

## INTRODUCTION

This specially designed training workshop will equip participants with the essential skills to enhance and improve their EQ and relational skills. EQ competencies are vital assets that every worker needs to be equipped with. This workshop will seek to greatly enhance your effectiveness in the workplace. Participants will be taken through a journey of self-awareness and self-improvement of their EQ skills. This workshop will equip participants with critical skills such as Emotional Intelligence Development, Self-motivation and awareness competencies, Influencing skills as well as a variety of other essential EQ communication skill sets.

## LEARNING OBJECTIVES

- Recognise the importance that EQ plays in everyday interpersonal relations and communication.
- Embark on a journey of self-discovery where they will undergo a personal assessment of their own temperament and EQ strengths
- Identify the barriers to effective EQ and learn how to overcome these barriers
- Assess personal style of communication and apply appropriate listening and oral communication styles in different communication situations using EQ methods
- Learn how to use EQ to be a better worker
- Communicate through leveraging EQ competencies to gain cooperation, manage conflict and overcome resistance

## COURSE OUTLINE

### INTRODUCTION TO EQ

- What is emotional intelligence?
- How can EQ be measured
- Knowing your own emotions and the affect they have on performance
- Understanding other people's emotions – cultivating awareness of others' feelings, emotions, concerns and needs
- Making Use of Emotional Intelligence with Others
- Identifying barriers and roadblocks to EQ
- Overcoming the EQ roadblocks

### PERSONAL AWARENESS AND EQ

- EQ Transformational Assessment and Feedback
- Understanding the role of EQ in communication
- Understanding self and others
- EQ vs. IQ – A case study
- The awareness of personal style
- The 5 competencies of EQ
- Looking at the DISC – assessing personality and temperaments
- Individual DISC Analysis and assessment
- Understanding the role of temperaments in interpersonal communication processes
- Using the DISC to improve your EQ skills

### MANAGING EQ COMPETENCIES IN THE WORKPLACE

- Using EQ in conflict management
- EQ as a motivational and influencing tool
- Using EQ in leadership
- Empowering leadership through EQ
- Emphatic listening skills
- The role of non-verbal cues in communication
- Building rapport with others through better communication

### THE TRAINER – DONUS LOH

**DONUS LOH, Managing Director and Consultant  
Psychologist for Adaptiv  
Learning Asia Pte Ltd  
Former Senior Psychologist, Institute of Mental Health  
Former Senior Psychologist, MINDEF  
Associate Trainer, MJI**

## ABOUT THE TRAINER – MR DONUS LOH

Donus Loh is the Managing Director and Consultant Psychologist for Adaptiv Learning Asia Pte Ltd. He began his career as a psychologist in the Ministry of Community, Youth and Sports, working on juvenile delinquency and child abuse cases.

He then moved to Institute of Mental Health where he became Senior Psychologist, with areas of expertise in psychological therapy and assessments, and research. He has also been a psychologist with MINDEF and has lectured at James Cook University (Singapore), UniSIM and Nanyang Polytechnic. In addition, he has also successfully developed and conducted many training courses for both inhouse audiences and external agencies. Areas covered include mental health related topics, crisis intervention, EQ development, resilience, and courses relating to understanding self and other people.

Donus has an Honours degree in Psychology from the Australian National University and is also a double Masters holder; he has a Masters in Research Psychology from University of Edinburgh and a Masters in Clinical Neuroscience from Institute of Neurology, University College London.

He has been actively involved in training people in how to deal with their emotions and the impact of their emotional states in everyday workplace communication. Organizations which he has trained or consulted for include JP Morgan, Central CDC, Ministry of Health and DSTA among others. His interactive and engaging style of training keeps participants engaged while imparting vital skills and knowledge to them.

He is a full member of the Singapore Psychological Society.

# EQ Training by Donus Loh



Decide with Confidence

**Date:** 25<sup>th</sup> February 2010, 9am – 5pm  
**Venue:** Amara Hotel Singapore

**Fee:**  S\$395 for D&B Subscriber  S\$480 for Non-subscriber  
(Includes materials, refreshments and lunch)

- Approved for SDF Funding (eligibility criteria apply) – Applicable only for Cheque/GIRO payments
- Up to S\$4 per training hour SDF funding for SMEs (eligibility criteria apply)
- Up to S\$2 per training hour SDF funding (eligibility criteria apply)

**EARLY BIRD – Fax in your registration before 25<sup>th</sup> January to receive a 10% off regular fee  
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee**

**Fax the completed registration form to 6778 3853**

## Participant(s) Information

**Name 1:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_  
**Name 2:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_  
**Name 3:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

## Company's Information

**Name of Company:** \_\_\_\_\_  
**Address:** \_\_\_\_\_ **(Postal Code)** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_  
**Liaison Officer:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

## Payment Information

D&B subscription units (Account no: \_\_\_\_\_)  
 \* Cheque. *Please made payable to: Dun & Bradstreet (Singapore) Pte Ltd*  
 \* VISA  Mastercard  Amex  
**Card no:** \_\_\_\_\_ **Expiry date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_ *(\*GST applies for cheque & credit card payment)*

## Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 14 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company
4. D&B reserves the right to change venue due to unforeseen circumstances.