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WORKSHOP:  
**ENGAGING THE INNER SIDE OF EFFECTIVE PEOPLE** 29 to 30 August 2013

Emotional Intelligence (EQ or EI) is fast becoming wellknown throughout the business world as a critical component of personal effectiveness. Intellect, technical expertise and business intelligence can only carry you so far if emotional intelligence is lacking.

The Six Seconds EQ Model focuses specifically on SelfAwareness (What), Self-Management (How) and SelfDirection (Why). Participants will learn what the 8 key EQ competencies comprise and how these competencies will assist us in communicating more successfully, interacting positively with others, making improved decisions, increasing innovation and creativity, becoming more optimistic and taking better control of our lives.

Participants will learn about the latest discoveries in science and psychology that can eliminate self-inhibition experiences such as anxiety, frustration, doubt and fear. In the two days, participants will learn how to practice small but practical daily steps and ideas to break away from destructive patterns.

Participants will experience techniques that will connect them easily with others and building stronger relationships with colleagues and friends.

**KEY LEARNING OBJECTIVES:**

- Participants will become more conscious of their own emotions and how they are projected to people around them
- Recognize their own unconscious reactions and take the necessary actions to act on toxic or negative autopilot reactions
- Learn how to switch to optimism and resilient thinking especially when under stress
- Learn practical ideas and techniques to manage emotions more effectively
- Apply consequential and systemic thinking approaches before decision-making or taking actions that may result in undesired outcomes or emotional outbursts
- Practice tools that will assist them to dissipate toxic emotions quickly
- Develop critical thinking skills that will help them become more innovative, challenging the status quo and continuously seeking better ways to resolve challenging situations
- Learn to apply empathic communication strategies
- Appreciate the value of optimism and how to practice it so that it becomes a regular feature in their daily interactions with others

**Workshop Facilitator: FC Law**



FC is the Country Director of Six Seconds Malaysia and is also the founder of The Solutions Gallery, a company specializing in helping clients build stronger sales and service leadership cultures.

He has more than 20 years of extensive sales and marketing experience in creating and implementing business strategies to corporations of diverse sizes including multinationals and local organizations.

For over 20 years, FC has been active in training, coaching and facilitating in the various senior management positions he has held, even before he became a full-time professional trainer in year 2000.

**FOOD FOR THOUGHT:**



**STRENGTH IN MEEKNESS**

Sometime ago I heard a speaker talk about how Moses attained "strength in meekness".

When we are experiencing an unpleasant emotion like fury or anger, the accompanying physical reactions vary for each of us. For some of us, our hands clench tightly, our faces get flushed, our hearts will seem to be beating louder than normal. We may experience a tingling sensation of blood rushing upwards at turbo speed from our feet ... catapulting us towards some unbridled reactions to those around us.

At times these unpleasant emotions can be so overwhelming that they literally seem to have a mind of their own, exercising full power, taking over our mistaken control of physical reactions. We would do things that we would not do ordinarily like screaming at someone, including those who are not at fault. Even worse, we respond physically and hurt the other person! Our reaction comes as a jolt, and in the aftermath we wonder if we were possessed!

What if we were able to calm and steady such potentially toxic reactions before they happen? What if we were able to choose a more conscious and intentional response instead? What if we were able to calm the storm before it builds up into a frightening tornado?

Being able to calm that force of fury that seems to have surged out of nowhere, threatening to take complete control over what we think and how we react, is indeed strength in meekness. Can you imagine the commanding ripple we would create by responding instead with skillful humility and gentleness instead?

Here are a few things you can do:

- Learn more about yourself, what and who pushes your buttons - be as specific as possible.
- When feeling angry, pay careful attention to what physical sensations follow so you know and recognize the 'symptoms' the next time before it happens.
- As you experience the emotional build-up, rather than counting to 10, channel your thoughts to something more stimulating and challenging so that your thinking brain becomes actively engaged. For example, try spelling your friends' names backwards or think about a mathematical challenge like multiplying your birth dates in sequential order.
- Continue engaging your thinking brain - with logic-related subjects until you can experience your emotional energy steadying itself. Check your other physical reactions, if your hands are still shaking, if your voice is still trembling, if your face still feels flushed, etc.
- Take some deep breaths before responding. Don't rush your responses. If it's needed, try to zone out somewhere else. Put some physical distance between the trigger source and you.

“ **A fool gives full vent to his anger, but a wise man keeps himself under control.** ”

Proverbs 29:11

**UPCOMING WORKSHOPS**

in 2013

**1 ENGAGING THE INNER SIDE OF EFFECTIVE PEOPLE**

This is an interactive and engaging 2-day workshop where participants will discover how to develop their emotional intelligence skills to increase personal and interpersonal effectiveness.

DATE: 29-30 August 2013

TIME: 9.00am – 5.00pm

VENUE: G Tower Hotel, Jalan Tun Razak, Kuala Lumpur Malaysia

FACILITATOR: F.C. Law



INVESTMENT:

FEE: RM2,000 per participant

GROUP REGISTRATION FOR 3 OR MORE PARTICIPANTS:

Less another RM100 per participant.

Fee includes Lunch and Tea Breaks

For more information and registration, please contact:

Malaysia (6-03) 5621 2178

e-mail: malaysia@6seconds.org

**2 26 - 27 September 2013**  
Relationship Selling With EQ

**3 2 - 3 October 2013**  
International EQ Conference

**4 7 October 2013**  
Discovering The Power Of EQ

**5 21 - 22 October 2013**  
Leading Beyond Reason

**6 14 - 15 November 2013**  
Engaging the Inner Side of Effective People

**7 20 - 23 November 2013**  
EQ Assessment & Development Certification

The EQ Certification for Coaches Supercharge Coaching with Emotional Intelligence

**8 9 December 2013**  
Discovering The Power Of EQ

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