

EMOTIONAL INTELLIGENCE

Need for Success

26-27 February 2017 | @ 9am-4pm

The Address Hotel Dubai Marina



Course Director

Wessam Mohie

Professional Trainer, Certified Coach,
and Award Winning Speaker

LEARNING OBJECTIVES

- Articulate your emotions using the right language
- Keep your balance under pressure and control on your emotions
- Achieve greater personal and professional success
- Deal with negative emotions and difficult behaviour
- Applying emotional intelligence to potential conflict situations



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OVERVIEW

Emotions can and do influence the way we act and react in the workplace. Emotional Intelligence is the ability to recognise our behaviours, moods, impulses and manage them in a positive way to communicate effectively, empathise with others, manage stress, overcome challenging situations and diffuse conflict. This Emotional Intelligence Course helps you better understand yourself, which will allow you to build stronger relationships, succeed at work and achieve your career and personal goals. Learn precious skills like using and reading body language, active listening

and questioning techniques, taking the time to understand both sides of a discussion, specific coping and relaxation techniques and much more. Some participants have told us this course actually changed their lives.

WHY YOU SHOULD ATTEND

Managers and business professionals who want to gain insight into their personalities through self assessments, as well as individuals who need to improve their effectiveness at both the personal and interpersonal levels.

DAY 1

Introductions & Icebreaker

- Define Emotional Intelligence (EQ).
- Identify the benefits of emotional intelligence for managers.
- Explain the four core skills required to practice emotional intelligence.
- Demonstrate self-management, self-awareness, self-motivation and empathy.
- Effectively communicate with team members non-verbally.
- Interpret key emotions.
- Explain how to regulate one's own emotions.
- Recognise that mood congruent thought influences decision making.
- Relate emotional intelligence to the workplace as a manager.

Activity: Questioning

Explore importance of EQ in the workplace

- Group Report Out and Facilitator Led Discussion

Significance of Emotional Intelligence?

- Benefits of EI
 - Understand the difference between Trait EI and Ability EI
- Self Awareness (SA) Managing Emotions (ME) Motivation (M) Empathy (E)
- Social Skills (SS) Determine your EQ

Activity: EQ Self assessment and review

Group Activity: Table teams - EQ self assessment

activity and facilitator led debrief

Video – How are the actors using EQ (or not) in the workplace?

Group discussion and report out led by facilitator

Lunch & Prayer Break

Exploring the Dimensions of EQ:

Dimension 1: Self awareness (SA)

- Seeing the other side
- Giving in without giving up Life Positions –only you can choose your mindset

Activity: Pair work, role playing different sides of a conflict

Debrief and group discussion led by facilitator

Dimension 2: Self-Regulation/Managing Emotions (ME)

- The 'EQ brain' and how it works
- The science of emotions
- Understanding Emotions
- Find your self-control... take back your Amygdala
- Using coping thoughts
- Using relaxation techniques

Activity: Self-assessment #2 – Coping mechanisms

Activity: Group work in table teams. Case study.

Activity: Individually – practice coping and relaxation techniques.

Wrap-Up and Plan for Day 2 Training

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DAY 2

Icebreaker and Review Day 1

- Review together objectives covered in Day 1 and upcoming day's objectives.
- **Questions.**

Managing with Emotional Intelligence

- What does Emotional Intelligence have to do with managing?
- The high EQ manager: case studies on effectiveness
- Using self-awareness to engage with staff and colleagues

Activity: Group work – role play

Dimension 3: Self-Motivation (M)

- Self Motivation
- Motivating others using your EQ
- Optimism
- Pessimism
- The balance between optimism and pessimism
- The power of re-framing
- Teaching staff to re-frame and setting the example: the Optimistic Manager

Activity: Individual reflection on motivation – write in reflection journal

Activity: Group activity on Optimists v. Pessimists with facilitator debrief on likely outcomes of perspectives.

Activity: Pair work. Choose a difficult work scenario. How will re-framing most likely influence outcomes? Facilitator led group report out.

Dimension 4: Empathy (E)

- Empathy
- Barriers to empathy
- Developing your empathy
- Empathy and your staff: connecting with employees

Activity: Case Study. Analyze role of empathy in table teams.

Activity: Group work. What is an empathetic manager? Why connect with employees who are experiencing difficulties?

Activity: Self-reflection. What relationships are in need of empathy? Write in journal.

LUNCH & PRAYER BREAK

Four Skills in Emotional Intelligence

- How to accurately perceive emotions
- Employing emotions to facilitate thinking

- Interpret emotional meanings
- Manage emotions

Managing with Emotional Intelligence

- How do high EQ managers use the Four Skills in motivating and managing? In conducting productive meetings and other communications?

Activity: Video clips. What emotions are being expressed? How are you interpreting them?

Activity: Role play in table teams, everyone different character. Employ emotions to come to decision and manage emotions in face of difficult conversation. Facilitator debrief. Can be communicated as “fishbowl” activity.

Verbal Communication Skills

- Focused listening
- Asking questions
- Communicating with flexibility and authenticity

Activity: Pair work in focused listening and questioning.

Activity: Small group work using scenarios to practice communications skills. Facilitator-led debrief.

Team Building and EQ I

Creating high EQ teams that unleash their collective potential energy through positive energy

Using EQ, how to:

- Generate powerful and productive team synergy

Activity: Individual. Participants rate their own work teams' productive synergy.

Activity: Group work using challenging scenario. Collectively, what are your table team's EQ strengths? Shortcomings? How will you leverage your strengths to solve the scenario?

Team Building and EQ II

- Maximizing morale and resisting stress
- Uniting the team for organizational strength

Activity: Individual reflection. What morale issues do you face at work as a manager? How will you tackle these upon your return with your new EQ techniques and tools?

Activity: Table teams. Fun cumulative activity to tie in EQ skills to maximize team morale and resist stress in the workplace.

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Wessam Mohie

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Wessam is an experienced trainer, certified coach and an award winning speaker. She specializes in management and "soft" skills training and has been providing tailor made Arabic and English training workshops through training providers and direct to customers at all levels, whether as in-house or as public workshops for the following Categories:

- Leadership development & Supervisory skills
- Training The Trainer
- Public Speaking & presentation skills
- Customer Service Excellence
- Self-Development & Communication Skills
- Entrepreneurship skills and SME Marketing
- Women Empowerment Skills
- Coaching skills
- Online and internet marketing

She holds an MA in economics and a double bachelor degree in business administration and economics from the American University in Cairo, with highest honor. She is Middle East number 1 Certified Guerrilla Marketing Coach and a certified coach in brain-based coaching with Results Coaching – Australia.

After 15 years of corporate experience at senior positions, Wessam decided to venture on her own. In

a matter of 18 months, she launched a thriving training practice in Dubai, while raising her 2 kids. A big part of her mission is to help entrepreneurial women build a lifestyle business around their talents and replicate her own success.

Wessam is an Associate Trainer with GTC – London & Dubai – where she successfully delivered multitude of trainings to clients across the MENA Region and Africa. She is a certified trainer with City & Guild – UK, with experience delivering leadership trainings to novice, mid-level and seasoned leaders.

She received multiple BEST Speaker Award from Toastmasters International and is frequently sought after to speak in conferences, summits and forums in the Middle East on leadership, entrepreneurship and women topics. A highly entertaining presenter, Wessam delights her audiences with a unique blend of education and wisdom, honesty and humour, and complete generosity of self and spirit.

She is the co-creator of the Women Entrepreneurs Success Secrets Telesummit, a unique event featuring 10 of the most thought-after global women entrepreneurs sharing their success secrets for the first time in the Middle East.

Wessam is a voracious learner who attended dozens of seminars and read 100s of business and self-development books. Wessam speaks, trains and coaches in both English and Arabic.

REGISTRATION DETAILS

Regular Tuition Fee: USD. **980** per participant

25% Discount on 2 Participants from the same organization

40% Discount on 4 Participants from the same organization

Includes courseware, Simfotix Certificate, lunch, refreshments and business networking.

Simfotix Cancellation Policy: For cancellations made in the 7 working days to the workshop, no refunds will be given. Cancellations must be confirmed by email. Substitutions may be made at any time.

For registration(s), send us your
**Name, Designation, Organization, Mobile, E-Mail and Postal
Address to register@simfotixgroup.com**

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