

marcus evans professional training

Emotional Intelligence (EQ) Programme

FOCUSED SERIES

Benefits of attending this comprehensive course will include:

- Undergo an assessment of EQ psycho metric testing
- Learn where EQ develops and how to build EQ in self and others
- Understand the link between EQ and performance at work
- Increase self-awareness and ability to manage more effectively
- Sharpen your leadership skills by applying EQ
- Deliver your communication convincingly and effectively
- Build stronger and better relationships
- Develop strategies to integrate EQ into an organisations culture

LEADERSHIP and LEARNING
are **INDISPENSABLE**
to each other

John F. Kennedy

Emotional Intelligence Programme

Why should you attend?

Emotional Intelligence is now emerging as a critical factor for sustaining high performance in today's business and social environment. Interpersonal communication is a natural and necessary part of organisational life. Yet communicating effectively can be challenging because of our inherent nature to assume, overreact to and misperceive what actually is being communicated by other parties. Poor or lack of communication is often cited as the major cause of conflict and ineffective teamwork. In today's relation-oriented workplace, managing communication and developing strategies for creating shared meaning are crucial to achieving results and creating successful organisations.

Turning 'Theory' into 'Practice'

This highly interactive course includes detailed case studies and measurable outcomes. Delegates will be encouraged to complete a pre-course Emotional Intelligence Questionnaire which will be interpreted prior to the programme and discussed over the duration of the course; giving you an opportunity to immediately develop your EQ. You will have every opportunity to tailor make an action plan to assist each participant to implement EQ in their professional work lives, as well as at home.

Key areas to be covered in the programme and documentation

Day 1

An Introduction to Emotional Intelligence (EQ)

- Identifying the core aspects behind EQ
- Applying EQ to the workplace
- Developing an EQ culture
- The causes of emotion and their impact
- Understanding own thinking and emotional patterns in the workplace
- Becoming aware of personal emotional 'blind spots'

The five competencies of EQ

- Self awareness (brain colour and emotional drivers)
- Self regulation (application)
- Motivation (understanding why)
- Empathy (understanding the need for you to adjust)
- Social skill (application on day to day basis)

Leveraging on the critical four skills of Emotional Intelligence (EQ)

- Identify EQ leverage points in yourself and others
- Use these leverage points to improve performance
- Understand how to blend different EQ styles
- Manage and change EQ patterns that are not working

Engaging in the power of emotional intelligence to create positive change

- Basic Component of EQ
- Knowing your own emotions
- Managing your emotions effectively
- Identifying how emotions affect others
- Understanding the causes of emotional breakdown
- Enhancing self-awareness and ability to manage more effectively

Knowing yourself and your potential for development

- Increasing self-awareness of feelings, recognising emotional patterns
- Building self management and self direction to consciously direct your thoughts, feeling and actions
- Aligning daily chores with a larger sense of purpose to unlock your full power and potential
- Using empathy and principled decision making to increase inner wisdom

Emotional Intelligence Programme

Day 2

Developing a business case for Emotional Intelligence

- Examining the value add to working relationships
- Mastering skills to develop highly effective teams
- Accelerating the achievement of business results
- Embracing and EQ approach for star performance
- Assessing readiness and motivation of EQ development
- Becoming aware of the importance of emotion in decision making and action

Gaining instant rapport and becoming a master communicator?

- Learning the basis and important of deep unconscious rapport
- Understanding the real rules of rapport building
- Gaining rapport in difficult situations
- Uncovering hidden potential within your team
- Establishing the communication patterns and methods of the very best leaders

Enhancing motivation techniques: Sharpening your leadership skills applying emotional intelligence

- Develop EQ based conversational language tools
- Applying EQ skills to motivate and empower others
- Gaining commitment and achieving higher levels of output
- Adapting behaviour to improved performance
- Understanding the power of motivation within individuals and teams
- Discovering the true meaning of motivation and leadership

Developing social awareness and relationship management

- Communicating more powerfully and precisely to influence others
- Empathy and empathetic listening
- Demonstrating empathy in challenging situations
- Understanding why personal fears and mood swing materialise
- Techniques to identify, analyse and manage relationships
- Managing conflict and difficult people

Pulling it altogether

- Exercises and role-playing based on real experiences will help you develop specific emotional competencies and improve your effectiveness

Emotional Intelligence Programme

Benefits to you

- Learn an emotional intelligence framework and the specific emotional competencies necessary for success
- Improve performance based on emotional competence
- Create group synergy and team performance
- Become an emotionally intelligent manager for greater results
- Master the essential skills to develop highly effective teams and enhance quality and effectiveness

Who should attend?

This course is designed for anyone looking to improve team dynamics through applying Emotional Intelligence. EQ is a recognised strategic tool for enhanced performance, productivity, communication, negotiation and influencing people.

Duration of Course:	2 Days
Price of Course:	USD 2,195
Location & Dates:	Grand Millennium Kuala Lumpur, Malaysia, 10th & 11th June 2010
Course Code:	KL-ODP1729

Other Organisational Development Programmes in our Portfolio include:

- Finance for Managers
- Human Performance Management
- Talent Management & Knowledge Retention
- Change Management
- Leadership & Corporate Coaching Certification
- Strategic Finance
- Blue Ocean – Developing New Approaches to Tackle Competition

Programme schedule

Day one & two

0830	Registration and Coffee
0900	Morning Session Begins
1030 - 1050	Morning Refreshments and Networking Break
1300	Networking Luncheon
1400	Afternoon Session Begins
1530 - 1550	Afternoon refreshments & Networking Break
1700	Course concludes

About your trainer

Don Power Managing Director
Executive Evolution, Australia

Don is a Certified Business Coach. He is a practicing member of the American Board of Neuro Linguistic Programming and is a Certified Master Practitioner, Coach and Trainer in Neuro Semantics and Neuro Linguistic Programming. Don has extensive background in management and marketing spanning nearly 30 years. This experience includes senior sales management positions with Ford Motor Company's Australian Operations before entering the top end of the Commercial property market with the international property firm, Richard Ellis's Australian Office. His career accomplishments include positioning and creating unique product opportunities in the automotive field and major property transactions with multi million dollar commissions in the Commercial Real Estate market. In 1992 Don made a profound change in his marketing approach that offered him a chance to utilize his vast experiences. He undertook tertiary studies in the Cognitive Behavioural sciences and now operates an International Executive Excellence Training & Coaching business in Queensland Australia.

For over 15 years Don has focused his attention to developing executives and leaders to reach their full potential. He conducts regular group and 1 on 1 trainings and coaching assignments designed to assist clients reach success and excellence in their career as well as personal relationship and life goals. He has conducted coaching and training courses in various countries in Asia such as Indonesia, Thailand, Malaysia, Singapore, Japan, China, Vietnam, Papua New Guinea and United Arab Emirates. His clients also include many major Australian companies including BHP Billiton and Colliers International and other multi nationals like Siemens, American Insurance Group, Phillip Morris, Prudential and Shell - Brunei. These companies realise the importance of grooming executives both with leadership skills as well as the "inner personal qualities" and resources that true leaders require in a fast changing business landscape. It is these "Inner Qualities and Resources" that Don is able to reveal and bring forth in executives

marcus evans

professional training

Trainers – key to our success!

marcus evans' trainers are leading associate trainers. This ensures that our trainers are the best and most appropriate trainers for each individual course in terms of areas of expertise, training style, commercial industry experience and proven results.

We choose trainers who are specialists in their respective fields and are dedicated to enhancing the skills and knowledge of our delegates through practical, interactive and applicable training.

Training style – making training dynamic!

Our trainers are selected on their ability to inspire, motivate and empower delegates. This is achieved by delivering training that is dynamic and relevant to the day-to-day challenges delegates face in the real world.

All of the training courses offered represent a blend of tried and tested methods as well as the latest tools, techniques, market research, case studies and dynamic ways of thinking.

A maximum of 20 delegates per course in deluxe training venues allows for interactive training through group discussion, role-plays and exercises giving delegates the "how to" applicable and adaptable skills that they can use on returning to work.

Course content – making it relevant!

All delegates complete detailed pre-course questionnaires before the event enabling trainers to tailor course content in order to meet specific delegate needs. Delegate objectives are re-visited before, during and after the event allowing us to focus on outcomes and address any delegate concerns as and when they arise.

Where applicable, our trainers also act as coaches in providing one-to-one advice and feedback both during and after the course. To support your learning, we provide extensive documentation on all courses including, theory, models, exercises, worksheets, case studies, action plans, slides and further reading and reference material.

Course information

Upon receipt of your completed registration form you will receive formal confirmation of your booking. Approximately three weeks before the respective course you will receive all pre-course information including joining instructions, course timings, venue and accommodation information and pre-course questionnaires.

Further information

Please visit www.marcusevanspt-asia.com for further course information and training resources including:

- Course Booking and Administration Notes
- Accommodation Booking Service
- Special Offers and email Updates
- Recommended Reading Materials
- Training Articles and News
- Over 50 Public Course Outlines and In-Company Training Solutions
- Download our 2010 Course Directory

In-company training solutions

If you have a number of delegates with similar training needs then you may wish to consider having a cost-effective in-company training solution delivered locally or on-site. Courses can be tailored to specific requirements or developed as bespoke solutions. We also deliver activated teambuilding and leadership in-company workshops.

marcus evans professional training courses combine the latest tools, techniques, market research, case studies and dynamic ways of thinking, delivered by experienced trainers to ensure the skills and knowledge acquired are directly applicable to your organisation.

Research	the latest concepts, tools, techniques and tried and tested methods
Trainers	the highest standard of dynamic trainers with cross-industry experience
Tailored	detailed pre-course questionnaires to address your objectives
Applicability	training relevant to your needs and your workplace
Interactive	limited numbers with group exercises, role-plays and feedback
Action	planning, implementation and follow-up
Documentation	comprehensive supporting notes and further reading materials
Venue	deluxe facilities supporting the training environment

Emotional Intelligence (EQ) Programme

KL-ODP1729 Please write in BLOCK LETTERS

Sales Contract

Please complete this form immediately and fax back to

MICHELLE YAP

Fax: +603 2723 6622

Name: _____

Position: _____

Email: _____

Name: _____

Position: _____

Email: _____

Name: _____

Position: _____

Email: _____

Organisation: _____

Address: _____

Town: _____ State: _____

Country: _____ Postcode: _____

Tel: () _____ Fax: () _____

Nature of Business: _____

Company Size: 1-9 10-24 25-49 50-99
 100-249 250-499 500-999 1000+

Authorisation

Signatory must be authorised to sign on behalf of contracting organisation.

Name: _____

Position: _____

Signature: _____ Date: / /

This booking is invalid without a signature.

Fees

- Training Fees** @ USD2,195 + GST / VAT (if applicable) per delegate
- Premier Plus** - Bring 3 or more delegates to this event and benefit from a 10% SAVINGS off the regular price

All options inclusive of course papers, luncheon, refreshments & service charge.

Indemnity: Should for any reason outside the control of **marcus evans** conferences, the venue or course leader change, or the event be cancelled due to an act of terrorism, extreme weather conditions or industrial action, **marcus evans** conferences shall endeavour to reschedule but the client hereby indemnifies and holds **marcus evans** conferences harmless from and against any and all costs, damages and expenses, including attorneys fees, which are incurred by the client. The construction, validity and performance of this Agreement shall be governed in all respects by the laws of Malaysia to the exclusive jurisdiction of whose Courts the Parties hereby agree to submit.

Register Now

Contact Marketing at **marcus evans**

Tel: +603 2723 6611

Fax: +603 2723 6622

Email: michelley@marcusevanskl.com

Date: 10th & 11th June 2010

Venue: Grand Millennium Kuala Lumpur, Malaysia

marcus evans

CP 21 Suite 2101, Level 21 Central Plaza
34 Jalan Sultan Ismail,
50250 Kuala Lumpur, Malaysia
www.marcusevans.com

Payment Method

Payment is required within 5 working days on receipt of invoice

Credit Card:

Please debit my Visa Mastercard Amex Diners

Card Holder's Name: _____

Card Number:

Security Code:

Signature: _____ Expiry Date: / /
M Y

Confirmation Details: After receiving payment a receipt will be issued. If you do not receive a letter outlining joining details two weeks prior to the event, please contact the conference coordinator at **marcus evans** conferences.

Terms & Conditions

1. Fees are inclusive of programme materials and refreshments.
2. Payment Terms: Following completion and return of the registration form, full payment is required within 5 days from receipt of invoice. PLEASE NOTE: payment must be received prior to the conference date. A receipt will be issued on payment. Due to limited conference space, we advise early registration to avoid disappointment. A 50% cancellation fee will be charged under the terms outlined below. We reserve the right to refuse admission if payment is not received on time.
3. Cancellation/Substitution: Provided the total fee has been paid, substitutions at no extra charge up to 14 days before the event are allowed. Substitutions between 14 days and the date of the event will be allowed subject to an administration fee of equal to 10% of the total fee that is to be transferred. Otherwise all bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by **marcus evans** (as defined above). Cancellations must be received in writing by mail or fax six (6) weeks before the conference is to be held in order to obtain a full credit for any future **marcus evans** conference. Thereafter, the full conference fee is payable and is non-refundable. The service charge is completely non-refundable and non-creditable. Payment terms are five days and payment must be made prior to the start of the conference. Non-payment or non-attendance does not constitute cancellation. By signing this contract, the client agrees that in case of dispute or cancellation of this contract that **marcus evans** will not be able to mitigate its losses for any less than 50% of the total contract value. If, for any reason, **marcus evans** decides to cancel or postpone this conference, **marcus evans** is not responsible for covering airfare, hotel, or other travel costs incurred by clients. The conference fee will not be refunded, but can be credited to a future conference. Event programme content is subject to change without notice.
4. Copyright etc: All intellectual property rights in all materials produced or distributed by **marcus evans** in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is prohibited.
5. Client information is kept on **marcus evans** group companies database and used by **marcus evans** group companies to assist in providing selected products and services which maybe of interest to the Client and which will be communicated by letter, phone, fax, (inc. automatic dialling) email or other electronic means. If you do not want **marcus evans** to do this please tick this box []. For training and security purposes telephone calls maybe recorded.
6. Important note: While every reasonable effort will be made to adhere to the advertised package, **marcus evans** reserves the right to change event dates, sites or location or omit event features, or merge the event with another event, as it deems necessary without penalty and in such situations no refunds, part refunds or alternative offers shall be made. In the event that **marcus evans** permanently cancels the event for any reason whatsoever, (including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the Client shall receive a credit note for the amount that the Client has paid to such permanently cancelled event, valid for up to one year to be used at another **marcus evans** event. No refunds, part refunds or alternative offers shall be made.
7. Governing law: This Agreement shall be governed and construed in accordance with the law of Malaysia and the parties submit to the exclusive jurisdiction of the Malaysian Courts in Kuala Lumpur. However **marcus evans** only is entitled to waive this right and submit to the jurisdiction of the courts in which the Client's office is located.
8. Client hereby acknowledges that he/she specifically authorizes that **marcus evans** charge the credit card listed above for the amount provided herein; that this Contract is valid, binding and enforceable; and that he/she has no basis to claim that any payments required under this Contract at any time are improper, disputed or unauthorized in any way. Client acknowledges that they have read and understood all terms of this contract, including, without limitation, the provisions relating to cancellation.