill
6. Goal setting and planning
 - Polishing your character strengths – brief presentation

People don't leave companies; they leave leaders.

Richard Leider



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