

Leading with Emotional Intelligence

Full-day workshop

Equipping leaders with key skills for managing emotions and connecting with others in the workplace



Who should attend?

For all levels of staff who wants to develop his/her emotions intelligence skills in moving towards better understanding of oneself and others at workplace. This course will especially equip high potential executives, first-line or middle managers with skill development and tools for growth in the areas of communication, listening, conflict resolution and stress management.

Objectives and benefits of attending

This Leading with Emotional Intelligence (“EI”) course focuses on the development of emotional intelligence to drive the performance and achieve business results. This course focuses on practical application that blends theory and practice for:

- Increasing self-awareness of emotions and how to manage them
- Controlling and managing your emotions to drive results
- Developing empathy and seeing from another person’s perspective
- Improving relationships with others

This full-day workshop is designed for managers to build an understanding of how emotions shape who we are, how we relate to others and how to improve relationships. Participants will leave with tools that shine a light on what EI is and how to use it to great effect.

This intensive full-day workshop will enable participants to:

- Explain how emotional intelligence is essential to you as a leader
- Identify the benefits of emotional intelligence
- Understand how emotions affects performance
- Understand the brain science of emotions that drives your behaviour under pressure
- Master tools and techniques to regulate and control our emotions and respond skilfully as pressure and tension arises
- Identify patterns, triggers and emotional habits that either drive or derail your performance
- Build relationships through better verbal and non-verbal communications
- Resolve conflicts more confidently using emotional intelligence
- Relating and applying emotional intelligence back to the workplace

Workshop agenda

Introduction to Emotional Intelligence

- What is Emotional Intelligence (EI) and why is it so important?
- Emotional Intelligence Framework and competencies
- Competencies of an Emotional Intelligent Leader

Self Awareness and Self Management

- Identifying the 7 basic emotions
- Understanding how emotions can affect behaviors and performance
- Understanding amygdala hijack
- Recognizing your emotional triggers
- Practical strategies for emotionally charged situations

Social Awareness

- Developing skills for empathy
- Barriers to empathy
- Negative effects of a lack of empathy

Relationship Management

- Communicating to influence
- Develop and practice active listening skills
- Effective techniques for providing feedback
- Dealing with objections and negativity
- Managing conflicts in the workplace

What past participants say

"The workshop was fun and highly engaging. It gave me great insights to understanding myself and my relationships with others! Great job!"

"I am very happy that I was nominated to attend the workshop conducted by Jerome. Truly enjoyed the session and picked up many useful techniques and tips to managing my emotions for a more productive outcome at the workplace as well as my personal life."

"Really enjoyed the content packed one day session with Jerome. Appreciated the experiential activities designed to allow us to get a better insight of how emotions and its impact influence the way we interact with others at the workplace."

Methodology

Our teaching approach is highly interactive resulting in a more memorable and enjoyable learning experience. Learning is achieved via real life examples, which reinforces the theory, and topic-related videos. This will be an interactive and hands-on workshop where there will be scenario based activities and group discussions, quizzes, role play and games. Participants will receive a certificate of attendance at the end of the workshop.

About the workshop leader



Jerome Song brings to the workshop many years of management experience in various industries. Jerome has lived and worked in Thailand, China and Japan. Presently, Jerome is a full-time facilitator within PwC's Academy in Singapore. He was previously heading the regional finance team of a marketing communications group in Singapore.

With a great passion for education, Jerome has conducted training for participants in finance, business management, leadership and communications skills both in Singapore and internationally. Jerome is the curriculum developer and master trainer for a managers coaching program for a major public transportation company in Singapore.

Jerome's international corporate experience helps him connect to the challenges faced by both individuals and teams and he is able to bring relevant knowledge and practical experience to the training sessions.

Registration fee

(includes 7% GST)

Early bird

PwC Clients & Alumni: S\$535

Public: S\$580

Normal rate

PwC Clients & Alumni: S\$580

Public: S\$630

10% group discounts for 2 participants & above

How to register

To register, simply select the course via our Training Calendar (www.pwc.com/sg/academy) and click on the chosen course date to access the digital registration form.

For any further queries, please email academy.sg@sg.pwc.com