

HRD CORP CLAIMABLE



JAYNEXUS

FOR FRONTLINE & CUSTOMER SERVICE TEAMS

Most EQ training teaches your team to know themselves.

This one teaches them what to say to an angry customer.

EQ ON THE FRONTLINE

Emotional Intelligence for Customer-Facing Teams

2-Day HRD Corp Claimable Programme.

Built around real complaints, not a personality test.

WHAT YOU WALK AWAY WITH

1. Real roleplay, not textbook scenarios
2. A repeatable de-escalation script
3. Cross-cultural and dialect reading
4. A post-incident recovery routine



2 Days
16 Hours



2-25 Pax
Per Run



SBL Scheme
HRD Corp Claimable



Certificate
Of Completion



Online Training
Physical Class

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“Piloted with a financial institution — loved the lessons learnt and examples given based on real-life experience.”

HRD Corp-accredited (TTT) trainer,
grounded in Goleman's Emotional Intelligence framework.

Bring This To Your Frontline Team

Jaynexus Sdn Bhd (201901024256)

• HRD Corp Registered Training Provider

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