An Intensive 5 - Day Seminar On

Success under Pressure: Emotional Intelligence, Conflict Management and Negotiations

17 - 21 Sep 2018, Kuala Lumpur

EuroMaTech is proud to be associated with the following accreditation bodies:
INTRODUCTION

This EuroMaTech training course will give you tools and strategies to increase your professional influence and impact, reduce your stress levels, and improve your ability to negotiate. The programme focuses on the core skills of Emotional Intelligence (EQ) and emphasises the importance of negotiation as a strategy for performance management as well as conflict resolution. The use of teaching and learning techniques based on the latest educational psychology principles for adult learning ensures that each training session will be challenging and highly effective. Join this EuroMaTech training course and you will:

- Practise skills and tools to communicate with more impact and greater effect
- Learn to recognise different behaviours and how best to influence them
- Recognise the sources of personal stress and how to eliminate or reduce them
- Learn win-win strategies for negotiation between leaders and staff, and inter-departmental situations

WHO SHOULD ATTEND?

- This EuroMaTech training course is designed for managers and team leaders but will benefit any professional wishing to broaden and improve their skills in self-management, interpersonal influence, conflict-handling and negotiation
- It will also help anyone moving into a leadership role to increase their personal impact and effectiveness

PROGRAMME OBJECTIVES

The Success Under Pressure EuroMaTech training course is designed to enable participants to:

- Understand how to increase emotional intelligence (EQ) at work
- Identify different behavioural styles, and learn to manage them
- Negotiate with greater confidence
- Learn how to achieve win-win outcomes in negotiations
- Learn how negotiation can be used to increase performance
- Gain insights into personal strengths and areas for development
- Recognise and handle your own emotions
- Understand and practice conflict management techniques
- Acquire techniques to handle stress and cope with pressure

TRAINING METHODOLOGY

This highly interactive EuroMaTech training course will combine experiential practical exercises with presentations and team challenges, supported by video material and case studies.

PROGRAMME SUMMARY

The Success Under Pressure training course opens by exploring the importance of emotional intelligence for bringing balance into our mental and emotional state. The programme explores each individual personality profile and elaborates upon its strengths and areas for self-development to handle stress. Participants also learn how to establish effective working relationships with others through handling conflict and negotiating for win-win outcomes. Participants will return to their organizations armed with strategies to cope with stress in the workplace for optimum performance. They will also take with them an enhanced toolkit and skill-set to achieve greater impact and influence at work.
PROGRAMME OUTLINE

DAY 01

EMOTIONAL INTELLIGENCE FOR SUCCESS

- What is Emotional Intelligence (EQ)?
- Reframing self-talk for success
- Assess your personal profile
- Identify your strengths and areas for development
- Establish healthy relationships with others
- Life giving food for success
- How to handle stressful situations
- Building a climate for creativity

DAY 02

MANAGING STRESS FOR SUCCESS

- Understand what is stress
- Difference between positive and negative stress
- Symptoms of stress
- The effects of chronic stress
- Identify top time-wasters
- Remain professional under pressure
- Relaxation techniques
- Building resilience to stress

DAY 03

CONFLICT MANAGEMENT AND RESOLUTION

- What is conflict
- Reasons for workplace conflict
- Ineffective approaches to conflict resolution
- Conflict management strategies
- Techniques for resolving conflicts successfully
- How to handle different conflict areas
- Active listening for conflict resolution
- Communication skills to resolve conflict

DAY 04

THE ART OF NEGOTIATION

- What is negotiation?
- Styles in negotiation
- Win-win negotiation
- Rational bargaining
- Principled negotiation
- How to separate the people from the problem
- How to invent options for mutual gain
- Personality styles of negotiators

DAY 05

SUCCESSFUL LEADERSHIP SKILLS

- Characteristics of successful leaders
- Openness and vision for a successful future
- Innovative thinking for problem solving
- Harnessing creativity in subordinates through aligned leadership
- Building trust with others
- Helping your team prepare for change
- Motivating yourself and others under pressure
- Develop a personal action plan

In-House Training

Euromatech is capable of conducting this training programme exclusively for your delegates. Please e-mail us on inhouse@euromatech.ae for further information and/or to receive a comprehensive proposal.
Seminar Registration Details

Complete & Mail or fax to EuroMaTech at the address given below

Please register me on the:

- [ ] 17 - 21 Sep 2018, Kuala Lumpur

Success under Pressure:
Emotional Intelligence, Conflict Management and Negotiations

YOUR DETAILS

Name (Mr/Ms): ………………………………………………………………………………………………………………………………………………………………………

Position: Organisation: ……………………………………………………………………………………………………………………………………………………………..

Address: …………………………………………………………………………………………………………………………………………………………………………………

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City / Country: …………………………………………………………………………………………………………………………………………………………………

Telephone / Fax: …………………………………………………………………………………………………………………………………………………………………

METHOD OF PAYMENT

- [ ] Please find enclosed a cheque made payable to EuroMaTech
- [ ] Please invoice me
- [ ] Please invoice my company as follows:

Contact Name: ………………………………………………………………………………………………………………………………………………………………..

Company Name: …………………………………………………………………………………………………………………………………………………………………

Address: …………………………………………………………………………………………………………………………………………………………………………………

SEMINAR DETAILS

Documentation
High Quality material has been prepared by the Seminar Leader for distribution to delegates. In addition a special note pad to facilitate note taking will be provided.

Certificates
A Certificate of Completion will be issued to those who attend & successfully complete the programme.

Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>07:30</td>
<td>Welcome</td>
</tr>
<tr>
<td>08:30</td>
<td>First Session</td>
</tr>
<tr>
<td>10:15</td>
<td>Coffee Break</td>
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<tr>
<td>10:30</td>
<td>Second Session</td>
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<tr>
<td>12:15</td>
<td>Coffee Break</td>
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<tr>
<td>12:30</td>
<td>Third Session</td>
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<tr>
<td>14:00</td>
<td>Lunch</td>
</tr>
<tr>
<td>15:00</td>
<td>Open Session</td>
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</tbody>
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Fees
The Fee for the seminar, including instruction materials, documentation, lunch, coffee/tea breaks & snack is:

US$ 5,500/= per delegate

Hotel Accommodation
EuroMaTech has negotiated special rates for a limited number of rooms in the hotel. Early registration will help to secure a room at the reduced rate.

Registration & Payment
Please complete the registration form on this page & return it to us together with your cheque made payable to EuroMaTech.

For Further Information, Contact Your Nearest EuroMaTech Office:

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Disclaimer
EuroMaTech reserves the right to alter the content, location of the Seminar, or the identity of the speakers in case of events beyond our control.

Cancellation Policy
Request for seminar cancellation must be made in writing & received at EuroMaTech three weeks prior to the seminar date. A U.S.$250/= processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.