

# DEVELOPING 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 2-Days 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.

### **Who should attend:**

- Senior Manager and managers
- HR Managers and Training Managers
- Customer Service Managers
- Corporate planners
- Trainers and Consultants



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.

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.

## **Centre for Customer Care (CCC) Malaysia**

(A one-stop centre dedicated to the achievement of customer service excellence)  
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Master Consultant for:



## Day One

### Introduction to Emotional Intelligence

- Defining Emotional Intelligence (EQ)
- The K-A-B Model of Emotional Intelligence
- The Science Behind EQ
- Research confirming Benefits of EQ to Business and Family Life

### Assessing Emotional Intelligence

- Rating EQ: Self-Assessment and Interpretation
- Rating EQ: Leadership Assessment and Interpretation

### The Fundamentals of Emotional Intelligence

- Self Fundamentals: Understanding and Accepting Ourselves
- Social Fundamentals: Social Interaction

### The Role of Self-Awareness in Emotional Intelligence

- The Language of Feelings
- The Energy Model of Emotions
- How Emotions Manifest Themselves?
- Tips for Increasing Self-Awareness

### The Role of Self-Confidence in Emotional Intelligence

- Confidence or Arrogance? What About Over Confidence?
- Tips for Overcoming Low Self-Esteem

### The Role of Self-Control in Emotional Intelligence

- Anger Management
- Tips for Receiving Criticism
- Tips for Reducing Worry
- Tips for Dealing With Sadness and Loss
- Tips to Get Into Emotional Balance
- Coping With Stress

## Day Two

### The Role of Empathy in Emotional Intelligence

- Developing the Ability to Empathise
- Tips for Improving Listening Effectiveness
- Reading Social Cues: Listening With Your Eyes

### Motivation and Emotional Intelligence

- Importance of Meaning and Defining of Your Purpose
- Tips for Increasing Motivation and Optimism
- Tips for Increasing Creativity
- The Power of Difficulties

### Social Competency and Emotional Intelligence

- Levels of Relationships
- The 'RULES' of Social Interactions
- Tips for Developing Social Skills and Deeper Relationships
- Persuasion and Influence – Not Manipulation

### Promoting Emotional Intelligence in Others: Developing People

- The 5 Golden Rules
- Using Feedback to Develop an Employee
- Helping Employees Deal With Anger
- Tips for Positive Confrontations

### Putting Emotional Intelligence To Work: The TEAM

- The Leader's Role with Teams
- Using Participation and Empowerment
- Dealing With and Resolving Team Conflicts
- Tips for Dealing With Personality Conflicts

If you take care of your customers, they will take care of your business

**Day 2**

**5.00pm – 6.00pm**

## **Introduction To EFT**

We all suffer from challenging situations that cause stress, distress, unhappiness, anxiety and often times, hopelessness. It is never easy to think straight when this happens. Most books require you to read lengthy chapters just to figure out strategies, which you would realize after completing them that you actually knew them in the first place. EFT, on the other hand, when applied provides you new insights about yourself, helps you cope with issues and heal many of your emotional wounds.

Research suggests that psychotherapy averages about 30% success in helping people deal with emotional issues. EFT has about a 70-80% success rate and I have experienced working with people with a much higher success than 70-80%.

## **What Is Emotional Freedom Technique (EFT)?**

The philosophy underpinning EFT is that "the cause of all negative emotions is a disruption in the body's energy system". EFT is an emotional form of acupuncture except that we don't use needles and we can do it by ourselves anytime, any place. It centers on the profound effects of the body's subtle energies. We tap with the fingertips to stimulate a certain sequence of meridian energy points while the client is "tuned in" to the problem. What we mean here is that the client is focused on the issue without having to tell the whole story. There are many ways of accessing the "story" but it is meant to be safe for the client and least painful.

The subtle energies that circulate throughout the body have been largely ignored (until recently) by western scientists. It has been regarded as Eastern theory for a long time and acupuncture had been frowned up till recently (just a reminder, there is no puncturing of any sort with EFT). As a result, our use of them for emotional and spiritual healing has been sparse at best. With EFT, however, we consider these subtle energies to be the primary cause of emotional upsets. Tapping them causes them to start circulating freely, as it should while the client is breathing and in touch with the problem. Though it is a paradigm shift for most if not all of us, we invite you to try it out before talking further about the phenomenal results it has achieved. For some evidence of the case histories the amount of work done in this area.

## **Physical And Physiological**

EFT often provides relief for a very wide range of physical symptoms. We have used it for common colds, asthma, migraine, vomiting, eczema, snoring, etc and they have worked tremendously well. My advice, which also has been given by the most experienced, is to try it on whatever you face, as it has not been known to have limitations to its effect. This, too, is abundantly clear in the case histories, which provide unmistakable evidence of the link between

our physical ailments and our emotional issues.

## **EMOTION FREEDOM TECHNIQUE (EFT)**

1. Introduction to EFT
2. The benefits for EFT to our personal wellbeing, work and family relationships
3. A simple self-reflection exercise
4. The Basic Recipe: The Setup, The Sequence, The 9 Gamut Procedure and the Sequence
5. Testimonials for those who benefited from EFT
6. Hands-on demonstration of EFT
7. Now your turn to practice of EFT
8. Looking and planning forward

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will take care of your business**