



Emotional Intelligence Essentials: Training for Personal & Professional Growth

Trainer: Khoo Hai Chui

Date: 15-16 August 2023 (Tuesday-Wednesday)

Time: 9AM – 5PM

Venue: Pearl Point Hotel KL / Gleamy Center, KL

OBJECTIVES

By the end of this program, participants will be able to:

- Enhance their potential and improve their self-effectiveness
- Develop more effective people skills in handling others
- Communicate more effectively with superior, colleagues and subordinates
- Use EQ and various idea generation tools to generate solutions.
- Recognize stress contributor and methods of stress relieves at workplace.
- Learn the proper techniques to manage their time & stress, prioritize their jobs.
- Unleash inner potential towards positive CHANGE in turbulent times.
- Help the company to improve individual & organizational performance

KEY CONTENT

Module 1 - Individual Differences and Dimension in EQ

- Personality Test.
- Identify hidden self image and strength
- Build self awareness and reprogrammed your mind for greater success
- Emotional Intelligence
- Personal Competence – Five (5) Dimensions in EQ

Module 2 - Handling the FOUR Different Personalities Towards Personal Effectiveness

- Establish the '5S-1M HUMAN' Structure in you to cope in organization
- ONE Mission, ONE Strategy, ONE System, ONE Structure
- Demonstrate the Most Effective Inter & Intra-Personal Styles
- How to manage differences

Module 3 - Leadership Style and Situational Leadership

- Know your own leadership style
- (X) and (Y) management
- Flexing your leadership style to suit others and the situation
- Leadership during crisis

Module 4 - The Secrets To Be An Excellent Future Leader and Challenges

- Three (3) main leader balance skills
- Effective ways to "Influence" the subordinate

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- Task, Team and Individual needs
- Ten (10) mistakes Leaders / Managers make

Module 5 - Verbal & Non-Verbal, and Approaches to Effective Communication

- Components of Vocal Expression
- Developing Effective Active Listening Skills
- Non-Verbal / Body language Cue Interpretation
- Self-disclosure - The Johari Window
- 2 ways communication

Module 6 - Interpersonal Skills at Different Situation and Handling People

- Culture, structure, & policies
- Enhancing empathy
- Handling Gen X and Y
- Handling male and female
- Handling people during crisis

Module 7 - Act F.A.S.T to Anticipate and Adapt in Interpersonal with Others

- Focus on your 'compass'
- Ask to clarify – evaluate of your 'clock' – 1H5W
- Seek to understand – right the 'wrongs'
- Take the most appropriate action – overcome procrastination

Module 8 - Principles of Personal Management

- Defining Important & Urgent
- Time Management Matrix
- Identify activities in Time Mgmt Matrix
- The 80/20 Pareto Rule in anything and everything you do.
- Setting long-range goals and daily priorities with deadlines.

Module 9 - The Art & Skill of Managing Stress

- Albrecht's FOUR (4) types of stress
 - Time – Anticipatory – Situational – Encounter
- Techniques to overcome these types of stress:
 - Calming the mind and overcoming the fear of failure
 - Conflict resolution styles to increase understanding, group cohesion and self-knowledge
 - Increase emotional intelligence through emphatic thinking
- How to tactfully say "No."

Module 10 - Effective Accomplishment Of "Almost Impossible" Task

- Break your old way of thinking and doing
- The importance of "Think Out Of The Box"
- Sharing idea and Together has power
- S.C.A.M.P.E.R technique



Module 11 - Defeat the 'F.E.A.R' In You To Lead With Others

- Are you in F.E.A.R. to lead?
- Realize why the fear is in you.
- The MYTHS in leadership (to lead), which create the fear in you.
- Overpower the fear in YOU.

AUDIENCE

This course should attend by Managers, Supervisors, Executives, Technicians, Line leaders and all staff.

METHODOLOGY

This program will be presented via interactive lecture : 60%, activities, role-play, group discussion and video : 40% .



TRAINER PROFILE

KHOO HAI CHUI

MR KHOO has more than 18 years of management experience and held several senior managerial positions such as Manager, Senior Manager, Director of Sales, Country Manager (Corporate Training) and General Manager for a leading international service organization. He also contributed to Pembangunan Sumber Manusia Berhad (PSMB) for developing the curriculum structure for the Train-The-Trainer (TTT) and Evaluation on Effectiveness of Training.

He also has an experience as a tutor in UPM for a few years. Regularly pursuing his own self-development, he is very highly motivated, having excellent interpersonal skills and very strong compelling leadership qualities. A highly logical and analytical mind enables him to confidently and competently teach and take the necessary holistic approach when addressing many underlying issues in problem solving and decision making situations. It is these positives qualities that make him an automatic choice to lead and conduct training. His training has always been evaluated as exciting, fun and learning made easy to apply.

With his vast experience and coupled with excellent language abilities in English, Bahasa Melayu and as well in Negeri Sembilan Malay dialect, making him an ideal trainer. He has always been highly rated as "Excellent" by the participants from the various organizations and his areas of expertise are Team Building & Motivation, Etika Pekerja Cemerlang, Kemahiran Penyeliaan Berkesan, Customer Services, Sales Negotiation Skills, Professional Presentation Skills, Personal Development, Time & Stress Management, Leadership & Empowerment Strategies, Management for Manager, and Human Resource Management.

He was an Assistant Superintendent of Police (ASP) for several years and was awarded the "Best Student" during his training programme. While in the police force, he was exposed to the various work divisions. He had accumulated vast experience and good knowledge on security and supervising the down liner. All these factors display a highly disciplined personality with strong characteristics which are added value as a trainer.

His rich experience and knowledge in the area of manufacturing and services sector has make him a valued trainer for organizations such as NESTLE Manufacturing, UNILEVER Food, Sinmah Food (FARMBEST), SONY Precision Eng, PHILIP/NXP Semiconductor, FLAIRIS Malaysia, PETRONAS gas, HONDA Malaysia, HICOM Automotive, ORNASTEEL Group, FELDA Rubber, Pesama Timber, CIMB Group, TESCO Stores, UiTM, POLITEKNIK, TAYLOR's University College, NATIONWIDE Express, DYNEA, Optimal Chemical, GLOMAC Berhad, Seremban Specialist Hospital, Permai Inn Hotel and many public programs and etc.