



## Emotional Intelligence and Stress Management

SBL/HRDF Claimable

Many people do not recognise the signs of stress and worse, some experience the signs and ignore them. Stress is caused by positive and negative life experiences which can be confusing.

It is necessary to take charge of the stress by understanding it better and by developing self-management skills which can be applied in everyday life. This workshop will help participants to understand stress better, to deal with it and to manage it effectively.

### Objectives

At the end of the workshop, participants should be able to :

- Understand what is emotional intelligence, and its importance to the workplace
- Understand life and work issues and their relationship to stress
- Learn how stress affects us as individuals, as a team and as a customer service provider
- Learn ways to cope with stress to improve personal and work relationships

### Methodology

Multiple-intelligence learning methods will be applied to enable the participants to learn from different senses to maximize the value of learning. This includes short lectures, interactions, simulation activities and games.

## Course Content

### Module 1: Understanding Emotion Intelligence

- 5 Competencies of EQ at Work
- Emotion and Stress

### Module 2: What is Stress

- Sources of stress
- Stress Manifestation

### Module 3: Strategies in Stress Management

- Preventive Strategy - The LAMPS Model
- Responsive Strategy - The 5D Model

### Module 4: Various Stress Management Skills

- Association vs Disassociation
- Reframing
- Changing Sub Modalities
- Self-Relaxation

#### When & Where

23 August '19  
(Friday)  
9.00 am to 5.00 pm

Empire Hotel, Subang

#### Who Should Attend

Anyone who is interested in emotional intelligence and stress management.

#### Training Investment

RM 920 per participant (include SST, Lunch, Tea Breaks, Course Materials & Certificate of Completion)

Group Discount (3 or more) – 10%

## Trainer's Profile

### Sow Meng Kiang



Mr. Sow is a passionate performance coach and training consultant who has served many MNCs, SMEs/SMLs in the past 20 years.

He has conducted more than a thousand programs locally and internationally, and touched and impacted more than 10,000 lives, by adding value to both organizations and individuals.

His specializations include Personal Effectiveness Development, Interpersonal Effectiveness Development, Management Level Development, Certification Programs and 1 on 1 Private Sessions.

He is a certified:

- ✓ Scientific Neurological Hypnotherapist in EEG and ERT
- ✓ NLP, Hypnotherapy and Time Line Therapy™ Trainer
- ✓ Stage Hypnotist
- ✓ Law of Attraction Facilitator
- ✓ Professional Business Coach
- ✓ Human Resource Development (HRDF) Trainer
- ✓ Outward Bound Experiential Learning Trainer

He is also certified to train:

- ✓ Strength Management™ LIFO Method
- ✓ The Seven Habits of Highly Effective People
- ✓ Awareness Before Change (ABC)
- ✓ Agency Management Training Course (AMTC)
- ✓ Strategic Thinking and Planning Workshop (STPW)
- ✓ Registered Financial Planners (RFP) programs
- ✓ Basic Agency Management Course (BAMC) programs

Based on the utilization of multiple intelligence and accelerated learning techniques, Sow's training methodology will help learners to gain knowledge and skills quickly, creating impact and bringing forth change. He firmly believes that follow-up programs and activities will further enhance the newly acquired capabilities of his participants.

Some of his Malaysian clients include: AIA Bhd, DeGem Bhd, Domino's Pizza M'sia, Diamond & Platinum SB, CANI Continuing Education SB, Bluetact Technology SB, Amlife Insurance Bhd / Evergreen Adventure SB, Flextronics Technology (M) SB, Foon Yew High School, Global Training Network Alliances, Great Eastern Life Assurance (M) Bhd, HBL SB, Hong Kong SaSa (M) SB, ING Insurance Agency Force Ass. M'sia, ING Insurance Bhd, KIKO Garments SB, Kurnia Insurans (M) Bhd, M Jaya Motor Enterprise, MagicBoo Beauty SB, Manulife Ins.Bhd, Original Clay Ind. SB, PCCS Group Bhd, Petron Fuel Int. SB, Plastrate Group Of Companies, Providence Organization, Rozel Corp. SB, Shimano Comp. M'sia SB, Tanjong Puteri Golf Resort SB, Tenaga Nasional Bhd, The Vision Group, United Plastic SB, WD Media (M) Sdn Bhd, White Horse Ceramic Ind. SB, Yi-Lai Ind. Bhd, Zurich Ins. M'sia Bhd among others.

In the international arena, his clients include American International Assurance Ltd. China, BOC Fullerton Community Bank China, EIC Group, Eisai (China) Inc., Fullerton Credit Services Ltd., Fullerton Financial Holdings, Fullerton Management Consulting Co. Ltd., ING Capital Life Insurance Co. Ltd., Jolly Pharmaceutical Co. Ltd. (ZheJiang), Mercedes-Benz Cars R&D China, Wind Management Consulting Co. Ltd. and so on.

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### **Contact Us**

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