



MARKETING
INSTITUTE OF
SINGAPORE

COMMUNICATIONS

Date:
15 Feb 2012
9 Apr 2012

Course Fees:
S\$420.00

MIS MEMBER:
20% OFF

For Course Enquiries
Web:
www.mis.org.sg/seminars

Email:
seminars@mis.org.sg

Tel:
6327 7586 / 583/ 582

Fax:
6327 9741

51 Anson Road #03-53
Anson Centre (S)079904

Understanding & Applying EQ

Harnessing your Emotions and Responding to the Emotions of Others

Why You Should Attend This Course:

Most of us have been conditioned to believe that emotions are not welcome at the workplace, that work decisions should be based on cold, logical reason. In short, we "leave our emotions at home." Today there is a growing body of science in the field of emotional intelligence (EI) indicating that proper understanding and application of emotions can help us be more effective workers or managers and better communicators.

This one-day course is designed to help participants view emotions as a form of intelligence which can be accessed. It will help you to understand how the application of Emotional Intelligence can lead to greater understanding and collaboration with the people who matter, a higher level of influence with others, more productivity and effectiveness in the workplace as well as in social situations. Talks, case studies, questionnaires, personal reflections, as well as a video on EI will be used in the course.

Learning Outcome:

- Become self aware (i.e. able to analyse your own emotional reactions to situations)
- Manage your own emotions through self regulation
- Connect in a positive way with every situation through self motivation
- Develop empathy as an effective tool for enhancing relationships and to build trust

Course Outline:

- **Introduction/Emotional Intelligence Questionnaire/Quiz**
- **Understanding Emotional Intelligence**
- **The Five Competencies of Emotional Intelligence**
- **Video Presentation – EI defined**
- **Self Awareness**
 - Questionnaire on Self Awareness
 - Understanding your values, beliefs, motivations
- **Self Regulation**
 - Managing your emotions including anger
 - Dealing with conflict and difficult situations
 - Self Regulation exercise
- **Self Motivation**
 - Injecting Enthusiasm Into Work: The SMILE video
 - How to self motivate
 - Questionnaire on Self Motivation
- **Empathy**
 - Developing empathy for others
 - Expressing empathy
- **Effective Relationships**
 - Video presentation
 - Exercise on Effective Relationships
 - Case study Video – Discussion segments
 - Creating an EI environment
 - Summary of the five EI competencies

Who Can Benefit?

Those who need to establish and maintain good relations with their customers and enhance their emotional intelligence in order to achieve peak performance in interpersonal communications and management and also, to learn to apply EI in order to understand themselves and others better.

Trainer's Profile:

James Suresh is a multi-talented trainer and author. He has over 15 years of training experience. The co-creator of Singapore's comic icon 'Mr. Kiasu', James has written comic books as well as authored books on his military experience.

James also develops creative concepts and writes scripts for various media. James has been featured on news radio in the 'Positive Business Minutes' series. James specialises in Public Relations, Creative Thinking, Interpersonal Skills, Emotional Intelligence and Wellness.

James is an accredited PR practitioner, a certified FISH trainer as well as an EQ Trainer with Six Seconds Inc (USA).

REGISTRATION FORM



EXECUTIVE DEVELOPMENT PROGRAMMES

Register online at www.mis.org.sg/seminars or fax form to 6327 9741

Register for 3 or more participants and enjoy 5% discount!

Understanding & Applying EQ

15 Feb 2012

S\$420 (subject to 7% GST)

9 Apr 2012

Includes lunch & refreshments

(9.00am to 5.00pm)

Participant(s) Name	Designation	E-mail	Contact No.
1)			
2)			
3)			
Company:			
<input type="checkbox"/> Member (MIS Membership No):		<input type="checkbox"/> Non-Member	
Billing Address:			
Contact Person:		Designation:	
Tel:		E-mail:	
How did you know about this course? (You may tick more than one)		<input type="checkbox"/> e-Newsletter (pls specify sender): _____ <input type="checkbox"/> Print ad (pls specify publication): _____ <input type="checkbox"/> Received brochure through direct mail <input type="checkbox"/> Received brochure at event (pls specify): _____ <input type="checkbox"/> Search engines (pls specify): _____ <input type="checkbox"/> MIS website <input type="checkbox"/> i-Marketer portal <input type="checkbox"/> Word-of-Mouth/Recommendation (pls specify): _____ <input type="checkbox"/> Others (pls specify): _____	

Administrative Details

Registration

Register Online @ www.mis.org.sg/seminars

The fastest and most effective way to register for our courses is via our online registration form.

Register via Email or Fax

A place will be reserved for you upon receipt of your registration. Registrations should be sent at least two weeks before course commencement. A confirmation email will be sent to you two weeks before the course.

Payment

Payments are to be made in Singapore Dollars (SGD) and subjected to prevailing GST. Please make your payment either by cheque or GIRO upon receiving our invoice. All cheques should be crossed and made payable to "Marketing Institute of Singapore" with the invoice no. indicated on the back of the cheque. Any bank charges incurred as a result of bank/telegraphic transfers will have to be borne by the company. Fees are inclusive of course materials, certificate of participation, lunch & tea breaks.

MIS Member Discount

Corporate and Individual Members of MIS are entitled to **20%** discount on all Executive Development Programmes. For membership enquiries, email: membership@mis.org.sg.

Group Discount

Companies are entitled to **5%** discount for sending 3 or more participants to the same course on the same date.

Course Venue

All courses will be held at the Marketing Institute of Singapore, 51 Anson Road #03-53 Anson Centre Singapore 079904 unless otherwise stated.

Withdrawals / No-Show

For any withdrawals or cancellation, participants will be subjected to the following charges:

Notice Period	Withdrawal / Cancellation Charge
More than 14 days	No charge
Less than 14 days	25% of course fee
Less than 3 working days or No-Show	100% of course fee

Replacements from the same company are allowed.

Cancellation

Marketing Institute of Singapore reserves the right to change or cancel the course due to unforeseen circumstances.

Customised In-House Training

Courses can be custom-designed to suit your department/organisation's unique training requirements. Please contact us for enquiries. Email: seminars@mis.org.sg or call 6327 7586 / 583 / 582.

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