

EMOTIONAL INTELLIGENCE

1. Introduction

Emotional intelligence (EQ) is the capacity to understand and manage your emotions. This course aims to help employees understand how emotion influences motivation and behavior and how these can impact performance at workplace. Additionally, this course aims to provide employees insights on how to boost their EQ skills so as to work better with colleagues and superiors.

2. Training Objectives

Upon the completion of the training programme, the participants will be able to:

- Demonstrate EQ techniques for responding effectively to any challenges
- Implement the EQ concepts and techniques in the workplace
- Identify the consequences of behaviour and decisions before making an action
- Verbally communicate with others with emotional awareness
- Interpret and manage emotions in any situation
- Empathize with others

3. Course Contents

The training course may cover and not limited to the following:

- Introduction to Emotional Intelligence
- Ways to develop emotional intelligence skills
- Tools to regulate your emotions
- Building EQ at workplace
- Application of EQ skills in work life and relationships

4. Targeted Participants

Officers level (Division II)

5. Number of Participants

30 participants per session

6. Training Delivery

The training venue and refreshments will be provided by the Ministry of Finance and Economy.

7. Duration and Frequency

- Duration: 3 days.
- Frequency: 1 session only

8. Methodology

- Discussion
- Lectures
- Role plays (if applicable)
- Practical activities

9. Delivery Language

English language

10. Requirements

- There will be two types of assessments needed for each of the participants namely pre-training assessment and post-training assessment.
- Report on individual assessment and performance to be submitted to the Ministry of Finance and Economy within one week after the completion of the training programme.
- Joint Certificate of Participation with Ministry of Finance and Economy.