DEVELOPING EMOTIONAL INTELLIGENCE (EQ) TRAINING

Course Title: Developing Emotional Intelligence (EQ) Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with practical techniques to understand and strengthen emotional intelligence for improved communication, teamwork and personal effectiveness. It focuses on identifying emotions, managing reactions, understanding others' behaviour and applying EQ skills to build better relationships at work. Through discussions, activities and real workplace scenarios, participants develop the awareness, self-control and interpersonal capabilities needed to respond professionally and handle challenges with confidence.

OBJECTIVE(S):

- Understand the core components of emotional intelligence.

- Improve self-awareness and emotional self-control.

- Strengthen empathy and understanding of others' behaviour.

- Apply EQ skills to manage workplace challenges and stress.

- Improve communication through emotional awareness.

- Build better relationships with colleagues and customers.

- Apply EQ to teamwork and collaboration.

- Enhance decision-making and professional behaviour.

TARGET GROUP(S):

- All employees

- Supervisors and team leaders

- Managers and executives

- Customer service and frontline staff

- Project teams

- Anyone who wants to improve emotional and interpersonal skills

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to Emotional Intelligence and Its Importance

2. Self-Awareness: Understanding Emotions and Triggers

3. Self-Management: Controlling Emotions and Reactions

4. Social Awareness and Empathy in Workplace Interactions

5. Communication Skills Using EQ Principles

6. Managing Conflict and Difficult Situations with EQ

7. Relationship Management and Team Collaboration

8. Applying Emotional Intelligence in Real Workplace Scenarios

LIST OF REFERENCE BOOK(S):

- Emotional intelligence and behavioural psychology references

- Workplace communication and relationship-building guides

- Personal development and leadership materials

LIST OF TEACHING AID(S):

- LCD projector

- Computer

- Whiteboard with accessories

- Flip chart with accessories

- EQ assessment and reflection worksheets

METHODOLOGY(S):

- Lecture

- Group discussions

- Case studies

- Role-play

- Self-reflection activities

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Introduction to Emotional Intelligence
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 2: Self-Awareness and Emotional Triggers
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 3: Self-Management and Emotional Control
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 4: Social Awareness and Empathy

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: EQ-Based Communication Skills
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 6: Managing Conflict and Difficult Situations
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 7: Relationship Management and Team Collaboration
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 8: Applying EQ in Workplace Scenarios