

APPLYING EMOTIONAL INTELLIGENCE AT WORKPLACE
16-17 MAY 2018 (WEDNESDAY-THURSDAY), 9.00 AM – 5.00 PM
@ Sunway Hotel Seberang Jaya, Penang

Introduction:

The current fast-moving world has caused many changes in our daily life. These rapid changes have impacted the industry sector such as the increased expectation of consumers in product variability and quality. Therefore, the suppliers have to diversify and upgrade their products and services as to fulfil the market demand. The high expectation of consumer may have caused employees at all levels unable to adapt such condition, which can potentially attribute to work stress and emotional disturb which may cause disharmony at workplace. The effectiveness of the employees to handle their own emotion and manage their stress is essential to ensure relationship among the employees are well maintained and their work can be done smoothly.

Program Overview:

The purpose of this program is to focus on self-awareness of emotion than to increase participants coping skills by understanding their own feeling, apply proper methods toward high EQ at work. Remember, you are your emotion. This program would be based on the approach of human behavior to inspire participants' potential so that his/her work performance is up to optimal level. In this training, the participants will involve in role-play exercise, so that they can apply what they have learned practically. Some effective NLP techniques will be used in the training to ensure that the participants can learn deeply and enjoy the entire training process.

Target Group: All levels of employees.

Learning Objectives

In this program, participants would learn to:

- (a) Clearly understand the functions of the mind and would be able to take charge on it;
- (b) Have better understanding of EQ;
- (c) Build up an inner strength towards higher challenges;
- (d) Clearly understand the emotion affects work performances;
- (e) Clearly understand own emotion;
- (f) Be able to handle emotion effectively;
- (g) Enhance work performance by setting up excellence state at their work place.

Program Delivery Methods:

Classroom based. All topics will be covered by way of lectures, presentations, interaction, group discussion, role-play exercises.

Course Content

Module 1: The Mind

- ✓ Introduction of Mind;
- ✓ The functions of Mind;
- ✓ The Conscious Mind;
- ✓ The Unconscious Mind;
- ✓ The effects of Mind on Stress and Emotion.

Module 2: Emotional Quotient (EQ)

- ✓ Introduction of Emotion;
- ✓ Why Emotional quotient is important to overcome stress?

Module 3: Techniques To Overcome Stress

- ✓ Possible root causes of Stress;
- ✓ Self-awareness;
- ✓ CBT;
- ✓ SCORE Model.

Module 4: Framing

- ✓ What is Frame?
- ✓ Types of frame;
- ✓ Reframing.

Module 5: Setting Up Constructive Emotion

- ✓ Identify your emotion;
- ✓ Eliminate negative emotion;
- ✓ Setting up positive emotion.

Module 6: Motivation

- ✓ Setting up your direction;
- ✓ Anchoring;
- ✓ Self-relaxation exercise.

**HRDF Claimable under
SBL Scheme**



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Course Leader

Mr. Bryan Chew has more than five years' experience in training and coaching people to achieve a mission of outstanding work performance. Bryan had worked as a production supervisor in a multinational company after the completion of his first degree in 1992. He had been promoted to a senior position in 2000. He had later quit his job in a manufacturing line and started a new career in direct selling. He had become the top distributor of the multinational direct selling company from 1998 to 2005 and received several awards including the Car Fund Qualifier (1998), the Diamond Ambassador (1999), the Most Improve Distributor of the Year (2000), the Bull of the Wool (2001), the Double Diamond (2002), the President Cup Award & the Bull of the Wool (2003), the Distributor of the Year (2004) and the Crown Diamond (2005). Bryan had left direct selling company in 2009 and started his professional career as a full time trainer since then. Bryan is also a qualified Hypnotherapist from IACT of USA and a practitioner member of AHPM, Malaysia. Apart from his professional career, he is a volunteer to a non-profit organization in providing emotional support to the people in the society. He has also conducted several non-profit motivation trainings for school children pertaining to academic success. With his experience in corporates and NGO, Bryan would be able to conduct training effectively for meeting his customer's requirement.

To date, thousands of employees from both multinational and local companies in Malaysia have attended the courses conducted by Bryan. The following are some of his famous courses: 1) Sales and Motivation, 2) Customer Service, 3) Stress and EQ Management, 4) Positive Attitude At Work, 5) Supervisory and Leadership Skills, 6) NLP and Hypnosis, 7) Self-breakthrough Towards Excellent Performance and 8) Team building "One Team One Goal". Since each company has its own mission and vision, new courses will be designed and developed as to meet the company's needs. With his famous quote "Nobody is stupid, there is only the reluctance of learning", Bryan always emphasizes on self-improvement to his participants irrespective of their position level in the company.

Below is a list of companies that have attended Mr. Bryan Chew training:-

WD Media, Sanminar-SCI, Cinson Auto Parts, Foong Chi Group of Companies, SafetyWare, NASTAH, TORTO FOOD, Thunder Print, Fujikura Federal Cables, Grand Inter Mark, Ban Kah Chai Group, Paramount Property & Engineering, KW Precision & Aquatic, Game Pro International, Myaunew, MaxPine International, Stareast Wedding, G-Shank Enterprise, Sen Lee Industries, MMC Gamuda, Flextronic, Nibong Tebal Paper Mill (NTPM), OPTOTRONICS SDN.BHD., OSK Properties Sdn. Bhd., The Star Publication, Sunrise Paper Sdn. Bhd., Darco Industrial Water Sdn.Bhd., TPLI Industries Sdn.Bhd, Smithers-Oasis Malaysia Sdn Bhd, HKV (M) SDN. BHD., Vicnahlim Transport Service Sdn.Bhd., Edutex Trading Sdn. Bhd., GANO EXCEL International, Fimar JOT Sdn Bhd ,SCOPE Manufacturer (M) Sdn. Bhd., Thong Guan (M) Sdn. Bhd., OSK Properties Sdn. Bhd., Sirijaya Industries Sdn Bhd., TANJONG EXPRESS SDN.BHD., MY SOFTWARE SOLUTIONS SDN.BHD., Ichi & Metric Marketing Sdn Bhd., UPA PRESS SDN.BHD., Tashin Steel Sdn.Bhd., SIN ENG ANN Mobile Crane Sdn.Bhd.Full Accessory Enterprise, MEso Skin Care & Marketing Sdn.Bhd., QUILL AUTOMOBILES Sdn. Bhd., TYONN Industries Sdn. Bhd.

Investment / Participation Fees

Normal fee: RM 800.00 / participant

10% group discount for three (3) or more registered participants from the same company or subsidiaries

REGISTRATION FORM



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No.	Name of Participant(s)	Designation	Vegetarian? (please tick ✓)
1			
2			
3			
4			
5			
6			



REGISTER NOW!

flexiEdge Training PLT
Shoplot No. 9, Ground Floor,
Hotel Equatorial Penang,
1, Jalan Bukit Jambul,
11900 Bayan Lepas, Penang.
Tel/ Fax: 604-646 8377

Registration Submitted By:		
Company Name:		
Company Address:		
Contact Person:		Designation:
Tel:	Fax:	Email:
Payment: Enclosed herewith Cheque/ Bank Draft (No. _____) amounting to RM _____ for () participant(s), crossed and made payable to "flexiEdge Training PLT". OR Bank in / transfer to our CIMB Bank A/C No.: 800 794 3431 and send us the bank in/ transaction slip.		
Kindly send your completed registration form through email to Ms. Felicia Tham/ Mr. Quah Eng Siang at administrator@flexiedge.com.my or through fax to 04-646 8377. For further enquiry, please contact Ms. Felicia Tham/ Mr. Quah Eng Siang of flexiEdge Training PLT at Tel: 04-646 8377/ 012-479 8377/ 013-588 3355		
Terms and Conditions		
1. Fees are inclusive of program kits, refreshments, lunch and certificate of attendance. 2. Program confirmation will be notified through email before the program date. Kindly ensure the email provided is reachable. Please check your email, read the details especially the date, time and final venue and acknowledge the confirmation notification. 3. (a) Cancellation / notice of withdrawal must be given in writing (email) to us before program confirmation, no fee shall be charged. (b) No cancellation is allowed once our program confirmation is emailed to you. However, if registered participant is unable to attend, replacement is allowed. No-show shall be fully billed. No refund if participant/ replacement does not turn up on the training day. 4. flexiEdge Training PLT has the right to change the dates, time, venue, course leader or cancel the scheduled training due to unforeseen circumstances beyond its control.		

*This program can be customised for In-House Training upon request.
 Please contact Ms. Felicia Tham/ Mr. Quah Eng Siang @ 04-646 8377/ 012-479 8377 or email us at administrator@flexiedge.com.my
 for more details or proposal.*