

Emotional Capability for Superior Performance Workshop

Approved by HRD
for
SBL-Khas Scheme

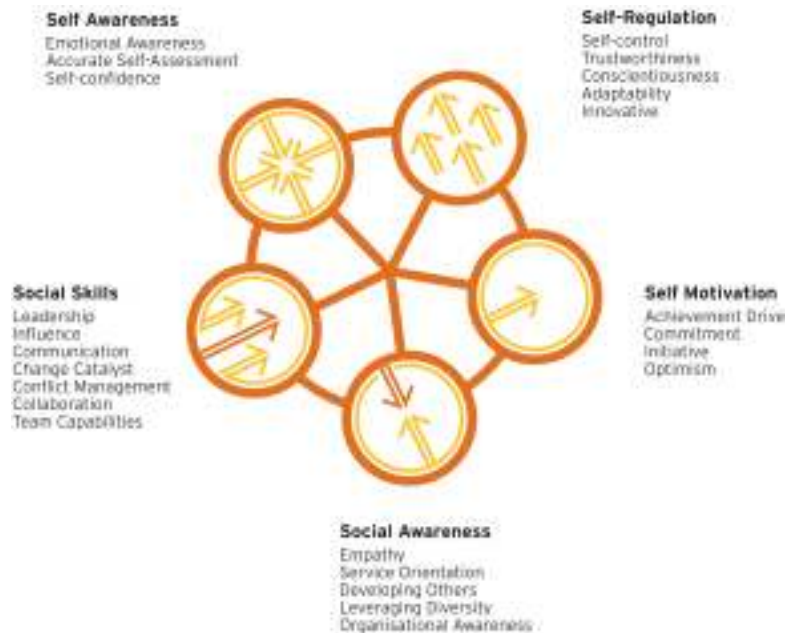
Studies have found that Emotional Intelligence is a significant contributor to a person's effectiveness and that it has a greater impact on performance than IQ and technical skills.

Likewise, poor social and emotional intelligence are strong predictors of executive and management “derailment” and failure in one’s career!

Emotional Capability emphasizes that Emotional Intelligence is made up of a number of skill clusters that can be reinforced and developed.



Using the **Emotional Capability Model**, this workshop is designed to determine the level of emotional capability of individuals and identify the gaps that need to be addressed. The Emotional Capability Profile™ (ECP) is a 360-degree diagnostic development tool that provides feedback to individuals on their degree of competency in the skills of emotional intelligence.



Key Objectives

- ✓ Transform your leaders into consistent and powerful role models, especially in times of rapid organisational change!
- ✓ Build intra and interpersonal skills!
- ✓ Understand the “missing link” when an otherwise good performer behaves inappropriately.
- ✓ Enable team to work together more effectively.

Who Should Attend

- Managers (Senior through to first line position)
- Team Leaders
- Front-Line staff

This One-Day Workshop will cover

- **Setting The Scene**
 - Define Emotional Intelligence and Emotional Capability
 - Game: Simulation of a pressured and complex work situation (Group Activity)
- **The Components of Emotional Capability**
 - Self-Awareness
 - Self-Regulation
 - Self-Motivation
 - Social Awareness
 - Social Skills
- **Building Emotional Capability**
 - Learn the skills to enhance the level of competence in each component of Emotional Capability
 - Review personal Emotional Capability Profile™* (ECP) feedback report
 - Prioritise findings for personal development plan
- **Emotional Capability Skills Add-on**
 - Emotional Awareness Case Study
 - Framing & Reframing
 - Personal Reflection on Emotional Triggers
- **Skill Development Modules**
 - Conflict Resolution
 - Influencing Strategies
 - Developing Empathy



** Pre-workshop 360-degree profiling (ECP) will be administered for the participant*

About Emotional Capability Profile™ (ECP).....

ECP contains feedback ratings across 24 skill elements within five key components of Emotional Capability — *Self-Awareness; Self-Regulation; Self-Motivation; Social Awareness; and Social Skills*. It also indicates strengths and areas for development with suggested actions that individuals can take to maintain or strengthen their overall emotional competency.

This profile places emphasis on the linkages of *emotional intelligence to performance* rather than on inherent preferences. Since its introduction, this instrument has proved useful at all levels of an organization and as a part of induction programs.

In four years, over 1,500 people have received profiles and over 4,000 have been involved in the 360-degree process.

The ECP is web-based and available in *SIX* languages inclusive of English and Chinese.



www.personaglobal.com

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