

EQ
for

**Innovative
Leadership**

FACILITATOR
Prof Dr
Leonard Yong

INTRODUCTION

Emotional Intelligence (EQ) helps us understand how and why we react and respond to certain events in the organization. It also helps us to appreciate that our daily encounters are shaped not just by our rational judgment and our personal history but are largely influenced by our perceptions and expectations. EQ styles play a very important role in daily workplace interactions such as:

- Practicing people skills as leaders
- Enhancing communication in the workplace
- How we respond to criticisms
- How we deal with diversity and adversity
- How we manage certain difficult people and situations
- How we motivate ourselves and others

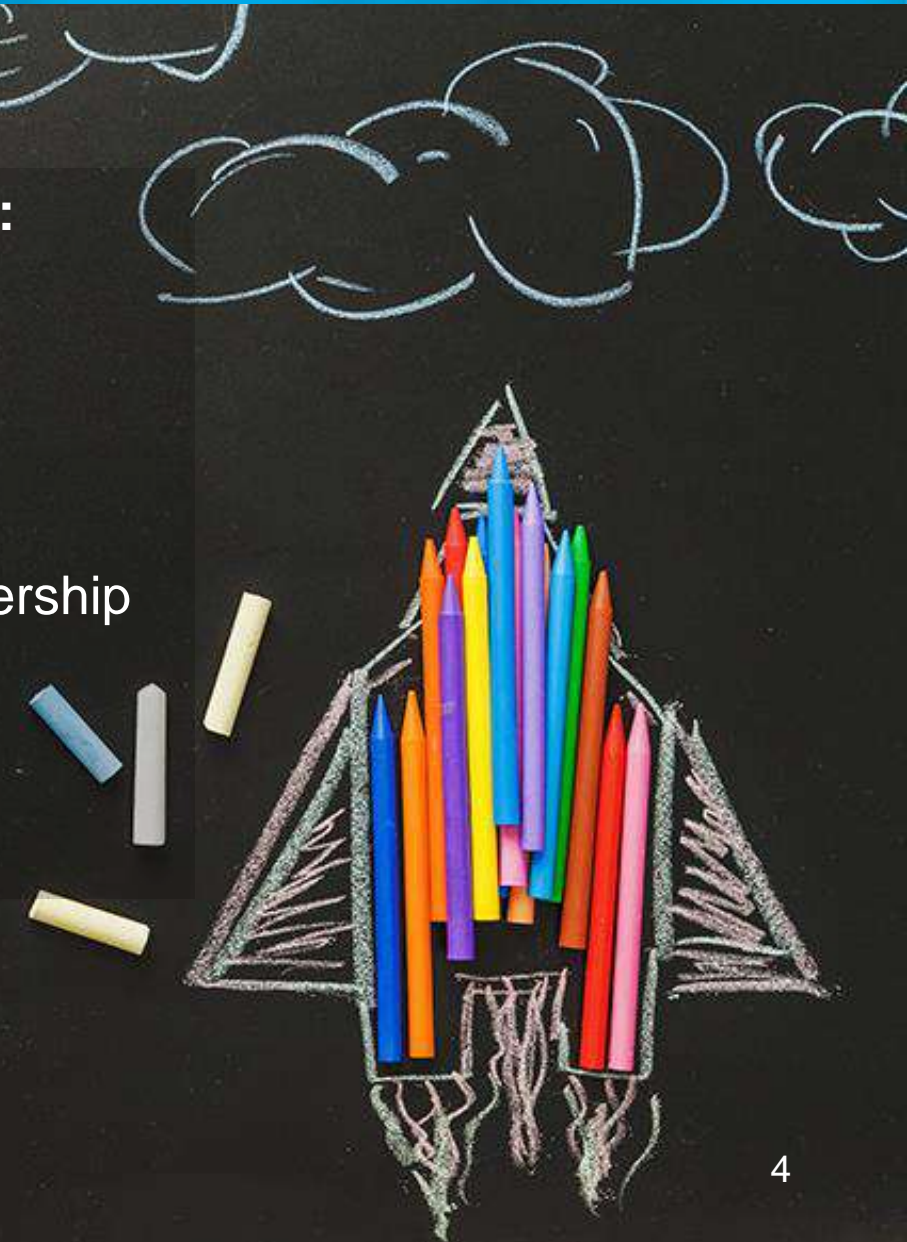


This program will enable participants to develop their EQ so that their leadership skills are enhanced with insights into their own behaviours and others' behaviours. To assist in this, supervisors will also be profiled using the Leonard Personality Inventory (LPI). The LPI can identify a person's emotional orientation and locate a person's preferred behavioral orientation on any 5 behavioral dimensions, namely Openness, Neutral, Analytical, Relational and Decisive dimensions.

LEARNING OBJECTIVES

At the conclusion of this program, the learners will be able to:

- Understand key emotional intelligence (EQ) concepts
- Harness their emotional intelligence to release creativity in the workplace
- Understand and practice innovative leadership
- Gain insights of their own strengths and weaknesses and leadership styles
- Understand and practice key people skills
- Develop enhanced interpersonal relationships
- Become better managers and better subordinates

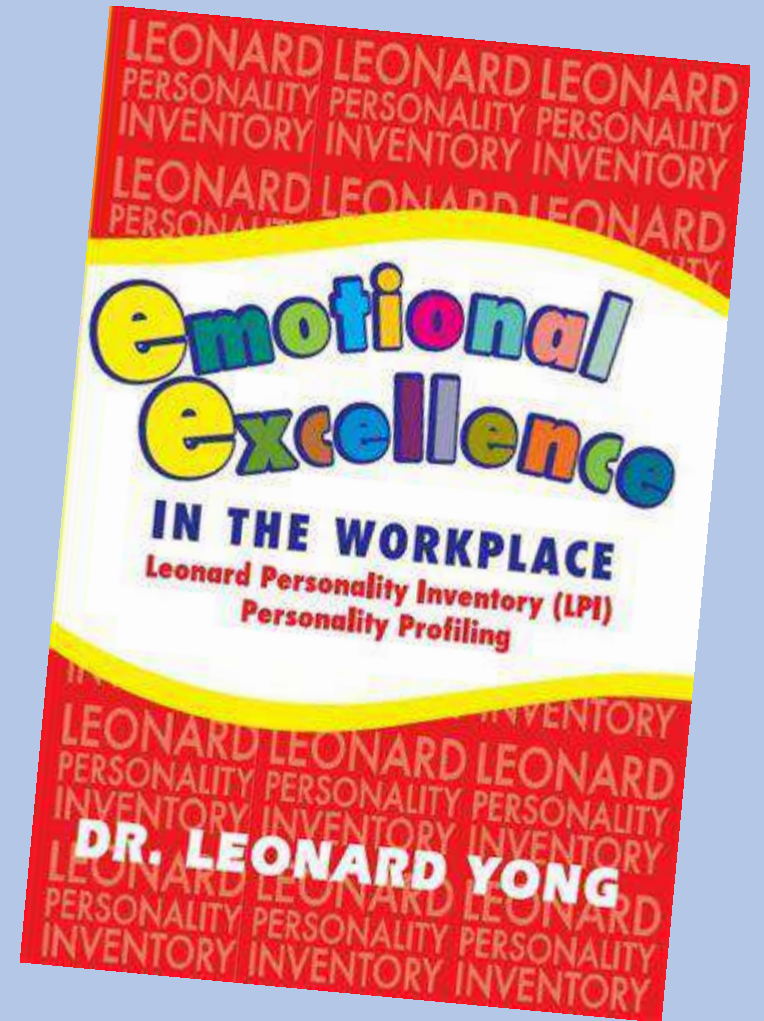


TRAINING METHODOLOGY

The training will be conducted based on the latest state of the art interactive training methodologies. Delegates will be exposed to a variety of case studies and expected to participate actively and learn through problem solving and role plays.

SELF ASSESSMENT TOOLKIT

Participants of this workshop will receive an LPI personality profiling and the Yong EE inventory from Dr. Leonard Yong to enable them to assess their own personality style and their Emotional Excellence Score.



PROGRAM CONTENT

1. Understanding Emotions: Yourself & Others

- Understanding Perception
- Your preferred behavioral style
- Let's Explore your Openness, Neutral, Analytical, Relational & Decisive behavioral tendencies
- Identifying your preferred behavioral style

2. The LEONARD LPI Model

- Understanding:
 - Openness behavioral tendencies
 - Neutral behavioral tendencies
 - Analytical behavioral tendencies
 - Relational behavioral tendencies
 - Decisive behavioral tendencies
- Understanding the:
 - Neutral & Analytical combination personality
 - Neutral & Relational combination personality
 - Decisive & Analytical combination personality
 - Relational & Analytical combination personality

3. Applying Emotional Excellence

- The Emotional Intelligence model
- The EI Application model – Identify, Manage, Understand and Use Emotions
- Charting your Action plan
- Understanding your Creative personality characteristics with the LEONARD Personality Inventory
- Building a Climate for Creativity
- Convergent & Divergent Thinking

4. Building Relationship & Assertive Behaviour

- Applying the LEONARD model - Maximizing our relationship with
- others and avoid stepping on others toes
- People skills for building relationships
- Developing assertiveness behavior
- Recognizing assertive, non-assertive and aggressive behavior

5. Giving and Receiving Criticism

- Giving and receiving feedback
- Communication styles
- How personality styles affect feedback

6. Leadership And Developing Individual Action Plan

- Being Prepared to Lead
- Non-alienation for leadership
- Leadership & Teamwork
- Developing emotional competence
- Individual Action Plan



COURSE LEADER

Professor Dr. Leonard M S Yong (Ph.D; M.ED; B.Sc)

- Emotional Excellence Consultant and Expert
- Inventor of LEONARD Personality Inventory (LPI) and the LPI Software, a psychometric assessment
- Internationally renowned consultant, trainer, author and an Educational Psychologist
- Pioneering Director of University Malaya Centre for Continuing Education



- Professor Dr. Yong is an industrial psychologist who has gained international recognition for his research and consultancy work on **creativity and emotional intelligence**.
- Based on his pioneering work on the **LEONARD Personality Inventory (LPI) and the LPI Software**, and its use in helping individuals to develop their Emotional Intelligence (EQ) and creativity, Professor Yong has consulted and conducted numerous training workshops on EQ and Creative Thinking for leaders in organizations such as Kuwait Oil Company, Kuwait National Petroleum Company, British Petroleum (BP), Cathay Pacific Airlines, Thai Securities Exchange Commission, Readers Digest, Reuters, Cititel Hotel, Horwath International, Public Packages Holdings, Unilever Thailand, Syngenta, Carat Club, B Braun, Intel, Motorola, Matsushita and Petronas.



- Professor Yong has addressed groups in many countries including the United Arab Emirates (UAE), Kuwait, Oman, Saudi Arabia, Malaysia, United States of America (USA), Austria, Britain, Australia, France, New Zealand, Germany, Italy, Russia, Japan, China, India, Korea, Indonesia, Myanmar, Hong Kong, Singapore, Thailand and Papua New Guinea.
- He has undertaken creativity and EQ research in the USA, Australia, Austria, Germany, Italy, Japan and the United Kingdom. He is a member of the American Psychological Association and the Malaysian Psychological Association.



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