



# EMOTIONAL INTELLIGENCE IN THE WORKPLACE

13 APR 2026 | 9.00AM - 5.00PM |  
MEFA TRAINING CENTER, PJ

## Course Overview

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.

## Who Should Attend

- Managers & Supervisors
- Emerging Leaders & High-Potential Employees
- Frontline & Customer-Facing Staff
- HR, IR & People Managers
- Cross-Functional Teams

## Learning Outcomes

Participants will be able to :

- Enhance self-awareness and emotional regulation
- Apply emotional intelligence skills in communication and relationships
- Manage workplace stress, conflict, and interpersonal challenges

## Course Registration :



<https://forms.office.com/r/OYM4jeLB1f>

**RM1,000\***

(Price Inclusive of 8% SST)  
HRDC Claimable\*



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## Course Structure

Time	Agenda
9.0am - 9.30am	Registration
9.30am - 10:30am	<b>Module 1: Understanding EQ and Self-Awareness</b> <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>
10.30am - 10.45am	Tea Break
10:45am - 11.45am	<b>Module 2 : Self-Regulation and Managing Emotions</b> <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>
11.45am - 12.45am	<b>Module 3 : Motivation and Drive for Achievement</b> <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>
12.45pm - 1.45pm	Lunch Break
1.45pm - 3.00pm	<b>Module 4 : Empathy and Understanding Others</b> <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>
3.00pm - 3:15pm	Tea break
3.15pm - 4:15pm	<b>Module 5 : Social Skills and Managing Relationships</b> <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>
4.15pm - 5.00pm	<b>Reflection &amp; Wrap-up</b> <ul style="list-style-type: none"><li>Q&amp;A &amp; Open Discussion</li><li>key takeaways</li><li>Sharing of personal action plans</li></ul>

## Trainer Profile



**CHONG WAN LING**

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 innovative approach to training delivery ensures that participants are actively engaged and equipped with practical skills that can be applied in real-world scenarios.



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