

**SM 002: Mastering the EQ To Achieve Excellent Service & Client Relationship Building**

(Complimentary EQ Assessment Tool is included)

**[1-Day Program]**



**Overview**

Emotional intelligence (EQ) is the ability to use emotions effectively. Since the publication of the initial research in 1990, innovative organizations have begun testing how to integrate EQ into training and hiring to gain competitive advantage. It is becoming increasingly clear that these skills are the foundation of high-performing organizations. A range of implementation strategies have been used, primarily in selection and training. While the competencies are learnable, best-practices are just beginning to emerge. Companies have demonstrated that using EQ in training and organizational climate change can reduce costs associated with turnover, absenteeism, and low performance.

Research has provided clear evidence that emotionally intelligent leaders are more successful. Daniel Goleman, author of the best-selling book *Emotional Intelligence*, estimated that 90% of the difference between a “good leader” and an “excellent leader” can be attributed to EQ. At PepsiCo, for example, executives selected for EQ competencies far outperformed their colleagues. Organizations that have a climate where employees feel a strong sense of relationship (i.e. are emotionally engaged) have significantly higher profitability, and emotional intelligence is the competitive advantage.

## **Learning Outcomes**

Upon completion of programme, participants will be able to improve in the following areas :

- Interpersonal skills
- Putting people at ease
- Self-awareness
- Enhance customer skills
- Achieve calmness and composure
- Building and mending relationships
- Doing whatever it takes to succeed
- Building excellent rapport in account management

## **Who Must Attend.**

Anyone that has interest in improving their interpersonal skills and relationship building skill: staff, supervisors, high potentials, managers and executives (delivery will be geared towards the audience level)

## Course Detail

### **Module 1: Understanding Your EQ by Looking in the Mirror and Making Changes**

- What is EQ?
- Are you your own worst enemy for creating positive change?
- Identifying and developing your EQ Level
- How to adapt your emotional state
- The EQ personal guide to getting – and staying – motivated during the good times and bad
- Overcoming the issues that keep many from progressing

### **Module 2: Creating a Positive Mindset of Success and Achievement**

- Use EQ to Create a positive environment that makes your staff want to achieve outstanding results
- Red flags that should warn you that negativity is creeping back
- How YOU can set the tone of appreciation at work that'll spread like wildfire
- Understanding the motivators that drive you

### **Module 3: Use EQ to Boosting Customer Service Relationship Skills Up to the Next Level**

- Understand the power of EQ in service relationships building
- How to apply EQ in service building with client
- Apply EQ Strategy in turn bad customer relationship into excellent rapport

### **Module 4: The EQ of Giving – and Getting – Effective Feedback**

- Learn to give meaningful feedback ... how much and how often
- How to eliminate the negativity that ruins many feedback sessions
- The things you should never say during a feedback session, and 5 things you always should
- How to become your team's top cheerleader – even if you're not the "rah-rah" type
- Set expectations that are in line with the task at hand

### **Module 5: EQ in Communication Skills**

- The keys to persuasive and effective communication skills
- Steps to crystal-clear communication skills that leave no room for misunderstandings
- How to get everyone on board with your plans – even the most negative nay-sayers
- How to boost the morale of your team when times get rocky and tough

## **Methodology**

A combination of Learning techniques will be applied: hands-on activities, role play, group discussion & presentation, evaluation tests, class lectures, case studies and real examples. The course will be intensive but practical and highly interactive. Participants will participate actively & ask questions during the programme.

## **Course Leader**

### **MR. CASEY TEE**

***Negotiation Skills Master Trainer , USA***

***LIMRA Certified Agency Management Trainer,USA***

***Certified Personal Peak Performance Trainer***

***Certified Personality Sales Trainer***

***Certified EQ Master Trainer***

***Master Trainer of Presentation Dynamic ,USA***

***LIMRA Certified Personality Sales Trainer,USA***

***Wilson Learning Certified Sales Trainer***

***NLP Master Trainer***

***Sun Tzu's Strategic Planning Master Trainer***

***Certified Financial Planner Lecturer (C.F.P)***

**Mr. Casey Tee, a 28 years training specialist** is acclaimed as one of Malaysia's most dynamic and inspiring public speaker since 1985 and has steadily increased his stature as one of the leading sales and negotiation speakers in this region. He holds a Bachelor Degree in Applied Economics from University of Malaya in 1987 and a Diploma in Management from the US thereafter.

**Fluent in three ( 3 ) languages ( English, Bahasa Malaysia, and Mandarin )**, he is an extremely sought after training specialist both locally and internationally. He is reputed to one of the leading authorities in this region on the subject of project negotiation, change management, Sun Tzu's Art of War, Master Trainer of sales and sales management training, customer service, attitudinal training, and motivation programs. The impact of his lively, entertaining, and creative training concepts have inspired his participants to attain excellence and peak performance in their organizations.

He was a licensed trainer of **Negotiation International Corporation** of the United States of America in the areas of negotiation training programmes. He is also a **licensed trainer of Sales and Negotiation in Project Management** of the United States of America in the area of **Management Planning & Execution** training programs.

Mr Casey has personally conducted negotiation skills training for: UDA, Sime UEP, UEM, IOI Property, IJM, SP Setia, Ecoworld, Mid Valley, KLCC, Prasarana, DHL Supply Chain, Genting Berhad, West Port Berhad, Petronas, Johnson & Johnson, Nissan Motor, Continental Tyre, SAP, HP, IBM, ACER Computer, Great Eastern Life, Prudential. Uni Asia, ING, AIG, Asia Life, Takaful Malaysia, Bank Negara, Tokyo Marines, Oriental Bank, BHL Bank, Hock Hua Bank, Southern Bank, Mead Johnson, Sara Lee, Carlsberg Marketing, PERMANIS, Bank Negara, AIA, Uni Asia, Tokio Marines Insurance, Pacific Insurance, MSIG, Maxis, Sime Darby, CIMB Wealth Advisors, Maybank, Prudential Assurance, Goodyear Tyre , Atos Origin, Motorola, National Panasonic, ManuLife (formerly known as John Hancock Life Insurance), Zurich-MCIS, American Home Assurance, HLA, AIG, Tractor Malaysia Berhad, Ford Motor, Tan Chong Motor, Proton and Axa Life Singapore, to name a few and many more.

## **Course Fee**

### ***Request For Quotation For In-House Programme***

## **Certificate**

Upon successful completion of this program, you will receive a Certificate of Attendance.

Certificates are distributed on the final day of the program.

## **Payment mode:**

Please make payment to:

### **IKLIM PRIMA SDN BHD**

**Company Registration No: 1021120-M**

**BANK: MAYBANK**

**BANK ACCOUNT NO: 5124 8244 0204**

## **1. BANK IN CHEQUE**

Bank in and then scan the Bank-in slip and email to us before the course commence to confirm your seat.

OR Courier your cheque payment to our Finance HQ.

\*Note that we DO NOT take any payments during the event.

**3. BANK IN CASH:** You can also pay by cash through bank-in our company bank account.

**4. Interbank Transfer-** You can also opt to use GIRO transfer.