

WSQ EMPLOYABILITY SKILLS
APPLY EMOTIONAL COMPETENCE TO
MANAGE SELF AND TEAM (LEVEL 3)

(This course is conducted in partnership with Eagle Infotech Consultants)

COURSE OUTLINES

- Recognise own emotional states, the causes of those emotional states and its effects on own and team's performance and interpersonal relationships at the workplace
- Conduct self-reflection and gather feedback from team members to identify personal strengths and weaknesses for development of own Emotional Intelligence
- Model behaviours that demonstrate application of Emotional Intelligence
- Assess emotional states of team members and respond appropriately to emotional cues, taking into consideration the different cultures and background of team members
- Demonstrate flexibility and adaptability in dealing with team members and making decisions, taking their emotions into account
- Provide opportunities for team members to express their thoughts and feelings and assist them in understanding the effects of their behaviour and emotions on others at the workplace
- Encourage team members to develop their own Emotional Intelligence to build positive relationships among one another to achieve team goals
- Promote a positive emotional climate at the workplace

COURSE OBJECTIVES

At the end of the programme, participants will be able to:

Understand and apply self awareness techniques and model Emotional Intelligence principles to facilitate understanding and management of self and others in a team and to cultivate a positive emotional climate at the workplace.

DURATION

2 days (16 hours)

BUSINESS FUTURE

C O N S U L T I N G

LEARNING METHODOLOGY

Hands-on exercises, group discussions & presentation, case studies, facilitation & sharing.

TARGET PARTICIPANTS

This course is suitable for supervisors, individuals and all who need to apply Emotional Intelligence to promote a positive emotional climate at the workplace.

ASSESSMENT

Participants are required to undertake assessments which may take the form of:

- Learning journal
- Role-play
- Oral question

Participants who fulfill all requirements will receive a Statement of Attainment (SOA) issued by the Singapore Workforce Development Agency (WDA).

Enquiries on Course Fee Subsidy and Absentee Payroll Funding, please contact us at

Tel : 6749 9828 Email : enquiries@businessfuture.com.sg