

EMOTIONAL EXCELLENCE FOR INNOVATIVE LEADERSHIP

TWO DAYS TRAINING PROGRAMME
COURSE OUTLINE

EE FOR INNOVATIVE LEADERSHIP

INTRODUCTION

In any organization, corporate efficiency and profitability is benchmarked by the performance of a fully functioning team. However, teams are made up of people who come from varied backgrounds. People vary in terms of culture, education and behavioral styles.

The new benchmark that measures a person's success is the ability to manage one's emotions. This is an essential skill necessary for emotional stability or emotional excellence. Emotional stability or emotional excellence (EE) is crucial in equipping the individual to cope with tension and setbacks in an effective and productive manner. The emotional stability of individuals within an organization is of vital importance to the success of the organization. An emotionally stable and healthy individual is an asset to any organization.

Building and maintaining relationships or networks of contacts at the workplace is essential to an individual's success. It is also the hallmark of good leadership practice. Developing good and productive relationships with colleagues, associates or customers, external clients and counterparts outside the organization is important for the attainment of work-related goals.

Innovative leadership at all levels in any organization is important to sustain profitability, productivity and good customer service. Leadership is everyone's responsibility. In today's organizational setting, employees are expected to demonstrate initiative in preparing themselves to assume a leadership role.

This program has been specially designed to equip participants with the necessary knowledge and skills on developing emotional excellence, building and maintaining relationships and developing leadership potential. The structure of the program is amalgamated with developing the creative potential to ensure that there is a dynamic follow through after the program.

OBJECTIVES OF THE TRAINING PROGRAMME

Upon completion of this topic, participants should be able to:

- q Understand and apply the fundamental tenets of emotional excellence.
- q Understand behavioural orientation of team members and working together
- q Managing conflicts that might arise during teamwork
- q Understand and apply the fundamentals of communication skills, giving and receiving feedback and assertive behaviours.
- q Understand and apply their leadership styles appropriately
- q Understand and apply creative problem solving techniques

LPI ADVANTAGE

The LEONARD Personality Inventory (LPI) helps to identify behavioural preferences of individuals. The LPI is formulated based on the Five Factors Model (FFM) of human personality. It is anchored under the Types & Traits Theory of classical personality theories.

The LEONARD Personality Inventory is named after the acronym **Let's Explore our personality based on Openness, Neutral, Analytical, Relational and Decisive** behavioral tendencies. The LPI profile is a tangible feedback in print form.

BENEFITS OF USING THE LPI IN THIS TRAINING PROGRAMME

How individuals benefit?

- Personal improvement (optimizing their strengths and overcoming their weaknesses)
- Removing emotional blind spots
- Improving leadership styles
- Enhancing their creativity
- Enhancing their interpersonal skills
- Managing stress
- Managing disagreements/ conflicts constructively

How organizations benefit?

- Understanding individual personalities in teams and developing strategies to build effective teams.
- Short-listing candidates for employment or selection for special projects.
- Coaching candidates in personal and performance improvement.
- Identifying key elements for training in future Leadership and Management programmes.

PROGRAMME CONTENT

The program content is made up of the key competency requirements which are translated into the following modules:

1. Emotional Excellence (EE) and Self Awareness

- § Introduction to Emotional Excellence & Personality Profiling
- § Understanding Emotional Orientations and Needs
- § Managing stress

2. Relationship Building

- § Managing conflicts in teams
- § Constructive criticism
- § Giving and receiving feedback

3. Developing the Creative Potential

- § Challenging self-imposed assumptions
- § Creative problem solving techniques

4. Innovative Leadership

- § Leadership styles
- § Developing assertive behaviour

**AGENDA: DAY 1 – EMOTIONAL EXCELLENCE AND
COMMUNICATION STYLES**

Time	Schedule Outline
Introduction to Emotional Excellence & Personality Profiling	
0900 – 1015	<ul style="list-style-type: none"> ○ Perception ○ IQ, EQ and EE introduced ○ Personality profiling with the LEONARD Personality Inventory (LPI) to develop EE
1015 – 1030	Tea Break
Understanding Emotional Orientations and Needs	
1030 – 1230	<ul style="list-style-type: none"> ○ Interpretation of the 26 LPI personality combinations ○ Pacing and priority conflicts in teams ○ Understanding emotional needs – The LPI Holistic Model ○ Stress and psychosomatic illness ○ Managing body, mind and spirit
1230 – 1350	Lunch Break
Introduction to Creativity and Innovative Leadership	
1350 – 1530	<ul style="list-style-type: none"> ○ Developing openness to new ideas ○ LPI SEEK creative process ○ Developing Emotionally Excellent teams
1530 – 1545	Tea Break
1545 – 1700	<ul style="list-style-type: none"> ○ Innovative teamwork ○ Enhancing creative leadership ○ Leadership styles

AGENDA: DAY 2 – TOWARDS INNOVATIVE TEAMWORK

Time	Schedule Outline
EE for Relationship Building	
0900 – 1015	<ul style="list-style-type: none">○ Review of Day 1○ Stages of human development○ Deficit motivation and abundance motivation
1015 – 1030	Tea Break
1030 – 1230	<ul style="list-style-type: none">○ EE for relationship building○ Two principles of life○ TENT therapy for developing emotional excellence
1230 – 1330	Lunch Break
Creative Problem Solving Techniques	
1330 – 1530	<ul style="list-style-type: none">○ Challenging self-imposed assumptions○ Developing divergent thinking openness○ Innovative leadership
1530 – 1545	Tea Break
1545 – 1700	<ul style="list-style-type: none">○ Developing assertive behaviour○ Applying the principles of life○ Action plan to implement EE for relationship and innovative leadership

TRAINING METHODOLOGY

The methodology used is highly interactive and experiential learning, combining short lectures with activities such as individual and group activities, case studies and exercises.

PIONEER PROFILE

Professor Dr. Leonard M S Yong (Ph.D; M.Ed; B.Sc)



Dr. Leonard Yong taught in University of Malaya, Malaysia for 23 years prior to his retirement from the university in 2002 as Professor in the Department of Educational Psychology & Counselling. His field of specialisation is Educational Psychology with emphasis in Creativity & Emotional Intelligence. He has pioneered and was the first Director of University of Malaya's Centre for Continuing Education (UMCCED). Under his leadership UMCCED became a very successful entrepreneur educational enterprise.

Presently Dr. Yong is an international consultant and also the Adjunct Professor, University of South Australia and Visiting Professor at the Department of Psychiatry, Faculty of Medicine, Mahidol University and Honorary Professor, Universiti Tunku Abdul Rahman.

Based on his pioneering work on the LEONARD Personality Inventory (LPI) & the LPI Software, and its use in helping individuals to develop their Emotional Intelligence (EQ), Professor Yong has addressed groups in many countries such as the United States of America, Austria, Britain, Australia, France, Germany, Italy, Russia, Kuwait, Dubai, Oman, Japan, China, India, Korea, Indonesia, Burma, Singapore, Thailand and Papua New Guinea. He has undertaken creativity research in the USA, Australia, Austria, Germany, Italy, Japan and the United Kingdom.

He has trained thousands of corporate leaders in many countries. His clients include Intel, Motorola, Saudi Arabia leaders, Kuwait Oil Company, Petroleum Development Oman and Dubai Electricity & Water Authority.

In the LPI approach in helping individuals, Prof. Yong uses Cognitive Behaviour Therapy (CBT) to help individuals manage their emotions and develop emotional intelligence in their lives. He has applied the LPI CBT approach to help countless individuals in Malaysia and many different countries.

Professor Yong's books include *Emotional Excellence in the Workplace*, *Creativity: A Study of Malaysian Students*, *Pemikiran Kreatif*, *The LEONARD Personality Inventory and Gateways to Discovering Your Creativity*. His articles have appeared in journals such as *Perceptual & Motor Skills*, *The Journal of Creative Behavior* and *Education Quarterly*. He is a member of the American Psychological Association, American Psychotherapy Association, American Counselling Association, British Psychological Society, Malaysian Psychological Association & Malaysian Psychotherapy Association.