

# Emotional Intelligence (EQ) at the Workplace

## By Donus Loh



### INTRODUCTION

This workshop helps individuals identify with their emotions and teaches them how to harness their positive emotions in dealing with others at their workplace. Individuals will realize the importance of investing in their emotional banks to improve relationships and find meaning in what they do. Individuals will leave a positive impression with others they come into contact with. In addition, a higher EQ has also helped many become more productive at work as well as achieve success at the workplace.

### LEARNING OBJECTIVES

On completing this program, participants will:

- Understand the importance of emotions at the workplace
- Learn how to manipulate and manage their personal emotions to overcome difficult situations
- Learn and apply psychological resilience to bounce back from negative situations and setbacks
- Appreciation for the role of emotional expression
- Apply positive emotions to improve relationships with colleagues
- Appreciate that emotional intelligence is pivotal to enhance one's career and life

### METHODOLOGY

Highly participative and interactive consisting of discussions, case studies, action learning games, practical work, critique sessions as well as small group work.

**For Whom:** For anyone who wants to improve and enhance their current level of EQ competencies when engaging in interpersonal communication.

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### ABOUT THE TRAINER – Mr Donus Loh

**Donus Loh** began his career as a psychologist in the Ministry of Community, Youth and Sports, working on juvenile delinquency and child abuse cases. He then moved to Institute of Mental Health where he became Senior Psychologist, with areas of expertise in psychological therapy and assessments, and research. He has also been a psychologist with MINDEF and has lectured at James Cook University (Singapore), UniSIM and Nanyang Polytechnic. In addition, he has also successfully developed and conducted many training courses for both inhouse audiences and external agencies. Areas covered include mental health related topics, crisis intervention, resilience, and courses relating to understanding self and other people. Donus has an Honours degree in Psychology from the Australian National University and is also a double Masters holder; he has a Masters in Research Psychology from University of Edinburgh and a Masters in Clinical Neuroscience from Institute of Neurology, University College London. He has been actively involved in training people in how to deal with their emotions and the impact of their emotional states in everyday workplace communication. Organizations which he has trained or consulted for include JP Morgan, Central CDC, Ministry of Health and DSTA among others. His interactive and engaging style of training keeps participants engaged while imparting vital skills and knowledge to them. He is a full member of the Singapore Psychological Society.

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**Date:** [ ] 15/10/2018

**Venue:** TBA, 9am – 5pm

**Fee:** [ ] S\$650 (before GST) for D&B Subscriber [ ] S\$760 (before GST) for Non-subscriber  
(Includes materials, refreshments and lunch)

**Email completed forms to [adrian.chai@dnb.com.sg](mailto:adrian.chai@dnb.com.sg) or Fax to 6226 0178**

### Participant(s) Information

**Name 1:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_  
**Name 2:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_  
**Name 3:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

### Company's Information

**Name of Company:** \_\_\_\_\_  
**Address:** \_\_\_\_\_ **(Postal Code)** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_  
**Liaison Officer:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_  
**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

### Payment Information

[ ] D&B subscription units (Account no: \_\_\_\_\_)  
[ ] \* Cheque. *Please made payable to: **Dun & Bradstreet (Singapore) Pte Ltd***  
[ ] \* VISA [ ] Mastercard [ ] Amex  
**Card no:** \_\_\_\_\_ **Expiry date:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_ *(\*GST applies for cheque & credit card payment)*

### Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received.
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 14 working days before commencement is entitled to full refund of seminar charges (only applicable to cheque or credit card payment). No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. For D&B subscribers opting to pay through D&B subscription units, deductions would be made upon receipt of completed registration form. In the event of any postponement/cancellation of seminar by D&B; or withdrawal from seminar by participant(s), units deducted would not be credited. However, a replacement of seminar (of same value) would be given and to be utilized within 6 months.
4. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made cheque/credit payment towards the event and such registrants shall have no claims against the company.
5. D&B reserves the right to change venue due to unforeseen circumstances.