



SSG-APPROVED COMPETENCY-BASED TRAINING COURSE

Applying
Emotional
Intelligence
at the Workplace
 (Synchronous e-Learning)

GAIN PRACTICAL AND VALUABLE SKILLS AND KNOWLEDGE

- **RECOGNISING THE NEED FOR INCLUSIVENESS AT THE WORKPLACE**
- **DISCOVERING THE ASPECTS OF EMOTIONAL INTELLIGENCE** – awareness of self, social skills, understand and interpret the emotions of others
- **APPLYING EMOTIONAL INTELLIGENCE SKILLS WHEN INTERACTING WITH OTHERS** – recognising emotional behaviors, managing disruptive emotions and impulses, empathy, and self confidence
- **HANDLING CHALLENGING SITUATIONS AND BEHAVIORS** – defusing emotional situations and outbursts, responding to challenging behaviors
- **RESILIENCE AND MONITORING OWN ACTIONS** – coping skills

ADMINISTRATIVE DETAILS	SSG COURSE DETAILS	PREREQUISITES	WHO SHOULD ATTEND
<ul style="list-style-type: none"> • Duration: 16 hours (2 days) • Course Fee: \$450 • Course Fee (after SSG Training Grant): <ul style="list-style-type: none"> ▪ MCE/SME: \$50 ▪ Singaporeans below 40 years and PRs: \$178 	<ul style="list-style-type: none"> • Course Reference Number: TGS-2019504381 • Funding Validity Period till 30 December 21 • Mode of Training: Zoom 	<ul style="list-style-type: none"> • Education: Minimum 'Secondary' • Language: able to speak, and write in English at a proficiency level not lower than WPL Level 3 	<ul style="list-style-type: none"> • Staff working in customer service, technical support, call centre, service and sales support, administration, and other roles involving customer contact • Staff working in various roles in an organisation

SSG terms and conditions apply.
 MCE: Singapore Citizens, 40 years and above

