MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

PERSONAL EFFECTIVENESS & BEHAVIORAL SKILLS MASTERCLASS

""Elevating Workplace Impact Through Self-Awareness, Communication & Interpersonal Mastery""

Schedule

Date	Venue	Fees (Face-to-Face)
09 – 10 Mar 2026	Doha, Qatar	USD 1,995 per delegate
15 – 16 Jul 2026	Muscat, Oman	USD 1,995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Success in the modern workplace is driven not only by technical skills but also by behavioral competence and personal effectiveness. Individuals who demonstrate emotional intelligence, resilience, effective communication, and collaboration are more likely to lead, influence, and succeed in dynamic environments.

This interactive 2-day masterclass focuses on strengthening the personal and behavioral skills that enhance workplace impact. Through self-assessment, group exercises, and real-world scenarios, participants will develop essential soft skills that enable them to work effectively with others, handle stress, and contribute meaningfully to organizational success.

Objectives

By the end of this course, participants will be able to:

- Enhance self-awareness and emotional intelligence to improve behavior and decision-making
- Communicate assertively and adapt to different personality styles
- Develop resilience, motivation, and a proactive mindset
- Collaborate effectively and manage workplace relationships
- Handle conflict and pressure with professionalism and composure

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Why Attend

- To improve your personal and interpersonal effectiveness at work
- To develop the behavioral competencies essential for leadership and teamwork
- To build confidence in communication, collaboration, and conflict management
- To adapt more easily to organizational change and cultural diversity
- To become more self-driven, emotionally intelligent, and trusted by others

Target Audience

This program is designed for:

- Professionals in any function seeking to improve interpersonal and behavioral effectiveness
- Team members, supervisors, and coordinators
- High-potential employees being groomed for leadership roles
- Customer-facing or cross-functional staff
- Anyone aiming to boost self-leadership and communication impact

Individual Benefits

Key competencies that will be developed include:

- Self-awareness and emotional regulation
- Assertive communication and active listening
- Collaboration and teamwork
- Stress management and professional demeanor
- Personal responsibility, initiative, and influence

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved communication and collaboration across departments
- Stronger alignment with corporate values and culture
- Higher levels of employee engagement and motivation
- Reduced interpersonal conflict and misunderstandings
- A more agile, emotionally intelligent, and responsible workforce

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Key behavioral models, personality insights, and self-management techniques
- Case Studies – Workplace scenarios involving team dynamics and emotional intelligence
- Workshops – Practical exercises in communication, self-regulation, and collaboration
- Peer Exchange – Partner and group interactions for learning reinforcement
- Tools – Self-assessment instruments, communication frameworks, and action planners

MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

Course Outline

Detailed 2-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Self-Awareness, Mindset, and Emotional Intelligence

- Module 1: Understanding Personal Effectiveness (07:30 – 09:30) • Defining behavioral effectiveness and its workplace impact • Identifying personal strengths and growth areas • Developing a proactive and responsible mindset
- Module 2: Emotional Intelligence Essentials (09:45 – 11:15) • Self-awareness and emotional regulation • Empathy and social awareness in action • EI's role in communication, conflict, and leadership
- Module 3: Building Personal Resilience (11:30 – 01:00) • Overcoming self-doubt and workplace pressure • Stress response and emotional control strategies • Reframing setbacks into learning opportunities
- Module 4: Personal Impact Workshop (02:00 – 03:30) • Complete an EQ self-assessment and action plan

Day 2: Communication, Collaboration & Professionalism

- Module 1: Assertive Communication Skills (07:30 – 09:30) • Difference between passive, assertive, and aggressive behavior • Using "I" statements and constructive feedback techniques • Handling difficult conversations with tact
- Module 2: Adapting to Others and Building Rapport (09:45 – 11:15) • Understanding personality styles (DISC or similar model) • Reading non-verbal cues and active listening • Establishing trust and credibility
- Module 3: Collaboration and Conflict Resolution (11:30 – 01:00) • Working effectively in diverse teams • Managing disagreements with professionalism • Influence without authority
- Module 4: Final Group Exercise and Commitment Plan (02:00 – 03:30) • Scenario simulation and team debrief • Personal effectiveness commitment worksheet

Certification

Participants will receive a Certificate of Completion in Personal Effectiveness & Behavioral Skills Masterclass, recognizing their enhanced capabilities in communication, collaboration, and personal leadership in today's workplace.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

Follow us: **Facebook** **Twitter** **YouTube** **LinkedIn** **Instagram**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.