



# EMOTIONAL INTELLIGENCE IN THE WORKPLACE

14<sup>th</sup> AUGUST 2025 | 9.00AM – 5.00PM | MEF ACADEMY, PJ

*In today's fast-paced and increasingly complex work environments, technical skills alone are no longer enough to ensure professional success. Emotional Intelligence (EQ); the ability to recognize, understand, and manage one's own emotions while also being attuned to the emotions of others has become a critical competency in building effective teams, fostering strong leadership, and maintaining a positive organizational culture.*

*This one-day training program is designed to help participants develop and strengthen the five key domains of emotional intelligence: self-awareness, self-regulation, motivation, empathy, and social skills.*

**RM 1,000.00\***

Inclusive of SST per participant  
HRDF Claimable  
Payable to MEF Academy Sdn. Bhd.

## Who Should Attend

- Managers, supervisors, and team leaders
- Human resource and L&D professionals
- Customer service representatives
- Project and operations staff
- Anyone seeking to improve interpersonal effectiveness and workplace communication

## Learning Outcomes

By the end of this program, participants will be able to:

- Understand the five core components of emotional intelligence
- Identify and manage their emotions in professional settings
- Develop empathy and recognize emotional cues in others
- Enhance motivation and resilience in achieving goals
- Apply EQ to improve communication, collaboration, and conflict resolution
- Build stronger relationships through effective social skills

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For more information, please contact:

## Course Structure

Ice Breaker and Introduction (9.00 – 9.30)		
<b>Module 1</b> Understanding EQ and Self-Awareness	9.30 – 10.30	<ul style="list-style-type: none"> <li>Exploring the five domains of EQ</li> <li>Recognizing emotional triggers</li> <li>Reflecting on personal values and beliefs</li> </ul>
Tea Break (10.30 – 10.45)		
<b>Module 2</b> Self-Regulation and Managing Emotions	10.45 – 11.45	<ul style="list-style-type: none"> <li>Techniques to manage stress and emotional impulses</li> <li>Maintaining composure under pressure</li> <li>Using emotional control in decision-making</li> </ul>
<b>Module 3</b> Motivation and Drive for Achievement	11.45 – 12.45	<ul style="list-style-type: none"> <li>Understanding intrinsic vs extrinsic motivation</li> <li>Cultivating optimism and resilience</li> <li>Setting and achieving emotionally intelligent goals</li> </ul>
Lunch Break (12.45 – 13.45)		
<b>Module 4</b> Empathy and Understanding Others	13.45 – 15.00	<ul style="list-style-type: none"> <li>Active listening and reading non-verbal cues</li> <li>Building empathy in diverse teams</li> <li>Overcoming bias and improving understanding</li> </ul>
Tea Break (15.00 – 15.15)		
<b>Module 5</b> Social Skills and Managing Relationships	15.15 – 16.15	<ul style="list-style-type: none"> <li>Developing rapport and trust</li> <li>Conflict management and collaboration</li> <li>Influencing and leading with EQ</li> </ul>
<b>Reflection &amp; Wrap-Up</b>	16.15 – 17.00	<ul style="list-style-type: none"> <li>Key takeaways</li> <li>Sharing of personal action plans</li> <li>Q&amp;A</li> </ul>

## Trainer Profile



Ms. Chong Wan Ling is a highly experienced professional with a rich background spanning more than 13 years in the higher education industry. Passionate in both academia and business development, she is dedicated to leveraging her expertise to make a positive impact on society by providing top-quality education and fostering opportunities to all learners.

Her expertise extends to business development, where she has successfully identified and pursued opportunities for growth and expansion. Her strategic planning and collaborative approach have resulted in the establishment of new partnerships and initiative to enhance the organization's market presence. Her extensive experience also encompasses training, where she has excelled in developing and delivering impactful training programmes tailored to the unique needs of diverse audiences.

With a keen understanding of the importance of continuous learning and professional development, Ms. Chong has played a pivotal role in designing and implementing training initiatives aimed at enhancing the skills and capabilities of staff and leaders alike. Her innovative approach to training delivery ensures that participants are actively engaged and equipped with practical skills that can be applied in real-world scenarios.

