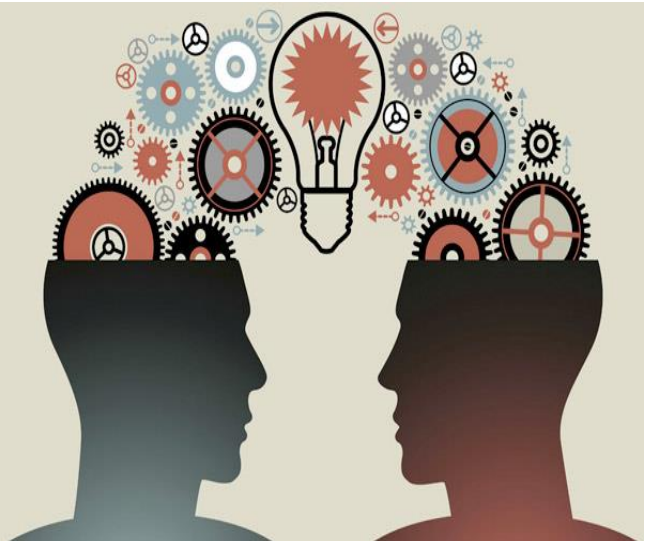


# APPLYING E.I. AT WORK



## *Harnessing the Power of Emotional Intelligence to Get Results & Outcomes Desired*

*Healthy Emotions + Clear Thinking + Appropriate Action = High EQ*

**This technique-based, inspiring,  
interactive & reflective course is also  
available IN-HOUSE  
Claimable under HRDF. Call or  
email us today!**

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**No matter what the situation, NEVER let your emotions  
overpower your intelligence**

**PEAK SUCCESS ABUNDANCE SDN BHD (1104937-T)**

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## **LEARNING OBJECTIVES & OUTCOMES**

**After completing this course participants will have learned how to:**

- Interpret, manage & deal more effectively with emotions
- Practice core skills required for emotional intelligence: self-management, self-awareness, self-regulation, self-motivation & empathy
- Cultivate success through emotional awareness & your primary psychological make up
- Articulate your emotions using the right verbal & non-verbal language
- Implement EI concepts & techniques in the workplace
- Build productive, stronger working relationships - handle difficult inter-personal issues more effectively
- Come to terms with your underlying emotions - what you & others really want
- Taking intelligent action & be fully aware of emotion based decisions
- Identifying & charting your true identity as a Super Hero at work!

## **COURSE OUTLINE FOR 2 DAYS**

### **1. WHAT IS EMOTIONAL INTELLIGENCE**

- EI vs IQ - what? when? where? why? how?
- Considering the wider consequences of low EI on work effectiveness
- 5 Dimensions of Trait EI Model - Self Awareness, Managing Emotions, Motivation, Empathy, Social Skills

**Awareness & Evaluation Exercise: Determination Of Your EQ**

### **2. SELF AWARENESS - NAMING THAT FEELING**

- Wheel of Emotions Robert Plutchik's
- Observe yourself - recognize emotional patterns/meanings
- Identifying hidden emotional triggers
- How different emotions may lead to alternative behavioral choices & end results

**Game: Emotional Cards**

**Action Plan: Get Rid Of A Lifetime of Negative Programming: EFT Technique**

### **3. SELF REGULATION & SELF MANAGEMENT**

- The 'EQ brain' & how it works
- Find your self-control... take back your Amygdala
- Manage moods, reactions & learn to 'snap out of it'
- Using coping thoughts

**Self-Control Exercises: Anger/Stress/Anxiety Management, Coping Thoughts, Mood Management Skills, Managing Negative Emotion**

### **4. NAVIGATING YOUR EMOTIONS**

- Key messages of your emotions
- Every emotion is a call for some sort of action or change
- Engage emotions intentionally to help move the situation forward
- Change the way you look at things (perception), change the way you communicate, change your behavior, change your expectation, change your approach/procedure

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## **Group Discussion & Presentation: 'What's the Message of this Emotion?'** **NLP Techniques: SWISH & Anger Management**

### **5. Apply Consequential Thinking**

- Evaluating the costs & benefits of your choices
- Pause & evaluate both the pragmatic & emotional components of the situation
- Personal responsibility & unique gift - the CHOICE to select from available options
- PAC - pause, acknowledge your thoughts & feelings, clear your mind

**Think, Feel Act Cards Game: 'What's the Cost & Benefits of Your Choices?'**

### **6. EXERCISING OPTIMISM & SELF MOTIVATION**

- Taking a proactive perspective of hope & possibility
- Persevering in the face of adversity
- Eliminating stress - enter your inner world
- Appreciate & love yourself - give yourself praise
- Laughter therapy

**Dyad Activity: Gratitude Game; Creative Music; Self Talk Therapy**

### **7. CHANGE YOUR STATE FROM DOWN TO UPBEAT**

- Re-energizing & recharging yourself
- Change your physiology
- Change the meaning you give to life - reframing
- Anchoring your wins in life

**High Impact & Interactive Practice Session**

### **8. DEVELOP SOCIAL AWARENESS - EMPATHY**

- Organizational awareness - relating & working well with people
- Learn about insight analysis
- Recognizing & responding to others' emotions
- Guidelines to develop empathy & insight analysis - how it matters in your life

**Role Play: Perceptual Positioning**

### **9. ENSURE YOU HAVE PURPOSE, DIRECTION & GOALS IN LIFE**

- Law of Attraction 7 the Intention Exercise - make a wish
- Affirmation - self fulfilling prophecy
- Emotionalization - forgiveness exercise
- Visualization - step by step

### **10. EMOTIONAL EVOLUTION ... ASCENDING HERO**

- How to identify your true identity
- Your Super Hero Image
- Your greatest fears
- The ideal you & the magical mantra
- Your role models

**Phenomenal Feel Good Activity: Discover Your Ideal Core Identity**

**Closed Eyed Session: Future Pacing & Feeling Awesome!**

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## WHO SHOULD ATTEND - A MUST FOR ALL!

This course is recommended for **ALL** who would like to learn how emotions affect performance at work, how to use practical & effective strategies to manage emotions in difficult situations. Powerful, flexible tools & techniques are taught for behaving & communicating effectively.

## COMPREHENSIVE MANUAL & WORKBOOK

A practical, easy to read yet thorough set of notes for the participants. It is wonderfully & carefully written with relevant & humorous pictures. It is **content-rich** but **summarized** for easy reading & follow through. **This Is Rachel Khor's Special Gift To The Participants As A Fantastic Takeaway After The Training.**

## TRAINING METHODOLOGY

**Accelerated Learning Technique based on 4Ps: Preparation, Presentation, Practice, Performance**

To make the training effective & thought provoking yet lively & entertaining, the trainer utilizes a combination of various training methodologies including a combination of expert input plus practical sessions:

- 👉 Group Discussions, Presentations, Video Clips
- 👉 Brainstorming Sessions, Practical Hands On Sessions
- 👉 Group & Individual Exercises
- 👉 Demonstrations, Games & Activities
- 👉 Creative Music, Visualization
- 👉 Notes & Hand Outs

## COURSE TRAINER - RACHEL KHOR



- Certified Master Performance Coach (ICF Approved)
- From DC Psychology International & American Institute of Business Psychology
  - Certification in Colored Brain Communication
  - Certification in Human Drivers & Motivation
  - Certification in Dynamic Speaking
  - Certification in Curriculum Development
- Certified Trainer in Emotional Quotient
- Trained with Master Cheng Hung Yeh in Truth of Emotions Through Movements, Energy Dance (Body, Mind & Soul), Language Communication
- Certified Trainer PSMB (Ministry of Human Resources Malaysia)
- Certification in Neuro Linguistic Programming (NLP)
- Certification in Hypnotherapy from London College of Clinical Hypnosis (LCCH)
- Attended course on Silva Life System in Mind Development & Stress Control

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Rachel Khor is currently the **Principal Trainer & Chief Learning Strategist** with Peak Success Abundance Sdn Bhd as well as an experienced entrepreneur & businesswoman.

She is a **Master Trainer** in Creativity & Thinking Outside The Box, Problem Solving Skills, Master Your Mind, Emotional Intelligence & Emotional Drivers, Success Tools & Colored Brain, Communication, Negotiation, Peak Performance, Goal Setting, Positive Work Attitude, Leadership & Sales Warriors.

She has undertaken training, consultancy & facilitation projects with various companies, both private & public sectors. She is a sought after Learning & Development Strategist, People Developer, Trainer, Coach & Mentor.

Her training incorporate effective evaluation methods, powerful techniques of varied disciplines & practical tools for all her learning solutions. **Driven by a passion for delivering awesomeness**, she ensures she execute cutting edge learning technologies, share highly relevant knowledge, provide critical & up to date information, deliver time tested methodologies & conduct interactive sessions - all are formulated to achieve results like never before.

Her **determination & speed in producing training solutions** is one of the key reasons her clients keep coming back to her over & over again. Her research, knowledge & experience made Rachel Khor in the front line within her profession.

She loves people development - during her high impact training sessions she is committed, dynamic & outcome driven. **She utilizes Accelerated Training methodologies to inspire change & fast results**. She trains with her personal brand of positivity, charisma & focus which greatly motivates her participants to achieve greater heights of achievement.

Participants have described her sessions as inspiring, thought provoking, energetic & easy to understand.

During her sessions, her ability to be **neutral, non-judgmental, supporting the group & upholding its wisdom** has allowed her to effectively extract participation in a magical way.

**Based on the belief that every individual has a core genius & the ability to soar given the right opportunity; Rachel's training methodology breaks limiting beliefs, overcomes obstacles & cultivates trust across cultures.**

Rachel receives rave reviews/excellent ratings due to her dynamism, knowledge & fantastic rapport with her participants. She achieves this by ensuring her training is **relevant & solution based - always updated with new ideas, strategies & techniques**.

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## SATISFACTION GUARANTEED!



### CLIENTS FROM RACHEL'S INHOUSE & PUBLIC TRAINING INCLUDE...



Leighton Offshore, Petronas, Sarawak Energy, Shell, Talisman, BNM, Kementerian Kewangan, Kenanga Investment, Alliamz, Ambank, Affin Holdings, Bank Simpanan Nasional, CIMB, Exim Bank, Maybank, Mavcap, RHB Bank, Public Bank, UOB, HSBC, Danajamin, Pan Malaysia Pools, MAA Assurance, Malaysian Reinsurance, Takaful Iklas, Tokio Marine, ACE, Aneka Insurance, Etiqa, MII, Tune Money, Agilent, Ansell, Bristol, Cahaya Mata, Cameron, Camcar Textron, Cyberview, Dell, Emhart Glass, Khazanah Nasional, Kotak, Infineon, IJM Plantations, Impressive Edge, Kanzen, KKIP, Kossan Rubber, LG Aluminium, M Mode, Merck, Mimos, MRCB, MNRB, Minetech Resources, Munchys, Myceb, OYL Industries, Pernec, Prokhas, Royal Selangor, Selangor Industrial Corporation, Samsung, Sara Lee, Scenic Moulding, Sime Tyre, SIRIM, Tencate, Takeuzi, Totokiki, Toshiba, Niro Ceramic, Value Cap, White Horse, UMW, YLI Industry, Air Asia, MAS, Malaysian Airport, KLAS Airport Services, MRT Corporation, Lembaga Pelabuhan Klang, PTP, Westport, Johor Port, TNB, Telekom, Celcom, Maxis, Sunrise, SP Setia, Selangor Dredging, Worldwide Holdings, YLI Industry, IOI, Genting, Hotel Equatorial, Eastin Hotel, Saujana Resort, Subang Medical Centre, Ampang Puteri Hospital, Institut Jantung Negara, Yayasan Pelajaran MARA, Malaysian Export Academy, FMM, UEM, Naza, Open University, Swinburne University, UKM, UM, DBKL, PNB, Iskandar, Attorney General Office, FINAS, Ministry of Agriculture, Ministry of Defence, Ministry of Finance, Ministry of Health, Ministry of Transport, Ministry of Tourism, Malaysian Navy, Jabatan Ketua Menteri, Jabatan Perancangan Bandar, SPAD, Yayasan Sarawak, etc

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