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### A conversation with FC Law.

FC is the Country Director for Six Seconds Malaysia. He leads the delivery of Six Seconds' transformational programs in Malaysia, and is an expert on relationship-driven sales. In this interview, he tells us how he became a professional advocate for EQ

## The Missing Piece In Personal Performance Development



### WHAT EXACTLY IS EMOTIONAL INTELLIGENCE?

According to Daniel Goleman, it all began one day in 1987 with two professors John Mayer (Professor of Psychology at University of New Hampshire) and Peter Salovey (Dean of Yale College and Professor of Psychology at Yale University). They wondered: How could someone so smart act so dumb? Their conclusion: It's something other than intelligence that isn't measured by traditional IQ.

That led to the study of another kind of 'intelligence', the emotional ability that regulates and promotes personal and intellectual growth. So, Emotional Intelligence (EQ or EI) is about getting smarter with our feelings. It is not a 'touchy-feely' thing but the ability to integrate cognitive and emotional dimensions for effective decision-making.

### HOW LONG HAS EQ BEEN AROUND?

Most people first heard the term "emotional intelligence" around the mid-1990s with the publication of Daniel Goleman's best-selling book Emotional Intelligence: Why it can matter more than IQ.

He made a powerful case for self-awareness, self-discipline and empathy, and argued that these factors determine personal and professional success. In his book Goleman referred to Self-Science as one of two models for teaching emotional intelligence. 6 Seconds eventually developed a Self Science Curriculum to teach EQ, a program that is endorsed by Goleman himself.

Having said that, EQ has probably been around since the existence of mankind, like giant oak trees growing majestically in the quiet mountains. We didn't know it existed until it was written about and popularized by pioneers in the field like Goleman.

“EQ helps you become more authentic and relationship-oriented. You become more productive, innovative, creative...”



### HOW DID YOU GET INVOLVED IN EQ?

I have been involved in people and performance development work for over 20 years, and more recently as a professional trainer and consultant. My coaching contents and programs provided our clients with the "how to" but I began to realize the need to also teach them "when to." For instance, dealing with a customer with a sales objection: participants have a powerful process to help them overcome the challenge, but they were never taught when to move a customer from Step 1 to Step 2 and so forth.

When I signed up for the Six Seconds EQ Practitioner Certification workshop in 2008, it was like finding the missing piece to my puzzle. Since then, almost all our programs are anchored in EQ concepts and techniques.

### HOW LONG DOES IT TAKE A PERSON TO ACQUIRE EQ?

The metaphor of a feeling brain and a thinking brain comes to mind. Our feeling brain is always more powerful than our thinking brain. You need time and consistent practice to develop emotional intelligence, so it's not a question that has one simple answer. It's like developing true empathy - head knowledge is never enough. You need to follow through with the appropriate action or response when dealing with those who are hurting or emotionally stressed. What's important is to get started and be equipped.

The place to begin would be our Six Seconds EQ Practitioner Global Certification which will be conducted once again in Malaysia. The 5-day workshop, held from 27 - 31 May provides participants with more than sufficient ingredients to escalate their EQ knowledge and skills.

### WHO IS EQ DIRECTED TOWARDS? WHO CAN USE EQ APPLICATIONS?

Everybody! Leaders, sales people, service frontline teams, educators, coaches, trainers, entrepreneurs, parents, youth, pre-teens, teenagers ... anyone who interacts with people. EQ helps you become more authentic and relationship-oriented. You become more productive, innovative, creative, and certainly more successful at work and in your personal life. EQ helps children become more wholesome individuals, achieve better academic performance, reduces discipline issues. It follows that parents too will find that EQ skills contribute enormously towards more engaged and authentic parenting.

## UPCOMING WORKSHOPS in 2013

**1** 17 May 2013  
Discovering the Power of EQ

**2** DATE: 27-31 May 2013

TIME: 8.00am - 6.00pm

VENUE: The Saujana Hotel Kuala Lumpur Malaysia

FACILITATOR: Marilyn Jorgensen, M.A.

### Global EQ Certification Workshop

## Be Effective. Be Certified.

Building Capacity for EQ Transformation. Engage in a transformational experience of personal and professional growth with world class emotional intelligence educators.

Investment:  
**REGULAR FEE:**  
RM9250 per participant (from 15 April 2013 onwards).

**GROUP REGISTRATION FOR 2 OR MORE PARTICIPANTS:**  
Less another RM400 per participant.

For more information and registration, please contact:  
Malaysia (6-03) 5621 2178 & (6-03) 5621 2181 or  
e-mail: julie.lai@6seconds.org.



**About Marilyn**  
Marilyn completed her ICF Coaching Certification with The Hudson Institute. She holds a BA in Education and an MA in Counseling Psychology, and taught at Santa Barbara City College for 11 years. In addition to her work with Six Seconds, Marilyn is the co-owner of a ground-breaking company developing emotional intelligence training tools.

**3** 13 - 14 June 2013  
Leading Beyond Reason

**4** 22 - 23 July 2013  
Impact Selling

**5** 29 - 30 August 2013  
Engaging the Inner Side of Effective People

For more information, visit [thesolutionsgallery.com.my](http://thesolutionsgallery.com.my) by clicking here.

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