

# EMOTIONAL INTELLIGENCE (EQ) AT THE WORKPLACE + EFT

## Introduction

We are all familiar with the term *intelligence quotient*, or IQ, but few managers in today's workplaces understand much about *Emotional Intelligence* – what is now being called “EQ”.

Managers know a great deal about the products or services that their organisations deliver to customers, and they are becoming more knowledgeable about the technology that puts their organisations into the marketplace of ideas. When it comes to issues involving individuals or groups, however, many tend to fall short. Emotions and social skills don't appear to be as important to success in our jobs as facts and figures and processes.

Just what is Emotional Intelligence anyway? Often called EQ, it refers to the array of personal-management and social skills that allows one to succeed in the workplace and life in general. EQ encompasses intuition, character, integrity, and motivation. It also includes good communication and relationship skills. Emotional Intelligence also refers to the intelligence that all successful people bring to their jobs that does not come under the category of “book smart” or ability to reason. It is a large part of what makes people successful in leadership positions and in all life.

Emotional Intelligence or EQ is not a simple repackaging of the “soft skills” we so often hear about in business. It is that communicating effectively, treating people well, and modelling appropriate behaviour themselves makes good business sense. Now we have the proof: research linking emotions and social skills on one hand and facts and figures on the others.

There's no need to throw away cognitive (thinking) processes, but by themselves these are not enough for success in the organisation. The plain truth is we need both rational data and emotional data in our lives if we are to be successful in business, in the organisation, and capabilities and find the right balance between the rational and the emotional. You can have BOTH!

## Workshop Leader



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 28 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

## Who should attend:

- All frontliners, Supervisors & Managers in service industries – Restaurants, Hotels, Hospitals, Banks, Retails, Supermarkets, Airlines, Call Centres, Insurance, Government...

## Centre for Customer Care (CCC) Malaysia

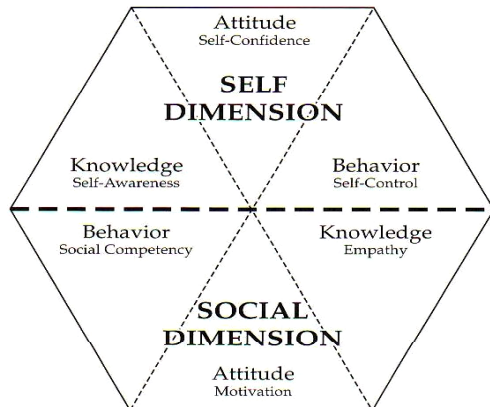
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## Master Consultant for:



**Defining Emotional Intelligence (EQ)**

- o Emotional Intelligence: A Definition
- o Balancing Emotional and Intellectual Intelligences
- o K-A-B Model of Emotional Intelligence
- o Improving Your EQ

**The Science behind Emotional Intelligence**

- o Evolution of the Brain: Three Functional Layers
- o What the Three Brain Layers Do
- o Research on Emotional Intelligence (Neuroscience/Medical/Psychology)
- o Management Science and Leadership Studies

**Assessing Emotional Intelligence**

- o Rating EQ: Self-Assessment
- o Rating EQ: Leadership Assessment
- o Setting Personal Goals

**The Fundamentals of Emotional Intelligence**

- o Self Fundamentals: Understanding and Accepting Ourselves
- o Social Fundamentals: The Fundamental of Social Interaction

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

- o Feel What You Are Feeling
- o The Language of Feelings
- o How Emotions Manifest Themselves

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

- o Confidence or Arrogance?
- o Low Self-Confidence
- o What About Overconfidence?
- o Taking Mistakes in Stride

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

- o Lack of Self-Control
- o The Challenge of Anger
- o What NOT To Do with Anger
- o Keeping Our Emotions in Balance
- o Maintaining A Positive Mood

**The Role of Empathy in Emotional Intelligence**

- o Developing the Abilities to Empathise
- o Reading Social Cues: Listening with Our Eyes
- o Tone of Voice
- o Listening – The Vehicle to Empathy
- o What To Do When Listening
- o Why Empathy is so Vital

**Motivation and Emotional Intelligence**

- o The Importance of Meaning
- o Defining Your Purpose
- o Optimism
- o Creativity
- o The Power of Difficulties

**Social Competency and Emotional Intelligence**

- o Levels of Relationships
- o Basic Social Skills
- o Suggestions for Developing Deeper Relationships
- o Persuasion and Influence
- o Persuasion, NOT Manipulation
- o Encountering a New Situation

**Promoting Emotional Intelligence in Others: Developing an Employee**

- o Set Expectations
- o Be Accessible and Supportive
- o Empower Your Employees
- o Provide Frequent and Positive Feedback
- o Help Employees Maintain Emotional Balance
- o Positive Confrontations

**Putting EQ to Work: The Team**

- o The Leader's Role with Teams
- o Using Participation and Empowerment
- o One Dominant Team Member
- o Dealing with Team Conflict
- o Dealing with Personality Conflicts

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

## **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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