

# Leading With Emotional Intelligence

An engaging two-day program where participants develop Emotional Intelligence (EQ) to increase their effectiveness at the “people side” of leadership.

The course features a unique approach to learning that’s been effective for thousands of professionals from six continents. The methodology comes from a curriculum called “Self-Science”, identified in Daniel Goleman’s 1995 best-selling book, *Emotional Intelligence*, as one of two models for teaching EQ. This approach is research-based, time-tested, and proven effective.



## Synopsis

Both managers and leaders are critical to the success of organizations. In an era of rapid change and complexity, organizations are finding they need more leaders who can engage staff to take responsibility for creating results for themselves, their teams and the organization. Most managers have a high level of expertise on the technical side of their work, but few have substantial training in the human side of the job. Emotional intelligence provides powerful insights and tools essential for transforming managers into leaders.

Emotional intelligence (or EQ) is the capacity to effectively use emotions, and it's a key differentiating factor of successful leaders. Why? Because relationships are at the heart of workplace performance, and EQ skills are what makes effective relationships thrive. Few training programs or workshops have the potential to make a significant difference in how participants perform on the job. This training program can.

Studies vary, but all indicate that emotional competence accounts from 70 to 80% of the difference in leadership success. Maybe that's why thought leaders like Jack Welch (past CEO of GE) and Warren Bennis (leadership authority and author) and hundreds of others all agree:

"No doubt emotional intelligence is rarer than book smarts, but in my experience it is actually more important in making a leader."

Jack Welch

"In the fields I have studied, emotional intelligence is much more powerful than IQ in determining who emerges as a leader. IQ is a threshold competence. You need it, but it doesn't make you a star. Emotional intelligence can."

Warren Bennis  
Author of *Becoming A Leader*

## Target Audience

Managers and anyone leading a group of people / teams. Experienced managers as well as new managers will find this program valuable.

## Agenda

- **EQ Leadership:** Introduction to the EQ competencies that great leaders possess.
- **Know Yourself:** Increase self-awareness and your ability to decode the hidden language of emotions.
- **Choose Yourself:** Increased ability to assess your options, follow your intentions to walk the talk.
- **Give Yourself:** Build loyalty through empathy and engage the power of intrinsic motivation.
- **Into Practice:** Develop a Professional and Personal Development Plan for applying EQ on the job.

## Methodology

- Activities to access feelings.
- Problem definition and discussion.
- Reflection and Group work.
- Viewing of movie strips, documentaries and excerpts, real life experiments.



## Objectives

- To provide an understanding of why EQ matters greatly in leadership.
- Participants will learn how to understand the messages behind their emotions and how to make decisions when in tune with them.
- Participants will understand how to read emotional cues in themselves / their charges and how to respond accordingly.
- Participants will learn how the greatest leaders think when faced with conflict and tough decisions.
- Participants will understand how their leadership values, attitudes and behaviour impact on their own motivation to lead.
- Participants will understand the importance of engaging leadership, how to influence and evoke feelings of enthusiasm in their staff.
- Participants will be able to use practical tips and techniques that would enable them to have better control of their impulses and exercise self-control.
- Participants will practice empathic listening and communication and how it impacts when dealing with staff.
- Participants will learn the difference between positive reinforcement and negative reinforcement and how this affects staff performance.
- Participants will understand the value of optimism, how to practice it and make it a feature of their leadership.
- Participants will be taught the importance of a Noble Goal as a leader so that this mission drives them to be purposeful and visionary.

## Program Features & Benefits

- Two intensive days of training with leading experts in emotional intelligence development. The training will provide both an intellectual and a gut-level understanding of emotional intelligence while delivering practical tools that allow you to develop and apply EQ on the job.
- A workbook with resources and tips for learning more about how to improve your emotional competencies as a leader.
- Become more aware of your own emotional intelligence with the SEI assessment.
- Better understand why emotional intelligence improves leadership effectiveness.
- Know the meaning of emotional intelligence and a model for using the concept in their work and life.
- Increase self-awareness by learning about emotions and patterns.
- Develop a Professional and Personal Development Plan for applying EQ on the job.

## What People Are Saying About 6 Seconds

"The time spent with you is definitely value for money! I have learnt to be a much better leader after doing my EQ and other Personality profile, especially coping with stress and learning how to further leverage on my strength. With that I am confident that I can excel very well in any organisation. Great training and great guidance! Thanks!"

Ailene Lee  
Vice President of Sales  
Sales & Marketing Division  
Singapore Post Limited

"I attended the course Leading with Social and Emotional Intelligence conducted by Granville D'Souza. To simply sum it up, EXCELLENT! Granville is a very friendly, knowledgeable and engaging speaker that is full of energy and enthusiasm. I learn a lot about how the mind and the heart works, the emotional part of us, conquering fears and frustration. It is really cool! Gran parted his experience and training to us and with some practice, it has help me look at issues, cases, situations from a very different angle, thus enabling conflicts to be resolved much easier and more amicable. The course is a real eye opener, sort of thinking outside the box; compared to many other courses I have attended that tries to teach the typical method of resolving issues, this course is far superior to others and I would be keen for students to know this. The techniques to improve approachability, team building and positive reinforcements are excellent and I have recommended my leads to take advantage of this highly valued learning experience."

Peter Leow  
Head – PMO, ITIL Compliance and Security  
Regional Managed Services  
Fujitsu Asia Pte Ltd

"The most compelling seminar I have attended up to date. Dr D'Souza managed through his wit and charm to deliver mundane messages, and made these messages look alive! Keeping the attendees on the edge of their seat, wondering what good things will be happening next. Cheers!"

Jacqueline Lok  
Senior Manager  
Asiasoft Online Pte Ltd

"The Leadership With EQ was an excellent workshop where I learned more about Emotional Intelligence (EQ) and my Personality type. The 2 day workshop was fun, with lots of activities and examples to develop and improve one's understanding of EQ to navigate the many challenges at work.

Dr Granville D'Souza is not only an excellent speaker but a gifted facilitator who is able to encourage active participation from everyone. One unique point is the post workshop review with Dr Granville where he spent more than half an hour going through my EQ / Enneagram results and provided me with useful suggestions /actions as to how I can develop new and positive patterns in my life."

Victor Peng  
Senior Manager, Corporate Division  
Pacific International Lines (Pte) Ltd

"I truly enjoyed every minute of your seminar. The contents of your seminar is realistic and very applicable in work as well as in my personal life. It has definitely raised my self awareness and helps me to live each day happier and safer. I have benefited from it greatly and will not hesitate to recommend it to my colleagues and friends."

Annets Cheong  
Head, Human Resources  
HSH-Nordbank

## About The Presenters



### For Singapore: Dr Granville D'Souza

Granville is the Managing Director of 6 Seconds SEA Pte Ltd which he set up in 2003. Prior to that, he started Peak Performers Consulting Group in 1999 which presently specialises in Neuro Linguistic Programming (NLP) and various processes in therapy. He is responsible for starting 6 Seconds in Asia with a strong commitment to enabling others to cause positive change in themselves and others.

Equipped with knowledge and strategies to stir ideas into action through EI, in 2000, he embarked on his mission to accelerate self-worth, confidence and relationship building as the key areas for personal growth. Granville has been helping organisations to approach their strengths and weaknesses through coaching and facilitative workshops that delve into team and individual behaviour. He uses various psychological profiles like DISC, Harrison Innerview, Enneagram, MBTI and Baron's EQ-i to help participants understand innate behaviours and their personality traits. In addition, he actively uses EFT (Emotional Freedom Technique) to surface issues and help people cope with past incidents and challenges. His present programs are geared towards personal change and peak performance and include areas of Team Development, Communication and Behavioural Awareness, Emotional Intelligence, Coaching and Supervisory Leadership. Granville has a Bachelor of Arts, an MBA, and a Doctorate in Business Administration from the University of South Australia.



### For Malaysia: FC Law

FC is the Country Director of Six Seconds Malaysia and is also the founder of The Solutions Gallery, a company specializing in helping clients build stronger sales and service cultures. He has more than 20 years of extensive sales and marketing experience in creating business and implementing sales strategies to corporations of various sizes including large multinationals and local enterprises. Although tasked

primarily with marketing and sales responsibilities for over 20 years, FC has been actively training, coaching and facilitating in the various senior management positions he has held in best-in-class organizations such as American Express and Phileo Allied Group, even before he became a full time professional sales trainer in year 2000. FC specializes in powerful bottom-line impact sales programs such as Consultative Selling, Relationship Management, Trust-based Selling, Negotiation Skills, Sales Presentations, High Impact Selling (Advanced Skills) and performance development workshops such as Managing Change Beyond Reason, Creative Thinking and Problems Solving at the Workplace, Frontline Leadership, Teams Transformation through Leaders Coaching, Engaging the Inner Side of Effective People, EQ for High-Performing Teams and EQ Leadership for team leaders.

## Workshop Details

Date: 26 & 27 March 2012.

Venue: G Tower Hotel, No 199 Jalan Tun Razak, Kuala Lumpur, Malaysia.

Early Bird Fee: RM2150 (only applicable if full payment received by 17 Feb 2012).

Regular Fee (after 17 February 2012 onwards): RM2300.

Group Discount (3 or more): Less another RM150 per participant.

Includes Lunch and Tea Breaks.

Workshop Bonus: Detailed Personality Profile.

Special Bonus (for the first 10 who sign up): "EQ From The Inside Out:

Breakthrough Tools & Ideas For Living A Fulfilling Life" by Dr Granville D'Souza.

### Enquiries & Registration

Phone: (6-03) 5621 2178 or (6-03) 5621 2181.

Web: [www.6seconds-sea.com](http://www.6seconds-sea.com) Email: [julie.lai@6seconds.org](mailto:julie.lai@6seconds.org)

## Registration Form: Leading With Emotional Intelligence

REF:

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

Make Cheques Payable To: "THE SOLUTIONS GALLERY SDN BHD".  
No 110 (1st Floor), Jalan SSI4/I, 47500 Subang Jaya, Selangor D.E., Malaysia.

To Register: Fax this form to (6-03) 5621 2208.