



DEVELOPING EMOTIONAL INTELLIGENCE FOR EFFECTIVE LEADERS

**Getting the Best from Yourself and Your Team
through Mastering Emotional Intelligence**

Date: 28 – 29 June 2012 • Venue: Shangri-La Hotel, Singapore

Key Highlights

Studies have confirmed that it is not just how book smart we are, but how people-smart that makes the difference; a high EQ is always what separates successful, high performing individuals from the average employee.

To reach optimal performance and KPIs, managers need to collaborate with people to get the best results and this can be easily obtained with the correct application of EQ. The skills of Emotional Intelligence allows you to understand yourself and others, develop, motivate and build relationships with your staff, team members and/or customers. Emotional Intelligence also helps you to bring out the best in everyone you deal with, resulting in positive emotions, initiative and innovation, improved and creative performance, as well as corporate success.

EQ is now widely used by managers today to motivate and inspire the people who work for them and to improve cohesion in teams. Without these key skills, your success is limited; often turnovers happen not because of the work itself, but because managers often fail to apply EQ

to bring the team of talents together to greater heights of productivity and performance.

The skills you will learn from this program will make the concepts of emotional intelligence practical for use in your everyday life at work. The program will also help you develop your skills and abilities to not just be a results-driven manager but a people's manager - to obtain the best results from your employees. This program is also particularly useful for those who are in a position to influence others, or involve in negotiation and persuasion on a daily basis.

Apart from a high degree of IQ, managers also need to understand how their emotions impact their performance, and how they need to manage and understand the emotions of others, in order to get maximum performance levels. **This program will not only allow leaders to lead, but lead with high IQ and EQ.** This two-day must-attend program focuses on developing the best of emotional intelligence competencies and making it possible for you and your team to achieve greater success.

Who should attend

This course is relevant for all those looking to improve their personal performance, productivity, communication, negotiation and influencing skills including:

- General Managers
- HR Directors/Managers/ Executives
- Department Heads
- Business Unit Managers
- Team Leaders and Members
- Project Managers/Executives
- Performance Improvement Managers/Executives
- Line Managers
- Strategic Planning Managers
- PR/Marketing/Sales Managers/Executives
- Accounts and Finance Managers/Executives
- Business Development Managers/Executives
- Contract Managers

PROGRAM AGENDA

KEY LEARNING OBJECTIVES

This 2-day program has been designed to improve and maximize the ability of all managers to achieve high performance with EQ. It will give you:

- Insights in to how you lead and manage and where to discover and cultivate opportunities within your organization
- Skills and strategies to create improved focus for your team
- Techniques to increase motivation and engagement for yourself and that of others
- Tools on how to strengthen relationships, to build loyalty and gain real commitment not only from your staff but also from colleagues, management and clients
- Understand how using EQ can help you in your career
- Understand how EQ can make improvements to your work
- Prevent or minimize conflict in teams or people causing inefficiency
- How EQ can help you to manage stress so that your work performance is enhanced

Learn how you can:

- Monitor and adapt emotions and behaviours to increase the productivity and efficiency
- Generate improved team results by positively engaging others in your compelling vision
- Be more decisive with effective decision making techniques based on emotional intelligence
- Create an environment that fosters emotional intelligence for better work performance
- Have a positive influence on the emotions and motivation of others

PERFORMANCE & KNOWLEDGE OBJECTIVES OF THIS PROGRAM

In today's world, to be an effective and inspirational leader, you need to understand the importance of Emotional Intelligence. **Research suggests that Emotional Intelligence is responsible for as much as 80% of the success in both our professional and personal lives.** Apart from a high degree of IQ, managers also need to understand how their emotions impact on their performance, and how they need to manage and understand the emotions of others, in order to get maximum performance levels.

Delivered by a leading expert in management and career development who consistently achieves acclaim for his training style and expertise, this program will help you gain insights into how you can increase your professional capacity and overall performance by benchmarking, leveraging and setting plans for intentionally developing and strategically using your EQ to address your organization's unique needs and challenges.



Day One Summary: Understanding Emotional Intelligence

- Session 1: Defining Emotional Intelligence
- Session 2: Connecting to Emotional Intelligence
- Session 3: Personality Traits & Emotional Intelligence
- Session 4: Motivation & Emotional Intelligence

SESSION ONE: DEFINING EMOTIONAL INTELLIGENCE

Emotional Intelligence involves more than just managing emotions. It involves engaging a distinct combination of emotional, personal and interpersonal skills and competencies.

Learning topics include:

- Identifying emotions as a source of information and energy
- Recognizing the factors which make up Emotional Intelligence
- Understanding what drives emotions
- Understanding the key emotional intelligence capabilities of outstanding leaders

SESSION TWO: CONNECTING TO EMOTIONAL INTELLIGENCE

The more leaders and managers understand themselves, the easier it is to motivate and inspire others. This session will raise self awareness and the impact managers have on others.

Learning topics include:

- Understanding the link between emotions and behaviours
- Leadership attributes and emotional intelligence
- Leadership styles and emotional intelligence
- Building trust
- Understanding resilience

SESSION THREE: PERSONALITY TRAITS AND EMOTIONAL INTELLIGENCE

Personality traits can have a significant impact on emotional intelligence. This session examines the key traits that make up personality differences and the impact they have on behaviours and relationships.

Learning topics include:

- Understanding your own personality preferences
- How personality traits impact communication and behaviours
- How personality differences can be used positively rather than generate conflict
- How personality differences can have an impact on meetings and project outcomes

SESSION FOUR: MOTIVATION AND EMOTIONAL INTELLIGENCE

Motivation is about how much personal energy people have – how it is generated and how it is used. This session looks at personal motivation factors and influencers.

Learning topics include:

- Defining internal motivational factors
- Understanding what influences motivation
- Strategies to generate motivational energy
- Motivation and personal change
- Inspiring others

Participants who successfully complete this program will receive Clariden Global Certificate of Participation.



Day Two Summary: Making Emotional Intelligence Practical

Session 5: Managing Emotional & Difficult Situations
Session 6: Feedback Techniques & Emotional Intelligence
Session 7: Influencing & Emotional Intelligence
Session 8: Using Emotional Intelligence to Build a High Performing Team

SESSION FIVE: MANAGING EMOTIONAL AND DIFFICULT SITUATIONS

How you feel and how the other person feels has a significant impact on desired outcomes. This session examines the links between emotions, behaviours and outcomes, and gives practical solutions to manage even the most difficult of confrontations.

Learning topics include:

- Managing your own emotions
- Managing the emotions of others
- Building important relationships
- Managing conflict

SESSION SIX: FEEDBACK TECHNIQUES AND EMOTIONAL INTELLIGENCE

Giving feedback to difficult, sensitive or authority figures is a major challenge to all staff particularly when you seek behavioural change. This session gives real, tried and tested strategies to manage giving, asking for and receiving feedback.

Learning topics include:

- Planning for a difficult discussion
- "Stepping Stones" for discussions
- Giving feedback to change behaviour
- Giving feedback to reinforce behaviour
- Giving sensitive feedback to sensitive people
- Asking for and receiving feedback

SESSION SEVEN: INFLUENCING AND EMOTIONAL INTELLIGENCE

A significant part of leadership is influencing others to your point of view – getting ideas accepted. This session looks at the strategies and techniques to get ideas accepted and how to get past resistance.

Learning topics include:

- Persuasion techniques
- Influencing strategies
- Selling skills – uncovering and satisfying needs
- Getting past "No!"
- The art of negotiation

SESSION EIGHT: USING EMOTIONAL INTELLIGENCE TO BUILD A HIGH PERFORMING TEAM

Teams and groups are not always high performing. This session looks at what elements and emotions contribute to high performing teams and how individual differences can promote productivity.

Learning topics include:

- Team roles
- The emotional development of a high performing team
- The role of the team leader
- Introducing difficult change

MASTERCLASS LEADER



Tom Harbottle
Faculty Director,
Clariden Executive Programs
Managing Director,
Training Managers of Australia

His leadership programs are ones of the most highly-rated at Clariden and he has won multiple highly positive reviews from past participants.

Tom has a wealth of practical, commercial and industrial experience having worked for blue chip organizations such as Procter and Gamble Ltd., Cussons-Preservene, and Cadbury-Schweppes-Cottees in various roles including Distribution Manager, Works Manager, National Sales and Marketing Manager, National Training and Development Manager and General Manager.

Tom has worked successfully with several clients in the Asia-Pacific, including designing a major management program for BP Australia. Some of Tom's other clients include organizations such as Austrade, Fisher & Paykel, Orix, Ford, Knight Frank, Campbells Soups, Bang & Olufsen, HJ Heinz, The Promotions Factory and many other major corporations.

Tom has an exceptional mix of professional experience including advanced knowledge on **Emotional Intelligence for Executives, Performance Management & Improvement, Organizational Change, Behavioural Change, Effective Leadership and People Management**. Tom also specializes in programs such as **Coaching and Mentoring, Conflict Resolution, Developing Sales Competencies, Customer Service Competencies, Influencing & Negotiation strategies, Career Development** as well as **Bringing Out The Best In People**.

His leadership programs are ones of the most highly-rated at Clariden and he has won multiple highly positive feedbacks and reviews from past participants.

Testimonial from past participants:

"Very interesting and excellent delivery, I learned a lot about Leadership"

– **Manager, JP Kenny**
(Clariden past participant in 2012)

"Tom gave fascinating insights on leadership and conflict resolution"

– **Director, MBE (Clariden past participant in 2012)**

"Comprehensive and pitched at a level that is appropriate. The coverage went from the big picture perspective to the details in terms of business processes and strategies."

Tom is definitely one of the best trainers I've met."

– **Manager, SKS Wood**

RUN THIS PROGRAM IN-HOUSE



Do you have a group of staff that will benefit from attending this event? Why not train more for less? For the equivalent cost of sending a small group, you could run a tailored training program in-house, at your convenience and for up to 20 people.

Benefits of in-house training:

- ✓ Cost efficient
- ✓ Tailored content to address specific training needs
- ✓ Hassle free ✓ Convenient
- ✓ Private and confidential

For more information on our in-house training programs, please call: +65 6899 5032 or email: globaltraining@claridenglobal.com.

REGISTRATION PAGE

Booking Contact (Approving Manager) Mr/Mrs/Ms: _____
Job Title: _____ Department: _____
Telephone: _____ Fax: _____
Email: _____
Organisation: _____
Address: _____
Postal Code: _____

I would like to receive more information on hotel accommodation using Clariden Global corporate rate.

Please register the following participant(s) for this Program:

1st Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____

2nd Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____

3rd Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____

4th Participant Name (Mr/Mrs/Ms): _____

Job Title: _____ Department: _____

Telephone: _____ Fax: _____

Email: _____

PROGRAM FEES

1ST EARLY BIRD FEE: S\$2,595
(Registration and payment must be received by 25 May 2012)

2ND EARLY BIRD FEE: S\$2,795
(Registration and payment must be received by 7 June 2012)

REGULAR FEE: S\$2,895

GROUP DISCOUNT: For 2 registrations from the same company and billing source, the 2nd participant enjoys a 10% discount.

For registrations of 3 from the same company and billing source, the 4th participant receives a complimentary seat. One discount scheme applies per company.

Note: GST is applicable only to participants from Singapore registered companies.

Important Notice: Payments are required with registration and must be received prior to the Course to guarantee your place.

PAYMENT METHODS

BY TELEGRAPHIC TRANSFER TO:

Bank Name : DBS BANK
Bank Branch Code : 027
Bank Address : 6 Shenton Way, DBS Building
Singapore 068809
Bank Account No : 027-903583-8
Bank Account name : Clariden Global Pte Ltd
Bank SWIFT Code : DBSSSGSG

Please note that all bank charges are to be borne by participants. Please ensure Clariden Global receives the full invoiced amount.

Note: Please include invoice number on all payment types and your company's name in your payment instructions for our reference.

CREDIT CARD:

To make payment by credit card, please call our client services hotline at +65 6899 5030.

4 WAYS TO REGISTER



Email: admissions@claridenglobal.com



Fax: +65 6567 4328



Call: +65 6899 5030



Website: www.claridenglobal.com

DATE AND LOCATION

This training program will be held at:

Shangri-La Hotel, Singapore

28-29 June 2012

22 Orange Grove Road, Singapore 258350

Tel : +65 6737 3644

Fax : +65 6737 3257

Website : www.shangri-la.com/en/property/singapore/shangrila

The fee for this two-day training program includes all written materials, lunch and refreshments.

HOW TO REGISTER AND PAY

An invoice and registration confirmation will be sent within 7 days, please contact us if you have not heard from us within 7 days. Payment can be made by credit card, by bank transfer (for bank account details, please see payment details section of booking form) or by cheque made payable to "Clariden Global Pte Ltd" and posted to Clariden Global at: 3 International Business Park, #04-31 Nordic European Centre, Singapore 609927. **ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.**

ACCOMMODATION

Accommodation is not included in the program fee but you will be entitled to use our corporate rate for your accommodation. Information will be sent with the registration confirmation.

SPONSORSHIP

INTERESTED IN PROMOTING YOUR ORGANIZATION TO OUR PARTICIPANTS

For more information on sponsorship, tabletop displays & insert opportunities, please contact Theresa Lee at theresa@claridenglobal.com or +65 6899 5036.

CANCELLATIONS AND SUBSTITUTIONS

PLEASE READ THE SMALL PRINT

Once we have received your booking, the place(s) are confirmed. No refunds will be made for any cancellations, however, program credits of equivalent value only applicable for Clariden Global events will be provided. Credits can only be redeemed for 1 program and is valid for only one (1) year from date of issue.

Substitution with a qualified candidate is allowed by providing at least 5 working days advance notice to Clariden Global.

ALL CANCELLATIONS MUST BE RECEIVED IN WRITTEN FORM

PLEASE NOTE: Clariden Global Pte Ltd reserves the right to change the content and timing of the programme, the speakers and the date and venue due to reasons beyond their control. If in the unlikely event that the course is cancelled, Clariden Global Pte Ltd will refund the full amount and disclaim any further liability.

ENQUIRIES: If you have any queries about registration or payment please do not hesitate to contact our client services department on +65 6899 5030.

Visit us at www.claridenglobal.com for upcoming events

FOR OFFICIAL USE

FEE RECEIVED

REFERENCE T9009S/NM/TL/JT