



# Emotional Intelligence Workshop



June 15-16, 2022



10:00 am - 3:00 pm



**By John Bentley**

Leadership Consultant, International Facilitator and Executive Coach



Online

Instructor-Led



## About SIMFOTIX

SIMFOTIX is a trusted name in the executive education industry that offers cutting-edge corporate training programs. SIMFOTIX focuses on creating value for both learners and businesses through its varied program offerings. We, at Simfotix, hold unique expertise in developing our programs based on the design-learning concept that focuses on the key challenges of a learner and organization. Engagement, relevance, and effectiveness are the hallmarks of our learning solutions. So far, SIMFOTIX training programs are attended by over 5000 participants from over 1000 organizations operating MENAT region. Our clients regard their training experience with us inspiring and transformative.

On the e-learning front as well, SIMFOTIX offers courses that result in serious learning but in fun way, we adopt efficient gamification approach that is aligned with clear learning goals that L&D teams want to see as the achieved objectives. We also understand the ever-shifting corporate world challenges and even in online programs, we carry our legacy of quality, relevance, and impact that's why our programs are conducted by learned faculty comprised of global thought-leaders and top industry practitioners.

We also provide bespoke training solutions that are tailored and delivered in a way that it surpasses your expectations.

01	02	03	04
			
<b>SOFT SKILLS COURSES</b>	<b>IT RELATED COURSES</b>	<b>BANKING &amp; FINANCE</b>	<b>GAMIFICATION COURSES</b>



## Course Overview

In any industry, people may find themselves needing to resolve conflict in the workplace between management and staff, between colleagues or between staff and customers. It is becoming increasingly crucial to empower individuals to intervene effectively and appropriately with such problems at work.

Knowledge in counselling skills will help nurture healthy workplace relations. Staff can use these skills in handling colleagues experiencing stressful events.

Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behavior.

## What You Will Learn

- ✓ Define Emotional Intelligence (EQ).
- ✓ Identify the benefits of emotional intelligence for managers.
- ✓ Explain the four core skills required to practice emotional intelligence.
- ✓ Demonstrate self-management, self-awareness, self-motivation and empathy.
- ✓ Effectively communicate with team members non-verbally.
- ✓ Interpret key emotions.
- ✓ Explain how to regulate one's own emotions.
- ✓ Recognize that mood congruent thought influences decision making.
- ✓ Relate emotional intelligence to the workplace as a manager.



## Course Outline

### What is Emotional Intelligence?

- Benefits of EI
- Understand the difference between Trait EI and Ability EI
- 5 Dimensions of Trait EI Model
- Self Awareness (SA) Managing Emotions (ME)
- Motivation (M) Empathy (E)
- Social Skills (SS) Determine your EQ

**Group Activity:** Teams - EQ self assessment activity

### Dimension 1: Self awareness (SA)

- Seeing the other side
- Giving in without giving up Life Positions –only you can choose your mindset
- Activity: Pair work, role playing different sides of a conflict
- Debrief and group discussion led by facilitator

### Dimension 2: Self-Regulation/Managing Emotions (ME)

- The 'EQ brain' and how it works
- The science of emotions
- Understanding Emotions
- Find your self-control... take back your
- Amygdala
- Using coping thoughts
- Using relaxation techniques

### D2:Managing with Emotional Intelligence

- What does Emotional Intelligence have to do with managing?
- The high EQ manager: case studies on effectiveness
- Using self-awareness to engage with staff and colleagues

### Dimension 3: Self-Motivation (M)

- Self Motivation
- Motivating others using your EQ
- Optimism
- Pessimism
- The balance between optimism and pessimism
- The power of re-framing
- Teaching staff to re-frame and setting the example: the Optimistic Manager

### Dimension 4: Empathy (E)

- Empathy | Barriers to empathy
- Developing your empathy
- Empathy and your staff: connecting with employees

**Group work.** What is an empathetic manager? Why connect with employees who are experiencing difficulties?

### Four Skills in Emotional Intelligence

- How to accurately perceive emotions
- Employing emotions to facilitate thinking
- Interpret emotional meanings
- Manage emotions

### Verbal Communication Skills

- Focused listening
- Asking questions
- Communicating with flexibility and authenticity

### Team Building and EQ

- Creating high EQ teams that unleash their collective potential energy through positive energy Using EQ
- Generate powerful and productive team synergy
- Maximizing morale and resisting stress
- Uniting the team for organizational strength

# Emotional Intelligence Workshop



## About the Trainer



### John Bentley

Leadership Consultant,  
International Facilitator and Executive Coach



John provides consulting, coaching and leadership development programmes for executive clients and work units. He has extensive experience as a director and consultant in executive coaching, organizational development, quality process improvement, management and professional development that spans over thirty years in a wide range of industries and across management levels, both domestic and international.

Areas of focus include management development, sales skills, team goals and performance improvement, facilitating cross-functional and divisional collaboration so that work units work more effectively together to achieve the organization's objectives. Enhancing leader and team performance, dealing with change, process and quality improvement, diversity and inclusion are among his specialties, using Emotional Intelligence to facilitate positive change.

### Representative Recent Client Engagements:

- ⌚ As catalyst and resource, designed and established management development processes to develop leadership talent for a \$1.3B IT company
- ⌚ Coached over 200 senior executives of a high profile Middle East Oil & Gas company in the development and application of Emotional Intelligence competencies to enhance sales and team performance
- ⌚ Assisted VPs in business unit grow profit from \$9M to \$50M with corresponding reduction of six months product to market cycle time
- ⌚ Coached a Leading Medical Practitioner and CEO as well as the Executive Team through significant business and operational change processes to develop leadership and team skills



## Our Affiliations

غرفة دبي  
DUBAI CHAMBER



هيئة المعرفة والتنمية البشرية  
KNOWLEDGE & HUMAN DEVELOPMENT AUTHORITY





## Client Testimonials

It was more interactive , more concentrating on the practical side rather than theory. Good Trainer | Professional and having good communications. Trainer's attention to details is great | Well Managed the Training Session | Was very resourceful | Very Good, Clear and Direct instruction and focus | New knowledge . The content was extremely informative and useful. | Interactive and informative. Smart, Collaborator and can deliver the information clearly the presenter is very well educated easy to explain the subject. **Emirates Post Group Participants**

Excellent trainer from SIMFOTIX. | I learned a lot spend very good and it helped me. | Really professional trainer and her sessions was clear and easy and fun. | She explained everything in a easy and beautiful way. | She have good ways to conveying the information to us and we don't feeling bored . **Mubadala Group , MDC BMS**

Simfotix Trainer bear a Persuasive approach in training and the company is professional in the arrangement of training till end to make it a memorable experience. The In-house session and the follow-up session is excellent approach. **The Executive Council of Dubai**

Informative, engaging | New tools to be used for the growth for our organization | brainstorming and Good knowledge of the subject. **Sharjah Airport Authority**

The detailed Explanation & Excellent trainer by SIMFOTIX. Powerful clear course & excellent instructor. Provided the necessary information perfectly. Overall, best training & course. **Etihad Water & Electricity**

Targeted learning should be at the top of your L&D agenda. Thank you Simfotix for being an agile partner in our learning Journey. **Roche Middle East.**

Excellent courses delivered by SIMFOTIX to our team. Easy to understand trainer and well managed. I liked its interactive nature, and Mr Ahmed's examples of common phrases. **DEWA**

My team was positive and happy with the deliverables of MS Excel Training, and they think this session increased their knowledge and efficiency. **"Ministry of Human resources & Emiratization"**

Simfotix In-House training on MS Excel is well organized and our team learned lot of new things. We consider this as a value addition and meeting our objectives. **Road & Transport Authority Dubai RTA.**

A combination of learning and sharing through activities and self presentations. Learning Art of Public Speaking with Simfotix Training is truly a good experience. **Abu Dhabi Terminals**



## Client Testimonials

InHouse session was best from SIMFOTIX. The trainer is excellent, and has a good knowledge on his craft. **DP World**

Excellent Training conducted by Simfotix Professional Development. The whole day was full of fun and learning. **Department of Economic Development, Dubai**

Since last two years My Company is working with Simfotix, and every time it is great learning experience. MS Excel is one of the most recommended Program with distinctive methodology and valuable deliverables. **ADNEC "Abu Dhabi National Exhibition Centre"**

The in-house training met the desired objectives for improvement in the Finance function. Group work throughout the two days and team presentation on various analytics put thing in the focus learning direction. Good output Simfotix. **Team Imdad Group.**

Easy way of transferring knowledge makes the learning more digestible. Great work Simfotix for the in-house session. **Emirates NBD Bank**

Simulation Board Game training is one of the great training course and materials. Super helpful for connectivity and engagement among our departments to upscale productivity. Thank you! **Ghobash Group**

Our team attended MS Excel Training with Simfotix and it was never so much learning before in this course. All skill levels on the course fully catered for with a very patient approach, it's worth attending. **DU Telecomm**

Inhouse Training with Simfotix Training for Credit Transformation Program goes with a Wonderful learning experience of our Credit Risk Team. Looking forward to engage them in other upcoming training. **Finance House Abu Dhabi**

Thank you Simfotix for a comprehensive and value training to our Saudi Arabia Finance Team. Case Study and exercises were the key element of this workshop. As Learning & Development we are satisfied to work with them in future. GM Learning & Development , **MAF Carrefour International.**

The Power Bi session was engaging and informative. Overall program outcome is what we agreed and delivered to our functional departments. We would like to do more programs with Simfotix. **Mashreq Bank**

**Reference to the specific people in respective companies can be furnished on request.**





## Some of Our Valued Clients

ROCHE Middle East	Etisalat	DU Telecomm EITC	Abu Dhabi National Exhibition Council
Mubadala Group (Business Management Services)	King Abdullah University of Science and Technology , KSA	Emirates NBD Bank	Department of Culture and Tourism Abu Dhabi
Maersk	Dar Al Riyadh KSA	Fama Holdings Group KSA	The Executive Council of Dubai
Al Hilal Bank	MAF Retail (Carrefour )	Abu Dhabi Terminals	Department of Economic Development Dubai
Federal Electricity & Water Authority FEWA	Ghobash Group UAE	Saudi Airline	Ministry of Human Resources and Emiratization
Sharjah Islamic Bank	Abu Dhabi Finance (Mubadala Company )	Al Tayer Group	Dubai Electricity & Water Authority DEWA
Mashreq Bank	Arab Bank UAE	Abu Dhabi Ports	Averda Saudi Company
Abunayyan Holding KSA	Zain KSA	SAVOLA FOODS, SUGAR-KSA	Binzagr Company
Imdaad Group	Wartsila Power KSA	Abdul Aziz Al Majid	Chedid Re KSA
AbuDhabi Customs	ACWA Power	HSBC Bank	DP World
Saudi Telecom Company	SS Lootah International Investment Group	DHL Express	Securities and Commodities Authority (SCA)
HSBC	Emirates Group	Aster Group	United Al Saqr Group
Al Batha Group	Global Foods UAE	AXA Insurance	Coca-Cola
Commercial Bank of Dubai	Emirates Islamic Bank	Dubai Financial Services Authority	Schlumberger
Ministry of Telecommunication Oman	Al Ghurair Group	Finance HouseDubai	



## Registration Details:

**Regular Fee: USD 620 Per Participant (Plus VAT)**

**Team Offer: Pay for 2 and register 3rd for free.**

Includes: Courseware, and SIMFOTIX Certificate

For registration (s) send us your **Name, Designation, Organization, and Mobile Number** to [register@simfotix.com](mailto:register@simfotix.com)

For More Information please contact: **Qazi Waqas Ahmed**  
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**Contact us to bring this course In-house with customization to fit your needs.**