

EQ FOR INNOVATIVE THINKING

TWO DAY TRAINING PROGRAMME
COURSE OUTLINE

EQ FOR INNOVATIVE THINKING

INTRODUCTION

The success of corporate leaders, outstanding entrepreneurs and outstanding individuals are not defined by their IQ's or their job skills, but by their "Emotional Intelligence": a set of competencies that distinguishes how people manage feelings, interact and communicate. Unlike IQ, Emotional Intelligence (EQ) continues to develop with life experiences. Understanding and raising your Emotional Intelligence is essential to your success and leadership potential. EQ is the barometer of excellence on virtually any job.

WHAT IS EMOTIONAL INTELLIGENCE?

It is the ability to sense, understand and effectively apply the power and acumen of emotions as a source of human energy, information and influence. Emotional Intelligence (EQ) emerges not merely from intellectual rationalization, but from the workings of the human heart. EQ requires that we learn to acknowledge and value feelings in ourselves and in others and that we appropriately respond to them, effectively applying the information and energy of emotions in our daily life and work. It is Emotional Intelligence that motivates us to pursue our unique potential and purpose, and activates our innermost values and aspirations, transforming them from things we think about to what we live.

Emotional Intelligence has basic components such as:

- Self-Awareness, which is the ability of an individual to recognize and understand one's moods, emotions and drives as well as their impact on others.
- Self-Regulation or the ability to control or redirect impulses and moods as well as the ability to suspend judgment so as to think before acting.
- Empathy or the ability to understand the emotional makeup of other people and skill in responding according to their emotional reactions.
- Interpersonal skills, which indicate the individual's proficiency in managing relationships and building networks. Interpersonal skills also involve the ability to find common ground and build rapport.

EQ IN THE WORKPLACE

EQ helps us understand how and why we react and respond to certain events in the organization. It also helps us to appreciate that our daily encounters are shaped not just by our rational judgment and our personal history but are largely influenced by our perceptions and expectations.

EQ styles play a very important role in daily workplace interactions such as:

- How we respond to criticisms
- How we deal with diversity
- How tolerant we are with certain behaviours or situations
- How we motivate ourselves and others

EQ SUCCESS FACTORS FOR INDIVIDUAL & CORPORATE TRANSFORMATION

The high EQ individual demonstrates abilities to pursue goals with vision, perseverance and energy. Research has indicated that the following emotional competencies contribute significantly to predict success at work:

- Self-Awareness
- Emotional Resilience
- Decisiveness
- Interpersonal Sensitivity
- Influencing and Persuasion abilities
- Conscientiousness and Integrity
- Motivation

EQ & INNOVATIVE THINKING

The High EQ individual is able to release his/her creativity into the workplace. In this workshop the participant is trained to develop his latent creativity so that personal fulfilment in the workplace is achieved. Topics to be covered include understanding your creative self, gaining insights into blocks to your creativity, removing blocks to your creativity.

OBJECTIVES OF THE TRAINING PROGRAMME

This training programme will help participants to:

- Obtain knowledge of key concepts of EQ and its applications in the workplace
- Develop self awareness for better interpersonal relationships
- Identify themselves with the corporate mission
- Value the importance of commitment to the corporate mission
- Learn to identify and develop emotional competencies such as resilience, creativity, intentionality and interpersonal connections
- Gain insight into emotional blind spots which cause interpersonal conflicts & lack of creativity
- Use their EQ to become more creative

LPI ADVANTAGE

The LEONARD Personality Inventory (LPI) helps to identify behavioral 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

1. Introduction to Emotional Intelligence (EQ)

What is EQ
Intrapersonal skills
Interpersonal skills
EQ and IQ
Perception

2. Personality Profiling with the LEONARD Personality Inventory

Knowing yourself
Your preferred behavioral style
Let's Explore your Openness, Neutral, Analytical, Relational & Decisive tendencies

3. Understanding the LEONARD Model

Knowing the emotional needs of individuals with
Openness behavioral tendencies
Neutral behavioral tendencies
Analytical behavioral tendencies
Relational behavioral tendencies
Decisive behavioral tendencies
Understanding emotional needs of each behavioral tendency

4. Interpersonal Skills for Innovative Leaders

- Understanding the Neutral & Analytical combination personality
- Understanding the Neutral & Relational combination personality
- Understanding the Decisive & Analytical combination personality
- Understanding the Relational & Analytical combination personality
- Individual transformation
- Removing emotional blindspots
- Receiving feedback
- Appropriate self-disclosure

5. Developing EQ Competencies

- Resilience
- Delayed gratification
- Accountable leadership
- Sacrifice and selflessness
- Decisiveness
- Interpersonal sensitivity
- Conscientiousness and integrity

6. Corporate transformation

- Self-motivation
- Innovative teamwork
- Influencing and persuasion abilities

7. EQ Mapping for Innovative Leaders

- Developing EQ values
- Interpersonal connections
- Compassion
- Trust
- Integrity
- Courage
- EQ outcomes

TRAINING METHODOLOGY

The training will be conducted based on the latest state of the art interactive training methodologies. Delegates will be exposed to a variety of case studies and expected to participate actively and learn through problem solving and role plays.

FACILITATOR PROFILES

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

Professor Dr. Yong is an industrial psychologist who has gained international recognition for his research and consultancy work on creativity and emotional intelligence. Based on his pioneering work on the LEONARD Personality Inventory (LPI) and the LPI Software, and its use in helping individuals to develop their Emotional Intelligence (EQ) and creativity, Professor Yong has consulted and conducted numerous training workshops on EQ and Creative Thinking for leaders in organizations such as Kuwait Oil Company, Kuwait National Petroleum Company, British Petroleum (BP), Cathay Pacific Airlines, Thai Securities Exchange Commission, Readers Digest, Reuters, Cititel Hotel, Horwath International, Public Packages Holdings, Unilever Thailand, Syngenta, Carat Club, B Braun, Intel, Motorola, Matsushita and Petronas.

Professor Yong has addressed groups in many countries such as the United Arab Emirates (UAE), Kuwait, Oman, Saudi Arabia, Malaysia, United States of America (USA), Austria, Britain, Australia, France, New Zealand, Germany, Italy, Russia, Japan, China, India, Korea, Indonesia, Burma, Hong Kong, Singapore, Thailand and Papua New Guinea. He has undertaken creativity and EQ research in the USA, Australia, Austria, Germany, Italy, Japan and the United Kingdom. He is a member of the American Psychological Association and the Malaysian Psychological Association.