

# Building Teams Through Rhythm

## Introduction

A **Drum Circle Playshop (DCP)** is a group of people having fun creating simple rhythmic parts on a chorus of tuned drums, percussion and musical instruments to create a dynamic music experience. DCP for Teambuilding provides uplifting and energising activities that allow all employees to feel empowered while building team spirit.

We use rhythm to explore and inspire group empowerment, leadership and community building. DCP builds leadership skills using the drum circle as a model and the many metaphors within. Participants will learn how to lead a successful rhythm-based event regardless of music background or previous experience.

The language of rhythm is a powerful one that transcends verbal communication. Participants will utilise skills requiring concentration, listening skills and communication leading towards enhanced camaraderie among all staff. Through drumming, employees interact in new ways that transcend titles, and as a successful drumming event is created, all barriers of social and economic status are removed.

The ultimate outcome of this memorable experience will lead to better relationships among participants while increasing confidence and building trust.

What to expect from our DCP event:

- ✓ **Helps establish company's Core Values and Brand Values through linkage with metaphors experienced in DCP**
- ✓ **Builds effective teams and empowers community**
- ✓ **Promotes "Out-of-the-Box" Thinking**
- ✓ **Promotes the concept of Servant-Leadership**
- ✓ **Promotes creativity and "can-do" mindset**
- ✓ **Opens minds to new ideas**
- ✓ **Promotes self-confidence by removing fear**
- ✓ **Promotes the concept of "teaching-without-teaching"**
- ✓ **Facilitates communication – listening skills and body language**
- ✓ **Builds trust and confidence**
- ✓ **Inspires community spirit and oneness towards a common goal**
- ✓ **Enhances wellness and health**
- ✓ **Helps reduce stress and release negative energy**



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Master Consultant for:



Service Quality Institute  
The Global Leader in Customer Service

# Day 1

9.00am – 11.30pm

<p><b>9.00am – 10.30am</b></p>	<p><b>Let's Begin: Starring ME!</b></p> <ul style="list-style-type: none"> <li>- Pair-up and conduct interview</li> </ul>	<ul style="list-style-type: none"> <li>• Create a fun start</li> <li>• Breaking down of cliques or turfs</li> <li>• Promoting interaction with “unfamiliar” colleagues</li> </ul>
	<p><b>A Gift of Gratefulness</b></p> <ul style="list-style-type: none"> <li>- Team Members get a chance to appreciate someone openly</li> </ul>	<ul style="list-style-type: none"> <li>• Allow indirect avenue for conflict resolution</li> <li>• Breaking down “unfriendly” walls and promoting reconciliation of differences or hurt feelings</li> </ul>
	<p><b>It Only Takes a S.M.I.L.E to get the fire going</b></p> <ul style="list-style-type: none"> <li>o S = Sincerity</li> <li>o M = Motivation</li> <li>o I = Integrity</li> <li>o L = Laughter</li> <li>o E = Enthusiasm</li> </ul> 	<ul style="list-style-type: none"> <li>• Create a fun environment before Drum Circle starts</li> <li>• Get members to understand the SMILE acronym and these become the foundation of effective teamwork</li> </ul>
<p><b>10.30am – 11.00am</b></p>	<p><b>Teabreak</b></p>	
<p><b>11.00am – 1.00pm</b></p>	<p>Drum Circle Playshop</p> 	<ul style="list-style-type: none"> <li>• Team members gather in circle and creating music together</li> <li>• Group participants transform from Individual &gt;&gt; Group Consciousness &gt;&gt; Percussion Ensemble &gt;&gt; Orchestra</li> <li>• Leaders transform from Dictator &gt;&gt; Director &gt;&gt; Facilitator &gt;&gt; Orchestra Conductor</li> <li>• Learning metaphors experienced in drum circle reinforcing the following:             <ul style="list-style-type: none"> <li>- Teamwork and Collaboration</li> <li>- Positive Can-Do Attitude</li> <li>- Thinking Out Of The Box</li> <li>- Leadership and Followership</li> <li>- Power of Diversity</li> <li>- The great feeling of success (when team reach orchestral level)</li> </ul> </li> </ul>
<p><b>1.00pm – 2.00pm</b></p>	<p><b>Lunch and Siesta</b></p>	
<p><b>2.00pm – 5.00pm</b></p>	<ol style="list-style-type: none"> <li>1. Team Discussion on Top 3 Lessons Learned from the Drum Circle Playshop and linked to Company's Vision and Mission and Core Values</li> <li>2. Team Presentation on Top 3 Lessons in Picture Form</li> </ol>	<ul style="list-style-type: none"> <li>• Team members will discuss and present the Top 3 Lessons learned</li> <li>• Marks shall be awarded for relevancy as well as degree of linkage to company's vision and core values.</li> </ul>
<p><b>5.00pm – 8.00pm</b></p>	<p><b>Siesta and Dinner</b></p>	
<p><b>8.00pm – 10.30pm</b></p>	<ol style="list-style-type: none"> <li>1. Creative Musical Skit Preparation (1 hour) by Teams</li> <li>2. Creative Musical Skit Presentation (1 hour) by Teams</li> </ol>	<ul style="list-style-type: none"> <li>• Marks shall be awarded for Teamwork/Creativity/Acting Skills/Morale of story and relevancy to business as well as degree of linkage to Eriks vision, core values and “Think out of Box” concept.</li> </ul>
<p><b>10.30pm – 11.30pm</b></p>	<p><b>KARAOKE CONTEST (OPTIONAL)</b></p>	<ul style="list-style-type: none"> <li>• Teams will win points through songs</li> <li>• Scores for karaoke and skit shall be added up determine final winner for the night</li> </ul>

# DEVELOPING EMOTIONAL INTELLIGENCE (EQ) FOR EFFECTIVE AND SUCCESSFUL LEADERSHIP

## Introduction

EMOTIONAL INTELLIGENCE (EQ) has been defined as “the ability to sense, understand, and effectively apply the power and acumen of emotions as a source of human energy, information, connection, and influence.” To put that into a simpler sense, EQ is “A way of recognizing, understanding, and choosing how we think, feel, and act. It shapes our interactions with others and our understanding of ourselves. It defines how and what we learn; it allows us to set priorities; it drives many of our daily actions.”

The workplace need no longer linger in darkness regarding the factors leading to great performance and successful leadership. More than 25 years of research in the neurological field and specific study about the factors that contribute to success in the workplace have resulted in breakthrough perceptions about intelligence. Quantifiable data on performance in a myriad of industries and organisations has resulted in a body of study called EQ. These years of study have named and identified the “intangibles” that predict success in the workplace. EQ explains why despite equal intellectual capacity, training or experience, some people excel while others of the same calibre lag behind. Emotional Intelligence (EQ) may just be the “**missing link**” in the equation for effective and successful Leadership.

This comprehensive 1-Day programme will introduce participants to the concept of Emotional Intelligence and how the developing of EQ competencies in their personal lives will help them to be more effective and successful leaders. EQ can be used to lead others, but it will take practice. Participants will be introduced to the K-A-B Model of EQ. based on this model, participants will learn to develop their self-awareness, self-confidence, self-control, empathy, motivation and social competency – and then use them wisely in their daily work and in their personal lives.

<p><b>9.00am – 10.30am</b></p> 	<p><b>Assessing Emotional Intelligence</b></p> <ul style="list-style-type: none"> <li>o Rating EQ: Self-Assessment</li> <li>o Rating EQ: Leadership Assessment</li> <li>o Setting Personal Goals</li> </ul>
<p><b>10.30am – 11.00am</b></p>	<p><b>Teabreak</b></p>
<p><b>11.00am – 1.00pm</b></p>	<p><b>The Fundamentals of Emotional Intelligence</b></p> <ul style="list-style-type: none"> <li>o Self Fundamentals: Understanding and Accepting Ourselves</li> <li>o Social Fundamentals: The Fundamental of Social Interaction</li> <li>o Fundamental Tools to use to enhance EQ</li> </ul>
	<p><b>The Role of Self-Awareness in Emotional Intelligence</b></p> <ul style="list-style-type: none"> <li>o Feel What You Are Feeling</li> <li>o How Emotions Manifest Themselves</li> </ul>
	<p><b>The Role of Self-Confidence in Emotional Intelligence</b></p> <ul style="list-style-type: none"> <li>o Low Self-Confidence</li> <li>o What About Overconfidence?</li> <li>o Taking Mistakes in Stride</li> </ul>
	<p><b>The Role of Self-Control in Emotional Intelligence</b></p> <ul style="list-style-type: none"> <li>o Lack of Self-Control and Over Control</li> <li>o The Challenge of Anger and What NOT To Do with Anger</li> <li>o Stress Management to avoid Emotional Outbursts</li> </ul>
<p><b>1.00pm – 2.00pm</b></p>	<p><b>Lunch and Siesta</b></p>
<p><b>2.00pm – 3.30pm</b></p>	<p><b>The Role of Empathy in Emotional Intelligence</b></p> <ul style="list-style-type: none"> <li>o Developing the Abilities to Empathise</li> <li>o Reading Social Cues: Listening with Our Eyes</li> <li>o Tone of Voice</li> <li>o Listening – The Vehicle to Empathy</li> </ul>
	<p><b>Motivation and Emotional Intelligence</b></p> <ul style="list-style-type: none"> <li>o The Importance of Meaning</li> <li>o Defining Your Purpose</li> <li>o Optimism and Creativity</li> <li>o The Power in Difficulties</li> </ul>
<p><b>3.30pm – 4.00pm</b></p>	<p><b>Teabreak</b></p>
<p><b>4.00pm – 5.30pm</b></p>	<p><b>Social Competency and Emotional Intelligence</b></p> <ul style="list-style-type: none"> <li>o Levels of Relationships &amp; Basic Social Skills</li> <li>o Effective Communicational Skills for Managers and Leaders - The 8 Golden Rules</li> <li>o Managing Difficult Staff</li> </ul>
	<ol style="list-style-type: none"> <li>1. <b>6 Keys to Promoting Emotional Intelligence in Others:</b></li> <li>2. <b>Putting EQ to Work: The Team</b></li> </ol>

## Workshop Leader

### **DR. ALLEN TEH KEAT BENG**

**Dr. Allen Teh is the founder and Chief Executive Officer For the Centre for Customer Care (CCC) Malaysia. He has conducted extensive worldwide research on customer service as well as on customer behaviour related to business. His latest research was on Emotional Intelligence (EQ) and how that impacts business profitability through employees' work performance.**

**Dr. Allen Teh has more than 27 years of work experience in service operations as well as Human Resource Management, Management Consultancy and Training. He is an experienced Customer Service Consultant. Human Resource Consultant. Human Resource Professional as well as Executive Search Consultant. He has held senior managerial positions in diverse industries namely food and beverage, entertainment, manufacturing, property development and construction. insurance. oil-palm plantations and biotechnology. Dr. Allen Teh was also the Managing Consultant with Pricewaterhouse for a period of time.**

**As a trainer and consultant, Dr. Allen Teh has trained for banks, governmental bodies, healthcare organisations, insurance companies, security firms, travel and tour agencies, vacation clubs, direct selling, property development, fast-food restaurants as well as call centres.**

**Driven by an intense passion in customer service excellence and being a firm believer that customer service makes all the difference in business, Dr. Allen Teh is actively promoting and propagating this passion for customer service excellence in Malaysia and regionally. He welcomes everyone and anyone to join his crusade.**

**Dr. Allen Teh holds a Doctorate Degree in Business Administration from Southern Cross University, Australia and MBA from the University of Dubuque. Iowa. USA**



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