

Emotional and Intelligence Quotients (EQ and IQ) at Work

Which One Is More Important?



What's more important in determining life success—book smarts or street smarts? This question gets at the heart of an important debate contrasting the relative importance of cognitive intelligence (IQ) and emotional intelligence (EQ). Proponents of the so-called 'book smarts' might suggest that it is our IQ that plays the critical role in determining how well people fair in life. Those who advocate for the importance of what might be called 'street smarts' would instead suggest that EQ is even more important. So which is it?

The importance of being intelligent and emotionally balanced in a fast-paced industry demands that executives and managers not only possess the ability to work smart, but also have the attitude, knowledge and skills to connect with self and others on an emotional level. This means that you need to have sufficient exposure to the intricacies of human psychology to effectively manage yourself emotionally and communicate effectively with others at the workplace to enhance your technical and intellectual contributions to the company.

OBJECTIVE

In this program, you will learn how to:

- 1) **Experiment** IQ challenges at the workplace through smart decision-making processes
- 2) **Enhance** your emotional strength and stamina at work using EQ tools
- 3) **Overcome** intra-personal and interpersonal communication problems of an EQ nature
- 4) **Lever** problematic issues in the organization using IQ-based solutions

WHO SHOULD ATTEND

Directors, Senior Managers, Managers, Middle Managers, Team Leaders, Supervisors, HR Managers, Recruitment Managers, Sales Professionals, Service Managers, Customer Relations Managers, Front Desk Personnel, PR Consultants, anyone who is directly involved in people management and they are interested in growing themselves.

COURSE APPROACH

- 15% Interactive lecture in an engaging atmosphere.
- 70% Case studies, Games, Role Plays, participative fun activities including personality profiling.
- 15% Group discussions and group presentations.

COURSE OUTLINE

Day 1

Module 1: Fundamentals of IQ Decision-making processes

Attitudes of intelligent executives and managers
Leveraging on a 'work smart not work hard' mindset
Values inherent in an IQ -centric organization
Intrinsic and extrinsic factors in molding high IQ workers
New strategies to utilize your intelligence quotient at work

Highlight: Real-life demo on how to access your hidden intelligence

Module 2: Steps in Sharpening your EQ as a professional

Determining your emotional compatibility with your work tasks
Results-driven tactics to improve your EQ in the midst of daily stress
Traits of an emotionally steady professional
Elements of EQ other programs won't tell you
Objectives and approaches in communicating your emotional needs to others

Hands-on group activities

Highlight: Role-plays on how to handle emotionally-challenging work scenarios

Day 2

Module 3: Effective Improvements to your 'Emotional' communication

Asking yourself: is what I say to myself causing me to feel negative?
Linking negative self-talk to unproductive work performance at the office
Validating your social intelligence when you interact with your co-workers
Improving your office relationships through the 3-sided EQ mental map
Neuro-insights towards a better emotional atmosphere at the office

Highlight: Interactive activities in emotional management

Module 4: Left-brain methods in Creating Smart Solutions

Devices and deliverables in making smart action plans in the organization
Rectifying problematic situations using smart Left-brain solutions
Techniques to boost your team's IQ as problem-solvers
Effective and applicable team-smart approaches using mind-based methods
Obstructions towards nurturing Left-brain critical thinking
Hands-on group activities

Highlight: Fun problem-solving group challenges

Action Plan and Closing

