

EMOTIONAL INTELLIGENCE @ WORK FOR MANAGERS

Navigating People Dynamics for Results

The Focus

Is successful business performance due to IQ and technical skills alone? There is now compelling evidence to show that Emotional Intelligence contributes about two times as much as IQ and technical skills for producing outstanding results. **The Emotional Intelligence @ Work for Managers** provides the framework & tools for you to apply emotional intelligence to manage self and others, gain a greater sensing of environmental factors, develop empathetic responses, guide others, be principle-centered and build bonds for greater workplace results!

The Benefits & Outcomes

- Explore your own level of emotional intelligence and develop a blueprint to capitalize on your unique strengths and delineate your areas for further development to attain organizational outcomes.
- Learn the emotional intelligence framework and develop the requisite personal competencies for effectiveness.
- Gain a social awareness of the emotional intelligence of others and the impact on attainment of organizational KPIs.
- Decipher the emotional requirements of the environment, assess the emotional strengths and limitations of stakeholders/colleagues and utilize adaptive strategies for better outcomes.
- Apply diversity-aligned empathetic techniques to up team synergy.
- Uphold integrity and take ownership for commitments made to others.
- Encounter challenges with greater composure, confidence and resilience!

The Value Adds

- Individualized on-line psychometric tool to understand one's unique Emotional Intelligence.
- Use of multi-media that brings workplace issues to life.
- Application through business simulations.

This blended learning and experiential 3-day workshop is relevant for:

- Current managers who are seeking to apply emotional intelligence to manage self, others and the environment for win-win business results.
- Job seekers who are seeking to develop this core skill for managerial effectiveness in their new appointments.

Certification

Upon successful completion and assessment of each training module, you will receive a WSQ statement of Attainment in WSQ Apply Emotional Competence to Manage Self and Others in a Business Context.

BUILDING A HIGH PERFORMANCE TEAM (I)

Making Teams Work!

The Focus

Great teams can do just about anything. When people work powerfully together, space shuttles are launched into space, countries are run, records are broken. When teamwork breaks down however, jobs can be affected, organizations crumble, relationships are soured and in some unfortunate instances, lives are lost. Fortunately, there is no magic formula to developing great teams. **The Building A High Performance Team** program unpacks practical tools to develop managers so that they in turn can develop their team in areas like group development process, delegation & resource allocation, open communication strategies and managing performance.

The Benefits & Outcomes

- Discover a powerful team dynamics framework to assign the right team member to the right task.
- Utilize communication and management techniques to create an inclusive and harmonious workforce that maximizes staff diversity.
- Gain resource allocation and performance evaluation strategies to ensure goal achievement.
- Apply principles and techniques to foster commitment among team members.
- Zero-in on infrastructure & systems to facilitate knowledge management.
- Uncover work team coaching tools and techniques to improve team performance.

The Value Adds

- Individualized on-line psychometric tool to understand one's unique role in the team.
- Use of multi-media that brings workplace issues to life.
- Application through business simulations.

This blended learning and high impact 3-day workshop is relevant for:

- Current managers who seek improvement strategies for current or newly set up teams.
- Newly appointed managers who are managing work teams or preparing to start new teams.

Certification

Upon successful completion and assessment of each training module, you will receive a WSQ Statement of Attainment in WSQ Develop A Work Team.

BUILDING A HIGH PERFORMANCE TEAM FOR MANAGERS (II)

Strengthening Cross-Cultural Focus

The Focus

How can we embrace diversity as a source of organizational strength? This is increasingly a challenge faced by today's managers as they work with teams characterized by colleagues from many cultures, diverse age groups including Generation Y and role functions. **The Building a High Performance Team for Managers (II)** program takes you on a diversity-sensitivity training track exploring the world of diversity and the pathways leading to team synergy, positive work culture and empathic, people over process-centered communications.

The Benefits & Outcomes

- Gain heightened awareness of the behaviors and attitudes of self and others in team working and kick start your exploration of the complex and powerful issues of diversity.
- Learn best practices to pre-empt potential cultural fault-lines and get your team's buy-in to the vision, mission and goals.
- Build bridges in communication and transform diversity knowledge into acceptance, empathy and the right next steps!
- Engage in diversity learning processes that can help you moderate diverse perspectives and opinions, manage conflicts and convey negative information or performance feedback with enhanced effectiveness.

The Value Adds

- Experience up-to-date Singapore-aligned diversity learning processes.
- Use of Multi-media resources to bring diversity issues to life!
- Transfer learning to the workplace through diversity simulations.

This blended learning and highly interactive workshop is relevant for:

- Current managers who are looking to increase management effectiveness with team members from various role functions, generations and/or cultures.
- This can be a stand-alone program or a follow-up to the Building a High Performance Team for Managers (I) workshop.

Certification

Upon successful completion and assessment of each training module, you will receive a WSQ Statement of Attainment in WSQ Manage Cross Functional and Culturally Diverse teams.

MANAGING YOUR TEAM FOR MAXIMIZED PRODUCTIVITY WITH DISC

The Focus

Apply the internationally renown DiSC profiling technology to decode team members' behavioral styles and strategize team work for results! By utilizing an evaluative process, you will also identify individual strengths and limitations and leverage them for self and team members to achieve team KPIs.

The Benefits & Outcomes

- Gain AHAs of your own management/supervisory style through the insightful DiSC psychometric profiling tool.
- Decipher behavioral traits of team members to enhance managerial effectiveness.
- Understand the dynamics of interacting DiSC profiles and execute pre-emptive strategies for team effectiveness.
- Align feedback to team members' DiSC style needs with increased confidence by applying adaptive behavioral strategies.

The Value Adds

- Use of the highly validated DiSC psychometric instrumentation to impact personal learning and team results.
- Experience one of the most in-depth DiSC training available for you & your team...

This intensive one-day (8 hours) workshop is relevant for:

- Managers and supervisors of teams and departments who are seeking increased effectiveness in team management and more!
- New managers or supervisors who are looking to prepare themselves for their new roles.
- This program can also be conducted in-company as a DiSC teambuilding program.

BUILDING THE FAMILY WITH DISC

An Intensive & Insightful 3-hr program Designed for the busy Executive Parent...

The Focus

Would you like to develop your child in the most optimal way...? Effective parenting works with recognizing the uniqueness of each child and understanding how to leverage on their strengths and limitations so that the child can better attain his or her potential expeditiously.

Testimonials

"I have a better perspective and understanding how and why my kids respond to something and able to direct them effectively towards a standard set."

"Provides insights and ways to be effective parents; shows that adapting to different people's profile is what will make my life easier and enjoyable. The program is practical and can be applied to my family."

"The explanation during these session is very lively and interesting. I enjoyed every minute of it."

The Benefits & Outcomes

- Unpack the DiSC technology for understanding your own parenting style.
- Be able to identify and decode behaviors of your child and family member/s.
- Appreciate the strengths and contributions of each child and recognize areas to work on.
- Understand the impact of your parenting style.
- Learn how to provide structure and support and gain increased confidence and enjoyment in parenting/caregiving.

The Value Adds

- Individualized psychometric tool to understand one's unique role in the team.
- Use of multi-media that brings workplace issues to life.
- Real-life application focus.

This experiential and instrumented learning 3 hour workshop is relevant for:

- Parents, grandparents, uncle/aunts of children, caregivers and educators.

EFFECTIVE MENTORING FOR MANAGERS AND SUPERVISORS

The Focus

Discover the world of mentoring through a systematic process and gain increased confidence and effectiveness as you develop skills and strategies to align your mentoring work towards the achievement of workplace goals.

The Benefits & Outcomes

- Adopt the mentoring mindset and guiding principles for a lifestyle of effective mentoring!
- Kick start a successful mentoring relationship through a structured process.
- Align your current work practices to mirror those required in mentoring.
- Uncover obstacles to mentoring effectiveness for self and mentee.
- Develop your own personalized Mentoring for Excellence blueprint for effective applications.

The Value Adds

- Experiential and process-driven approach.
- Application-oriented for immediate transfer of learning.

This progressive 1-day (8 hours) workshop is relevant for:

- Managers and supervisors who have been appointed as mentors or are looking to maximize current mentoring relationships at the workplace.
- HR Personnel who are embarking on mentoring as part of staff development.
- Staff assigned to facilitate Company Induction or Orientation programs.