MAWA EVENTS

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

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ACHIEVING PERFORMANCE EXCELLENCE USING EMOTIONAL INTELLIGENCE

""Unlock Your Potential, Enhance Relationships, and Drive Outstanding Performance Through Emotional Intelligence."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

Emotional intelligence (EI) is a key factor in achieving personal and professional excellence. It enables individuals to understand and manage their own emotions, navigate social complexities, and build productive relationships. Organizations that cultivate EI among their workforce see improved communication, leadership, collaboration, and overall performance.

The Achieving Performance Excellence Using Emotional Intelligence course provides participants with practical tools and techniques to enhance self-awareness, self-regulation, motivation, empathy, and social skills. Through interactive exercises, case studies, and reflection, participants will learn how to leverage EI to improve decision-making, leadership, and performance in their professional roles.

Objectives

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

- Understand the principles and components of emotional intelligence.
- Enhance self-awareness and recognize the impact of emotions on performance.
- Develop self-regulation techniques to manage stress and maintain focus.
- Build empathy to strengthen interpersonal relationships and teamwork.
- Improve communication and conflict resolution skills.
- Apply EI principles to motivate self and others effectively.
- Integrate emotional intelligence into leadership and organizational performance.
- Achieve higher levels of productivity, collaboration, and workplace excellence.

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Why Attend

Success in today's workplace depends not only on technical expertise but also on emotional intelligence. This course empowers professionals to harness EI for improved decision-making, leadership, and collaboration. Participants will gain actionable strategies to manage emotions, influence others positively, and achieve performance excellence in challenging environments.

Target Audience

This course is suitable for:

- Managers, Team Leaders, and Supervisors
- HR Professionals and Organizational Development Specialists
- Business Leaders and Executives
- Employees seeking personal and professional growth
- Professionals aiming to enhance leadership and interpersonal effectiveness

Individual Benefits

- Increase self-awareness and emotional resilience.
- Enhance communication, empathy, and relationship-building skills.
- Improve decision-making, leadership, and conflict resolution abilities.
- Develop strategies to manage stress and maintain motivation.
- Boost professional effectiveness and career advancement potential.
- Gain confidence in applying EI principles in real-world scenarios.

Organizational Benefits

- Improve leadership effectiveness and team performance.
- Enhance workplace collaboration, morale, and engagement.
- Reduce conflicts and improve problem-solving across teams.
- Support a culture of emotional intelligence and continuous improvement.
- Strengthen organizational resilience and adaptability in change environments.
- Drive higher productivity and overall performance excellence.

Instructional Methodology

The training employs a practical, interactive approach through:

- Interactive lectures on emotional intelligence concepts and frameworks
- Self-assessment exercises to measure and enhance EI competencies
- Case studies and real-world scenarios for applying EI skills
- Role-playing and simulations to practice communication, empathy, and conflict resolution
- Group discussions and collaborative exercises
- Assignments focused on implementing EI strategies in workplace situations
- Continuous feedback, coaching, and Q&A sessions

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Course Outline

- Module 1: Introduction to Emotional Intelligence – Principles and Importance
- Module 2: Self-Awareness – Recognizing Emotions and Their Impact
- Module 3: Self-Regulation – Managing Stress, Impulses, and Focus
- Module 4: Motivation – Driving Personal and Professional Performance
- Module 5: Empathy – Understanding Others and Building Relationships
- Module 6: Social Skills – Communication, Collaboration, and Influence
- Module 7: Conflict Resolution and Negotiation Using EI
- Module 8: Leadership and Emotional Intelligence in the Workplace
- Module 9: Integrating EI for Team and Organizational Performance
- Module 10: Capstone Exercise – Developing a Personal and Team EI Action Plan

Certification

Upon successful completion, participants will receive a Certificate in Achieving Performance Excellence Using Emotional Intelligence, recognizing their ability to leverage emotional intelligence to enhance personal effectiveness, leadership, and organizational performance.

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**

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