



EMPOWERING OUR WORKPLACE POTENTIAL WITH EMOTIONAL INTELLIGENCE (EQ)

11 OCTOBER 2019 (FRIDAY)
9 AM - 5 PM



organisers

Business Communication Asia &
Business Communication Studio
(Singapore)

tentative venues

1. Hotel Grand Pacific, Singapore
(101 Victoria Street), or
2. Orchard Hotel, Singapore
(442 Orchard Road)

Venues are near Orchard,
City Hall, Bras Basah, and Bugis
MRT Stations

course fees

SGD 590 nett per person.
Complimentary
hotel buffet lunch, coffee/tea
breaks with refreshments,
course materials and certificate of
recognition will be provided.
Halal and vegetarian food options
available.

course outline

"I have known Jacky since 2009. Jacky is a gregarious person who is able to connect with anyone. Jacky's ability to speak with sincerity, passion and conviction is amazing. He is willing to go the extra mile to serve others so that they improve and prosper." - Manoj Vasudevan, Thought Expressions

It is one's EQ and not IQ that will determine how far one can go, according to business leader and famous entrepreneur Jack Ma. When we think of a successful person, we probably think of someone who listens well, stay cool under pressure, know when to trust their intuition and rarely have their emotions get the better of them. Such people have a high degree of Emotional Intelligence (EQ).

Today, it has become increasingly apparent that for an organisation to be successful, its employees need to become more emotionally intelligent and resilient. When we work and interact with people in the workplace, we are invariably interacting with their emotions.

EQ is crucial in today's fast-paced and productivity-driven workplaces in Singapore. While it is important to possess great technical skills (hard skills), the lack of soft skills and the abilities to manage our emotions and get along with other people can impede our growth towards success. When we can build and maintain strong relationships, we can work happier and become more productive in everything that we set our minds to do.

Through this enriching and workplace relevant course, we will be empowered to build our emotional intelligence, develop a positive mindset and become motivated and high performing.



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highlights of learning topics

- Tap and improve on the important aspects of EQ.
- Build higher level of self-awareness and confidence for increased productivity at work.
- Understand habitual thinking patterns and their influence on our behaviour.
- Deal with daily work pressures and deadlines more quickly and productively.
- Develop empowering and enriching relationships with the people around us.
- Communicate effectively to others by learning how to study their needs and emotions.
- Transform our mindset to manage negative emotions like fear and stress competently.
- Break limiting habits and patterns to address debilitating issues that stop us from getting our results.
- Build an empowering framework and create steps to accelerate breakthroughs.
- Steps to overcome procrastination and increase motivation at work.
- Develop positive thinking and beliefs for personal and organisational development.

chief facilitator: Jacky Lim

**Interpersonal, Intrapersonal Communication Specialist and Corporate Life Coach
Certified Dr. Tom Mulholland Healthy Thinking Practitioner (New Zealand)
Toastmasters Club of Singapore Senior Mentor and Speech Coach
Certified NLP Trainer of the American Board of NLP, USA
Professional Trainer at Business Communication Asia (Singapore)**



Jacky Lim is a communications specialist and is also a Toastmasters champion speaker who empowers us to embark on continuous self-improvement through his experiences in different workplace and personal situations, whether in 1-1, small or large group settings. He has mentored and empowered the lives of over 3,800 individuals in Singapore, Vietnam, Hong Kong, Shanghai and the region from SMEs, MNCs, private and government agencies, through his highly engaging, dynamic and workplace-relevant training programmes.

Jacky is also a Certified Dr. Tom Mulholland Healthy Thinking Practitioner, helping people to improve their attitudes and manage their emotions even better to become the high performing staff and people that they always have been and can be. Highly valued for his transformational and results-oriented programmes, Jacky has successfully worked with many leaders, managers and executives from various organisations in unleashing their human potential and increasing workplace productivity through emotional intelligence, along with Neuro-Linguistic Programming (NLP) techniques, where he is a Certified NLP Trainer of the American Board of NLP, USA.