

WSQ EMPLOYABILITY SKILLS
APPLY EMOTIONAL COMPETENCE TO
MANAGE SELF AT THE WORKPLACE (LEVEL 1)

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

COURSE OVERVIEW

On completion of the unit, the learner will be able to understand and apply self awareness techniques and Emotional Intelligence principles such as self confidence, flexibility, conscientiousness and initiative to manage self at the workplace.

DURATION

2 days (16.33 hours)

TARGET PARTICIPANTS

The Apply Emotional Competence to Manage Self at the Workplace competency unit is generic in nature and as such, generally cater to individuals across all industries, although the primary target audience would be those with some responsibilities for the work of others, usually related to an organisational subset of functions.

COURSE OBJECTIVES

On completion of this module, learners will be able to:

- Recognise own emotional states, the causes of those emotional states and its effects on performance and interpersonal relationships at the workplace
- Manage own emotions and impulses to work effectively with others, taking into consideration the different cultures and background of individuals at the workplace
- Identify personal strengths and weaknesses and make improvements needed to develop Emotional Intelligence
- Recognise the emotional needs of others, empathise and respond appropriately to their needs
- Present self with confidence and show flexibility in responding to changes at the workplace
- Demonstrate conscientiousness and trustworthiness to complete given tasks according to organisational standards
- Demonstrate initiative and optimism in pursuing goals beyond what is required and expected of self

COURSE OUTLINES

- Definitions of Emotional Intelligence (Knowledge)
- Aspects of Emotional Intelligence (Knowledge)
- Domains of Emotional Intelligence and their application (Knowledge)
- Importance of Emotional Intelligence at work (Comprehension)
- Importance of considering cultural differences in the application of Emotional Intelligence (Comprehension)
- Factors in recognizing the emotional needs of others at the workplace (Comprehension)
- Traits of low personal confidence (Knowledge)
- Characteristics of individuals with high Emotional Intelligence (Knowledge)
- Importance of demonstrating initiative and optimism at the workplace (Comprehension)
- Methods to develop Emotional Intelligence and their features (Comprehension)

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

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