

EQ at Work: Reading the Room, Managing the Reaction

A 4-Hour Interactive Workshop by Jaynexus

"In Malaysia, **54%** of employees rate soft skills as important to their career, and interpersonal and intercultural communication ranks as their single biggest area of emphasis at **81.5%**."

Source: The Economist Group, 'Bridging the Skills Gap: Fuelling Careers and the Economy in Malaysia,' 2023

What you will walk away with

-  Identify your own emotional triggers and the physical stress signals that come before a reactive response
-  Apply a practical four-domain EQ framework, self-awareness, self-management, social awareness and relationship management, to real workplace situations
-  Read the unspoken emotional signals in colleagues and customers, not just the words being said
-  Convert a reactive response into a constructive one, in the moment, using a repeatable reframing technique
-  Leave with one specific, personal EQ commitment to apply on the job within the following week

DURATION

4 hours

FORMAT

30% classroom, 70% activity and discussion

WHO IT'S FOR

All employees, cross-functional teams and customer-facing staff

ONLINE

MYR 199.00

per pax, 4 hours

AT YOUR PREMISES

MYR 299.00

per pax, 4 hours

Prices exclude SST where applicable

Meet Your Trainer



Au-Yong

Principal Trainer | HRD Corp Accredited Trainer | COPC Certified CX Performance Leader

A decade building and leading contact centre, training and quality teams, starting on the frontline as a customer service agent himself. Built the training behind the American Embassy contact centre's win at the 2012 Contact Centre Association Malaysia Awards, then led Customer Connect Malaysia to Best New Contact Centre at the 2016 National Contact Centre Awards. Trains from what he has actually run, not a slide deck.



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