

# EMOTIONAL EXCELLENCE FOR INNOVATIVE LEADERSHIP

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TWO DAYS TRAINING PROGRAMME  
COURSE OUTLINE

# EMOTIONAL EXCELLENCE FOR INNOVATIVE LEADERSHIP

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## INTRODUCTION

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In any organization, corporate efficiency and profitability is benchmarked by the performance of a fully functioning team. However, teams are made up of people who come from varied backgrounds. People vary in terms of culture, education and behavioural styles.

The new benchmark that measures a person's success is the ability to manage one's emotions. This is an essential skill necessary for emotional stability or emotional excellence. Emotional stability or emotional excellence (EE) is crucial in equipping the individual to cope with tension and setbacks in an effective and productive manner. The emotional stability of individuals within an organization is of vital importance to the success of the organization. An emotionally stable and healthy individual is an asset to any organization.

Building and maintaining relationships or networks of contacts at the workplace is essential to an individual's success. It is also the hallmark of good leadership practice. Developing good and productive relationships with colleagues, associates or customers, external clients and counterparts outside the organization is important for the attainment of work-related goals.

Emotionally excellent leadership at all levels in any organization is important to sustain profitability, productivity and good customer service. Leadership is everyone's responsibility. In today's organizational setting, employees are expected to demonstrate initiative in preparing themselves to assume a leadership role.

This program has been specially designed to equip participants with the necessary knowledge and skills on developing emotional excellence, building and maintaining relationships and developing leadership potential. The structure of the program is amalgamated with developing the creative potential to ensure that there is a dynamic follow through after the program.

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## OBJECTIVES OF THE TRAINING PROGRAMME

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Upon completion of this topic, participants should be able to:

- ❑ Understand and apply the fundamental tenets of emotional excellence.
- ❑ Understand behavioural orientation of team members and working together
- ❑ Managing conflicts that might arise during teamwork
- ❑ Understand and apply the fundamentals of communication skills, giving and receiving feedback and assertive behaviours.
- ❑ Understand and apply their leadership styles appropriately
- ❑ Understand and apply creative problem solving techniques

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## LPI ADVANTAGE

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The LEONARD Personality Inventory (LPI) helps to identify behavioural preferences of individuals. The LPI is formulated based on the Five Factors Model (FFM) of human personality. It is anchored under the Types & Traits Theory of classical personality theories.

The LEONARD Personality Inventory is named after the acronym **Let's Explore** our personality based on **Openness, Neutral, Analytical, Relational** and **Decisive** behavioral tendencies. The LPI profile is a tangible feedback in print form.

## BENEFITS OF USING THE LPI IN THIS TRAINING PROGRAMME

### How individuals benefit?

- Personal improvement (optimizing their strengths and overcoming their weaknesses)
- Removing emotional blind spots
- Improving leadership styles
- Enhancing their creativity
- Enhancing their interpersonal skills
- Managing stress
- Managing disagreements/ conflicts constructively

## **How organizations benefit?**

- Understanding individual personalities in teams and developing strategies to build effective teams.
- Short-listing candidates for employment or selection for special projects.
- Coaching candidates in personal and performance improvement.
- Identifying key elements for training in future Leadership and Management programmes.

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## **PROGRAMME CONTENT**

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The program content is made up of the key competency requirements which are translated into the following modules:

### **1. Emotional Excellence (EE) and Self Awareness**

- Introduction to Emotional Excellence & Personality Profiling
- Understanding Emotional Orientations and Needs
- Managing stress

### **2. Relationship Building**

- Managing conflicts in teams
- Constructive criticism
- Giving and receiving feedback

### **3. Developing the Creative Potential**

- Challenging self-imposed assumptions
- Creative problem solving techniques

### **4. Innovative Leadership**

- Leadership styles
- Developing assertive behaviour

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**AGENDA: DAY 1 – EMOTIONAL EXCELLENCE AND  
COMMUNICATION STYLES**

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<b>Time</b>	<b>Schedule Outline</b>
<b>Introduction to Emotional Excellence &amp; Personality Profiling</b>	
0900 – 1015	<ul style="list-style-type: none"><li>○ Perception</li><li>○ IQ, EQ and EE introduced</li><li>○ Personality profiling with the LEONARD Personality Inventory (LPI) to develop EE</li></ul>
1015 – 1030	Tea Break
<b>Understanding Emotional Orientations and Needs</b>	
1030 – 1230	<ul style="list-style-type: none"><li>○ Interpretation of the 26 LPI personality combinations</li><li>○ Pacing and priority conflicts in teams</li><li>○ Managing body, mind and spirit</li></ul>
1230 – 1350	Lunch Break
<b>Introduction to Creativity</b>	
1350 – 1530	<ul style="list-style-type: none"><li>○ Developing openness to new ideas</li><li>○ LPI SEEK creative process</li><li>○ Developing Emotionally Excellent teams</li></ul>
1530 – 1545	Tea Break
1545 – 1700	<ul style="list-style-type: none"><li>○ Innovative teamwork</li><li>○ Enhancing creative leadership</li><li>○ Leadership styles</li></ul>

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## AGENDA: DAY 2 – TOWARDS INNOVATIVE LEADERSHIP

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Time	Schedule Outline
<b>EE for Relationship Building</b>	
0900 – 1015	<ul style="list-style-type: none"><li>○ Review of Day 1</li><li>○ Stages of human development</li><li>○ Deficit motivation and abundance motivation</li></ul>
1015 – 1030	Tea Break
1030 – 1230	<ul style="list-style-type: none"><li>○ Stress and psychosomatic illness</li><li>○ Managing our body for emotional health</li><li>○ Managing our mind</li></ul>
1230 – 1330	Lunch Break
<b>Creative Problem Solving Techniques</b>	
1330 – 1530	<ul style="list-style-type: none"><li>○ Challenging self-imposed assumptions</li><li>○ Developing divergent thinking openness</li><li>○ Innovative leadership</li></ul>
1530 – 1545	Tea Break
1545 – 1700	<ul style="list-style-type: none"><li>○ CBT for healthy mind &amp; TENT for healthy spirit</li><li>○ Applying the principles of life</li><li>○ Action plan to implement EE for relationship and innovative leadership</li></ul>

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## TRAINING METHODOLOGY

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The methodology used is highly interactive and experiential learning, combining short lectures with activities such as individual and group activities, case studies and exercises.

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## OUR CLIENTS

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### Clients who have taken the programmes in Developing Leadership & Emotional Excellence (EE)

- Acer Technology
- Alliance Bank
- ASTRO
- B|Braun
- Ban Hin Lee Bank
- Bintulu Development Authority (Sarawak)
- British Petroleum (BP)
- Carat Club
- Cathay Pacific Airlines
- Central Cold Storage Berhad (Sarawak)
- Chulalongkorn University
- Chularat Hospital Thailand
- Cititel Hotel
- Eastern Oxygen (Kuching)
- Equatorial Hotel
- Ericsson
- Esso Chemical
- Esstern Plantation (Kulim Berhad)
- Horwath International
- Hunza Group
- Institut Latihan Sektor Awam Negeri (INSAN), Sabah State Government
- Intel (Malaysia)
- Istana Hotel
- Kian Furniture
- Komag (USA)
- Kota Kinabalu City Hall
- Kuwait National Petroleum Co.
- Kuwait Oil Company
- Malaysia International Shipping Corporation (MISC)
- Matsushita Television
- Michellin Tyres
- Microsoft Thailand
- Motorola (Penang)
- Motorola (Singapore)
- Naim Cendera Bhd
- National Commercial Bank, Jeddah
- Nokia
- Nylex Bhd
- Oman Petroleum Development Organisation
- Osram Opto Semiconductor
- Pelangi Hotel
- Pensonic Malaysia
- Petronas
- Premier Lubricants (M) Sdn Bhd
- Public Packages Holdings
- Rasa Sayang Hotel
- Readers Digest
- Reuters
- Saudi Aramco
- Southern Bank Berhad
- Syngenta
- Tan Chong Motors
- Thailand Securities Exchange Commission
- TM (formerly known as Telekom Malaysia)
- Unilever Thailand
- United Parcel Service
- University of Malaya
- Young Entrepreneurs' Organization (YEO)
- Young Presidents' Organization (YPO)