

Six Seconds
Emotional Intelligence Conference 2011

Living EQ

Emotions Drive People :: People Drive Performance

10 & 11 November 2011
The Pines
Singapore



Come and learn about effective workspace applications with Six Seconds Emotional Intelligence in communication, coaching, selling, teamwork, team effectiveness, relationships, customer service, developing and retaining superstars, human capital development, leadership and more.

“Living EQ”

features business people and professionals showing how EQ produces results that increase profits, make employees/families/schools happier, safer and more successful, increase resilience, and improve leadership as well as team effectiveness.

The sessions will be devoted to sharing about the 6 Seconds Model of EQ, the competencies and how they help build and integrate awareness, action and purpose in our lives. Practitioners will share EQ applications and real-world examples of getting better results by using Emotional Intelligence.

Emotional Intelligence (or EQ) is the groundbreaking science of being more effective with feelings. Emotional Intelligence is the key ingredient to increasing personal performance and organizational productivity. Harvard Business Review calls it ‘a paradigm shattering idea’ because these practical, measurable skills transform the way people engage with their own and others’ emotions to lead, connect, solve problems, and build trust. Unlike the imitators, Six Seconds is the original Emotional Intelligence organization – the only truly global network with over a decade of full-time, proven experience with a rigorous, practical, and transformational approach to making EQ work. 10 country offices. Dozens of published tools, assessments, books, and resources. 14 years partnering with clients such as HSBC, the UN, and FedEx. Top scientists on the Advisory Board. Get the power of emotional intelligence – from genuine experts – in this engaging, fun, and powerful conference.

Take Away...

- What is Emotional Intelligence?
What’s new?
- Why does EQ matter?
- How does Six Seconds’ approach work?
- What are practical examples of gaining benefit from EQ?
- How can I use EQ and Six Seconds tools to take my work further?

Hi, welcome to our second EQ Conference held in Singapore. The “Living EQ Conference 2011” has all the necessary ingredients for someone wanting to know how EQ applies in business, family, relationships, school and society in general. The themes are specially chosen to reflect how EQ acts as a supercharger in your life and you will walk away with nuggets of advice from those who have been teaching, coaching and mentoring people with personal and business challenges. Whether you had learnt EQ ten years ago or just picked up a book recently, the sessions will provide you with a multi-faceted view of what and how it applies in the many aspects of society where we live and breathe.

At this conference, you will:

- Acquire new clarity about the applications of EQ and how by taking a few simple steps, you can witness breakthrough results in any area of your life.
- Have an in-depth understanding of the 6 Seconds Model and how it can be used so easily in the everyday challenges you face.
- Gain a richer understanding about how successful people make EQ an essential ingredient of their daily living, at work, at home, with their families and in their relationships.
- Experience exercises in all sessions that pertain to events and incidents that we all have had challenges in.
- Be equipped with tools and strategies that you can walk away and use immediately.
- Meet like-minded people from different institutions wishing to make a concrete shift in the lives of people.

There will be a full display of products from 6 Seconds: books written by a couple of speakers, card games, profiling tools and recommended products from experts in the field. You will be introduced to a range of interventions by the speakers if you wish to follow up after the conference.

I hope you will take full advantage by attending this EQ Conference, the only one of its kind in Asia!



Granville D'Souza, DBA
Regional Director
6 Seconds South East Asia

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CONFERENCE SPEAKERS



Josh Freedman

COO, Six Seconds Global.
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Emotional WHAT? The Powerful Science Of Emotional Intelligence

We've all experienced that emotions can push us to make terrible decisions – but that doesn't mean emotions are "bad". It means we haven't been smart with our feelings. Understanding the science of emotion offers important insight; when we know how feeling actually function, we can make better decisions – in our relationships, at work, as parents, and in our daily lives. What is emotional intelligence? Can it be developed? How? In this enticing introduction, you'll meet one of the world's leading experts on putting emotional intelligence into action, and you'll take away specific, actionable steps that you can use to be smarter with feelings.

Take away answers to these important questions:

- What is emotional intelligence?
- Why does EQ matter?
- How can emotional intelligence be developed?
- What is the Six Seconds Model and how does it work?
- What are some practical steps for becoming more effective with emotions?



Granville D'Souza, DBA

Regional Director, Six Seconds South East Asia.
Speaker, Author and Therapist.
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How To Have EQ Conversations With Anyone: The Art Of Coaching And Communicating Casually

Have you ever been approached by someone with a difficulty and your immediate reaction was to give advice, solve the problem for them and look into your past to dig out the same solutions you used for yourself? Or perhaps, you wanted to help so much but just didn't know how? Or maybe you started asking questions but mid-way, you got caught in your own process and did not know how to move on? How do you coach with ease because no one likes being interrogated? The ideas that will be shared in this session will teach you how to facilitate a Coach conversation or a simple dialogue. While each participant will be profiled using the 6 Seconds Profile (SEI), you will learn how to have EQ conversations with or without the SEI. You will be introduced to a process of having informal conversations and dialogues that typify what coaches do but with an element of informality and fun.

In this session, you will be able to:

- Understanding the 6 Seconds Model in depth.
- Use the 6 Seconds Coach Cards.
- Learn a useful set of questions to use any time.
- Learn short activities that facilitate coach conversations to solve problems.
- Learn skills to coach intuitively.



FC Law

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Leading With Emotional Intelligence: Walking The Walk

Emotional Intelligence is the ability to effectively manage ourselves and our relationships with others. They include self-awareness, self-management, empathy, motivation, resilience and self-direction. When properly mixed together, they form the powerful ingredients that will sustain successful leadership. In the Six Seconds 2010 Workplace Issues Survey, leaders of the corporate and business community from around the world who had participated in the exercise identified 2/3 of their daily challenges as being relational/people related. But sadly, only 8% of these leaders feel that they are fully trained and prepared to deal with such issues.

In this short session, you will gain powerful insights into the following:

- How can I become more effective as a leader?
- How do I engage my team members more proactively?
- How can I communicate decisions to become more successful?
- How do I strengthen my credibility as a leader?
- What can I do at my next team meeting to improve morale and performance?



Sue McNamara

Managing Director, Six Seconds Education SEA.
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“Why Did I Do That?” Becoming More Intentional In Our Actions Through EQ

London, July 2011, the UK witnessed rioting on the streets. The youngest person arrested was just 7 years old. Another, an athlete, an Olympic envoy, was arrested for vandalizing a police vehicle and burglary. When asked why she became involved her answer was, “I don’t know why I did it”.

How many times as a leader, an educator or a partner have you thought, why did I do that? Equally how many times have you had the same reply from a colleague, student or partner? When we act without thinking it can lead us to do or say things we later regret. These reactions can cause serious damage.

In this session you will learn significant insights. Insights which will enable us, as individuals and as a society, to affect more positive results in our workplaces, schools and homes. The session will include learning surrounding:

- The neuroscience behind why humans react.
- Tools to assist with overriding reactions in order to become more intentional in our actions, choices and interactions.
- How patterns of behaviour are formed.
- Identification of existing patterns in yourself and others.
- How to replace existing negative patterns with positive, beneficial behaviours.



Lea Brovedani

Professional Speaker and a Master Trainer in Emotional Intelligence.
President of Sagacity Consulting.
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The Impact Of Trust On Performance And Profitability

Each of us has innate qualities that can be nurtured to strengthen our trust relationships and build teams that work together with compassion, trust, and harmony. When you increase trust, you allow people to do their best with faith and trust in the organization, its leaders, and its people, instead of spending time watching their backs. By the end of this session, you will be able to assess the level of trust in your sphere of influence and you will have learned several communication techniques for improving trust.

Learning objectives:

- Understand what trust is and the impact it has on productivity.
- Acquire a basic understanding of emotional intelligence using the 6 Seconds Model of Know Yourself, Choose Yourself and Give Yourself.
- Enhance your trust abilities and use and communicate emotional language.
- Learn the 4 C’s of trust.
- Discover key techniques for improving the trust environment.



Raymond Phoon

Raymond Phoon is an Author, Sales Psychologist and International Sales Speaker. He is also the President of Certified Sales Professional Singapore/Malaysia and Managing Partner of The PowerUpSuccess Group.
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Emotional Intelligence, The Key To Hiring Sales Superstars

Hiring the right Salesperson is perhaps one of the most critical task that any sales leader, recruiter or business owner has to manage. Find and position the suitable candidate in place; and your business will skyrocket. Hire the wrong one, and you might as well throw thousands of dollars into the drain, to say the least.

This session provides leaders, managers and business owners with valuable EQ insight to mitigate these challenges early – at the time of hiring. When it comes to hiring your Sales People, the cost of failure is simply unfathomable.

In this session, you will:

- Understand why EQ is so important in hiring the right Sales Candidate.
- Discover how to map the most appropriate mix of cognitive, emotional and behavioural harmony for the ideal Sales Candidate.
- Learn how to develop EQ-based interview questions that unearth important insights about the suitability of the Sales Candidate.



Amanda & Ian Moody

Amanda is Assistant Director of the Professional Development Centre for the British Council in Singapore. Ian is Head of Counselling at the United World College of South East Asia, Singapore. They have been married for 26 years, have 2 children and are currently living in Singapore. amanda.moody@britishcouncil.org.sg (Amanda) / imo@uwcsea.edu.sg (Ian)

Transforming Relationships At Work And Home

This is a fun and entertaining EQ workshop that looks at the similarities and differences between the relationships we experience both at work and at home. Using the 6 Seconds Model for EQ, participants will identify specific emotions and their intensity in situations at work and home. The highlight of the session will be hands on practice with the think/feel/act model in work and home scenarios. We will finish with a de-brief and some final take-away conclusions.

- Understand the nature of different relationships at home and work.
- Acquire a basic understanding of emotional intelligence using the 6 Seconds Model of Know Yourself, Choose Yourself and Give Yourself.
- Enhance your ability to identify and communicate emotional language.
- Identify different ways to transform relationships at home and at work.



Jonathan Low

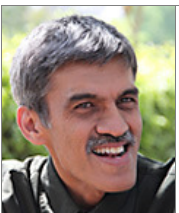
Managing Partner of PowerUp Learning Academy, Treasurer of the Global Speakers Federation and the Immediate Past President of the Malaysian Association of Professional Speakers (MAPS). jonathan@powerupsuccess.com

To Serve Or Not To Serve? The Emotional Intelligence And Relationship Mastery Factors In Delivering Superior Customer Experience And Loyalty

Managers can easily be distracted by administrative requirements of running a team. In the end, skill development, EQ appreciation and relationship mastery contribute the most to retaining service performers, service champions and the bottom line. The key to building a great service team is directly related to the engagement and emotional intelligence skills of the manager. Great leaders and managers recognize the necessity to understand, relate and communicate with a wide variety of people for a great service experience. The great manager also recognizes that each person is motivated and responsive to different stimuli and has different needs.

In this session, you will be able to:

- Achieve personal mastery and ownership in making the “Possibility” a “Reality” for higher service productivity, engagement and loyalty.
- Build key and meaningful relationships that matter, centre around EQ, in achieving impeccable service experience and breakthrough in interpersonal and business relationship.
- Learn three different ways to motivate and develop the capabilities of your individual Service Champions.



Kiran Gulrajani

Chief Ecological Officer, CoEvolve. kiran.gulrajani@CoEvolve.in

Conscious Capitalism And Emotional Intelligence

World over, there are clear indications of the end of business-as-usual. The new world corporate houses are fast reinventing and redefining themselves. And the new mantra is Emotional Intelligence and Consciousness. CEOs, CXOs and senior leaders in the world of business, education and social enterprise and equally Consultants, Coaches and Facilitators are waking up to the significance of co-creation and consciousness. These conscious businesses have out-performed business-as-usual by 900% as revealed in the path breaking book, “Firms of Endearment” by Raj Sisodia et al.

Kiran will enable you to experientially discover:

- A practical and subtle rendition of the 6 Seconds Model: specifically the 4 essential skills and attitudes which enhance empathy, emotional literacy and intrinsic motivation.
- A simple and profound coaching tool for taking your organisation or consulting practice to a new height of excellence.
- 2 vital shifts that can transform a “Relationship” to an “Elationship”.
- Discover how Presence and Awareness can enable Greatness can bring Noble Goals alive!
- 4 tenets of Conscious Capitalism and the deep linkages to the 6 Seconds Model.



Belinda Charles

Dean, Academy of Principals (Singapore).
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EQ: The Other Intelligence Needed In School

In school, students do not just learn to understand, organise and analyse content in different subjects. They also grow in self management and in their relationships with each other. As such, a curriculum for Emotional Intelligence has become critical both for the students as well as for adults in their lives, including teachers and parents.

In this short session, using the 6 Seconds EQ framework, you will gain insights into:

- How teenagers get motivated and focussed.
- How to guide and manage students/teenagers effectively as teachers/parents.
- How to help parents with their teenage children.



Tan Huat Chye

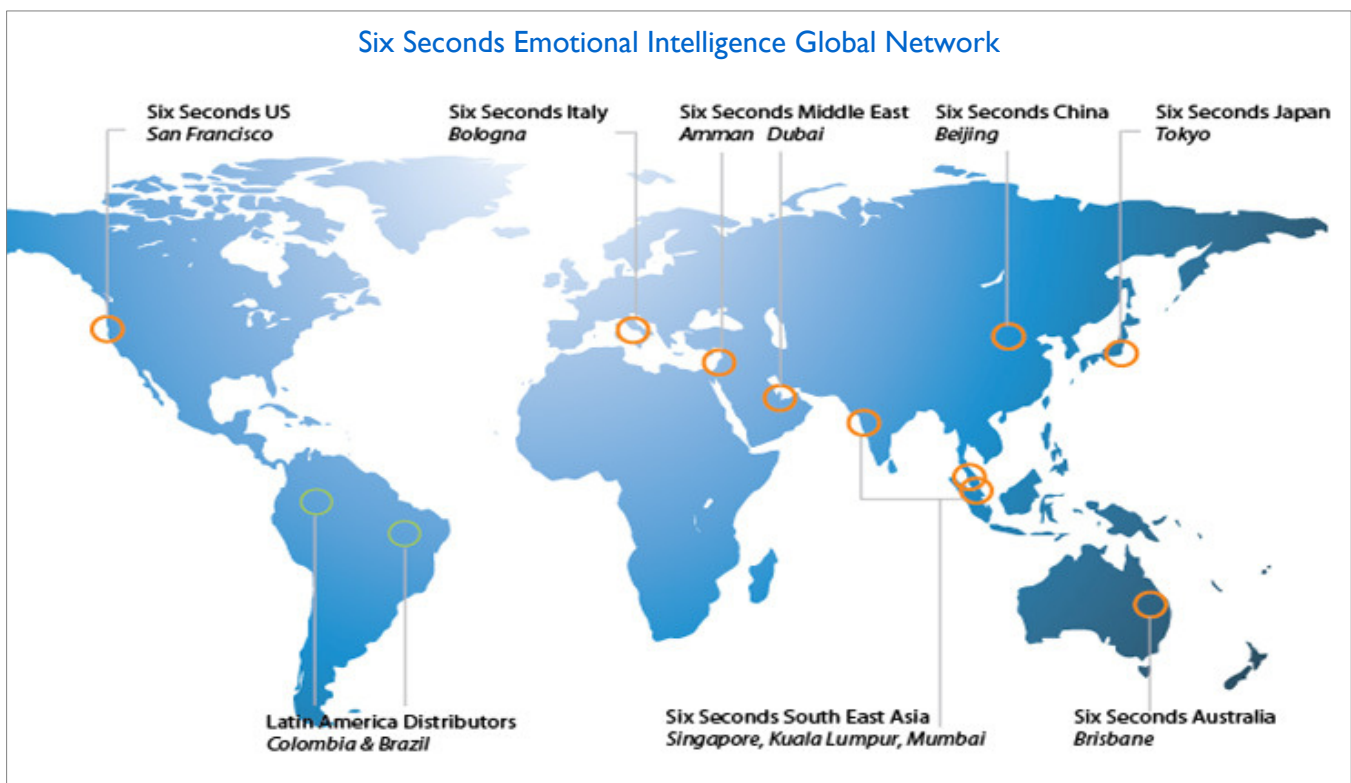
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Creating Great Relationships @ Work With EQ

Working in team can be challenging and complicated. The ability for team to work effectively depends significantly on how each individual empathizes and manages each other. To achieve this, each team member needs to understand the underlying drivers (motives) of behavioural patterns and the possible triggers to Amygdala Hijack of his/her team members. Through the usage of 6 Seconds EQ principles such as Apply Consequential Thinking; Navigate Emotions and Increase Empathy, team members can learn to better manage emotions at work. Such awareness and application enhance the development of empathy and contribute to the positive working relationship in team.

Huat Chye will show you core skills in applying EQ for better relationships at work:

- The Team Intervention (Using the Personal Motivational Questionnaire – PMC).
- Knowing individual's Motive profile is key in understanding the driving force behind each individual's behaviour.
- Understanding and recognizing "behaviour patterns".
- Working with others requires applying the Six Seconds EQ Principles for positive work relationships.



10 NOVEMBER 2011

8:45 - 9:00am	Registration.	
9:00 - 9:15am	Introduction to Speakers, Icebreaker & Getting To Know You.	
9:15 - 10:30am	Keynote with Joshua Freedman. Introduction to the 6 Seconds Model of EQ and putting it into action.	
10:30 - 10:50am	Networking & Tea.	
10:50 - 12:10pm	Emotional Intelligence, The Key To Hiring Sales Superstars. Speaker: Ray Phoon.	EQ: The Other Intelligence Needed In School. Speaker: Belinda Charles.
12:15 - 1:45pm	Lunch.	
1:45 - 2:00pm	Energiser.	
2:00 - 3:15pm	Creating Great Relationships @ Work. Speaker: Tan Huat Chye.	Conscious Capitalism & Emotional Intelligence. Speaker: Kiran Gulrajani.
3:20 - 3:40pm	Networking & Tea.	
3:45 - 5:00pm	Panel Discussion: Josh Freedman, Granville D'Souza, FC Law, and Sue McNamara.	

11 NOVEMBER 2011

8:45 - 9:10am	Breakfast & Networking.	
9:15 - 10:30 am	Understanding Your EQ Profile by the 6 Seconds Team.	
10:30 - 10:50am	Networking & Tea.	
10:55 - 12:15pm	To Serve or Not To Serve: The Emotional Intelligence & Relationship Mastery Factors In Delivering Superior Customer Experience & Loyalty. Speaker: Jonathan Low.	Transforming Relationships At Work & Home. Speakers: Amanda & Ian Moody.
12:15 - 1:45pm	Lunch.	
2:00 - 3:15pm	Leading With Emotional Intelligence: Walking The Walk. Speaker: FC Law.	"Why Did I Do That?" Becoming More Intentional In Our Actions Through EQ. Speaker: Sue McNamara.
3:20 - 3:40pm	Networking & Tea.	
3:45 - 5:00 pm	The Impact of Trust on Performance & Profitability. Speaker: Lea Brovedani.	How To Have EQ Conversations With Anyone: The Art of Coaching & Communicating Casually. Speaker: Granville D'Souza, DBA.
5:00 - 5:30pm	Closing: Key Ingredients for EQ Transformation with Josh Freedman.	

Note: Conference agenda subject to change without notice.

14 to 18 NOVEMBER 2011: EQ CERTIFICATION (Post-Conference)

Engage in a transformational experience of personal and professional growth with a world class team of emotional intelligence educators. This five-day intensive course prepares educators, trainers, consultants, teachers, managers, and counsellors to develop and deliver highly effective EQ learning experiences and make more compelling presentations on EQ. Five full days of hands-on, dynamic instruction, activities, practical projects, networking, laughter, and learning.
Email: info@6seconds-sea.com

Living EQ

Six Seconds Emotional Intelligence Conference 2011

Date: 10 & 11 November 2011.

Time: 9.00am to 5.30pm.

Venue: The Pines, 30 Stevens Road. Singapore.

Conference Fee

Early Bird Fee: SGD550 if registered by 5 October 2011.

Normal Fee: SGD650 for those who register after 5 October 2011.

Group Discount: SGD480 each for those signing in groups of 3 or more.

Special Discount: SGD480 for EQ Network members (those who've completed the certification).

Complimentary

- Lunch plus coffee/tea breaks.
- SEI Profile worth USD60 for each registered participant.

Registration & Payment

Web: www.6seconds-sea.com

Email: Catherine Chua (cat@6seconds-sea.com).

Phone: Call: (+65) 9112 6082.

Payment By Credit Card: Register before 5 October 2011 to enjoy Early Bird Fee of only SGD550.

Payment By Cheque: Please make cheque/bankdraft payable to "6 Seconds SEA Pte Ltd" and mail it to:

6 Seconds SEA Pte Ltd

33A West Coast Park

#03-39 Botannia

Singapore 127727

Registration Form: Six Seconds Emotional Intelligence Conference 2011 "Living EQ"

Name	Position	
Name	Position	
Name	Position	
Name	Position	
Name	Position	
Company		
Address		
Phone	Fax	Email
Cheque For (SGD) enclosed.	Date

Make Cheques Payable To: "6 Seconds SEA Pte Ltd".
33A West Coast Park, #03-39 Botannia. Singapore 127727.

To Register: Print & fax this form to (+65) 6474 1647.

Important Note:

- Registration and payment must be made on or before due date to enjoy discounts.
- If the nominated participant is unable to attend, the registration can be transferred to a new delegate.
- For guaranteed seats, full payment is required before the event.
- On-site registration with payment is subject to availability of space.
- Information correct at time of printing, however 6 Seconds SEA reserves the right to change speakers, sessions or programmes in the event of unavoidable circumstances.
- Cancellation 45 days before event: 60% of fee will be refunded. Cancellation 30 days before event: No refund but substitutes are welcome.