



EQ & STRESS MANAGEMENT

"The Art Of Adventure For Lifelong Learning"

INTRODUCTION

Nowadays, stress at work is not just a common issue, but an important one too. High job demands and limited resources (such as time and energy) only aggravate the situation.

Organizations too lose out when their staff are down with stress. Improper handling of stress can significantly reduce productivity, create animosity at the workplace and eventually affect the general performance of the organizations.

This practical workshop is specially designed to address these issues in your organization.

OBJECTIVES

- To recognize that stress exist everywhere.
- To accept that good stress improves productivity.
- To differentiate good stress from bad stress.
- To differentiate between work stress and domestic stress.
- To identify the causes of stress
- To understand what EQ is, and how to improve one's EQ.
- To recognize the importance of EQ in Daily Interpersonal Relationships
- To learn to handle stress via higher EQ
- To strive towards personal growth.
- To be able to commit towards Excellence both at work and at home.

WHO SHOULD ATTEND :

- Anybody who wants to be able to handle stress better.

Date:

25 - 26 Apr 2017 &

11 - 12 Dec 2017

Duration:

2 days (9am – 5pm)

Medium:

English & Bahasa

Trainer:

Ms. Sabariah

Venue:

Vistana Hotel, KL

METHODOLOGY

- Interactive Lectures
- Discussion
- Group Dynamics & Workshops
- Case Studies
- Video
- Individual/Group Presentation

PROGRAM SCHEDULE :

Registration : 8.30am
Morning session : 9.00am - 10.30am
Morning Tea : 10.30am - 10.45am
Lunch : 1.00pm - 2.00pm
Afternoon session : 2.00pm - 3.30pm
Afternoon Tea : 3.30pm - 3.45pm
End : 5.00pm



COURSE CONTENT

- **INTRODUCTION**
- **DEFINITION OF STRESS**
 - ◇ Stressors
 - ◇ Good Stress/Eustress
 - ◇ Bad Stress
 - ◇ Acute and Chronic Stress
- **EXAMPLES OF STRESS AT WORK**
 - ◇ Time-constrained
 - ◇ Relationship Constrained
 - ◇ Mismatch of Skills
- **EXAMPLES OF STRESS AT HOME**
 - ◇ Financial
 - ◇ Time
 - ◇ Family Members
- **THE RELATIONSHIP BETWEEN WORK STRESS AND DOMESTIC STRESS**
 - ◇ Scenario 1
 - ◇ Scenario 2
- **ROOTS OF STRESS – SOME OF THE MAIN SOURCES OF STRESS ARE:**
 - ◇ Time Management
 - ◇ Personal Expectations
 - ◇ Family Expectations
 - ◇ Work
 - ◇ Finance
 - ◇ Living Arrangements
 - ◇ Health
 - ◇ Relationships
 - ◇ Environmental Stressors – jams, pollutions, etc.
- **INTRODUCTION TO EQ**
 - ◇ Definition of EQ
 - ◇ Stress vs Inertia
- **COMPONENTS AND MEASUREMENT OF EQ**
 - ◇ Self-Awareness
 - ◇ Personal Decision Making
 - ◇ Managing Feelings
 - ◇ Self-Acceptance
 - ◇ Handling Stress
 - ◇ Empathy
 - ◇ Effective Communications
 - ◇ Self-disclosure
 - ◇ Insight
 - ◇ Personal Responsibility
 - ◇ Assertiveness
 - ◇ Group Dynamics
 - ◇ Conflict Resolution
 - ◇ **EQ VS IQ**
 - ◇ 2 Case Studies
 - ◇ Other Quotients
- **PERSONAL AWARENESS TO EQ**
 - ◇ Identifying Our EQ
 - ◇ Can Our EQ be improved?
 - ◇ Optimizing Our EQ
- **EQ IN COMMUNICATIONS**
 - ◇ Communications Processes
 - ◇ Avoiding Miscommunications
 - ◇ Handling Communications
- **HOW TO USE EQ TO HANDLE STRESS**
 - ◇ Health Health Stress
 - ◇ Psychological Stress
- **IMPROVING EQ FOR PERSONAL GROWTH AND ACHIEVEMENT**
 - ◇ Identifying Areas of Personal Growth
 - ◇ Identifying Actions for Personal Growth
 - ◇ Adding Enthusiasm in the Effort to Achieve Personal Growth
 - ◇ Commitment
- **Summary**

COURSE LEADER

PN SABARIAH

Sabariah has over 20 years of experience in teaching, training, management, research and development in higher learning education. She holds a MSc in Information Processing from University of York, a BSc(Hons) in Applied Mathematics from Adelaide University and also the Post-Graduate Certificate in Education (PGCE) from the Malaysian Ministry of Education.

Sabariah has experiences in both the public and private educational institutions. She was a lecturer in Universiti Teknologi MARA, before joining PRIME College (now known as SEGI College) and later Universiti Industri Selangor (UNISEL). Her last post prior to joining PBT Consultants, was as the manager of the Open Source group in MIMOS Sdn Bhd. Her main tasks at MIMOS included overseeing the research and development activities related to open source software.

While she was in the educational institutions, Sabariah was responsible in the development and accreditation of various academic programmes in her faculty. These involved the staff training and research in related fields. Sabariah has vast experience in guiding and counseling students, especially those who are under her mentorship. She was voted "The Best Lecturer 2005" by the students of her faculty.

In 2004 she was awarded the CICC, Japan scholarship for a 7-week e-learning training in Tokyo. In 2005 she was awarded a scholarship by the Development Gateway Foundation-Korea Training Center, to attend an 11-day training in "The New IT Pioneer: Introducing New IT Technologies and Services" in Seoul, Korea. She is currently an external moderator for SEGI College.

One of Sabariah's many interests is e-learning. While in Universiti Industri Selangor, she was the Head of the Instructional Technology Unit, where she oversaw the utilization of e-learning via the open source learning management system called Moodle. She has written and presented at conferences several papers related to e-learning and Moodle.

Sabariah started her soft-skill training services in 2005. She is now a free lance IT consultant as well as soft-skill trainer. She believes that with proper training and guidance, everyone can achieve the optimum results in whatever pursuit he/she takes.

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Registration Form

EQ & STRESS MANAGEMENT

Date : 25 - 26 Apr 2017 & 11 - 12 Dec 2017 | Venue: Vistana Hotel, KL

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PARTICIPATION FOR TWO DAYS WORKSHOP FEE :

RM 1380 Per Pax (Normal Price)

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(Authorization (Signatory must be authorized on behalf of the company)

Person In Charge:

Name: _____

Position: _____ Department : _____

DL: _____ Email : _____

Signature: _____ Date: _____

This booking is **invalid** without a signature & company stamp.

TERMS & CONDITIONS:

1. Workshop Fee is not inclusive of accommodation and transportation
2. Fees are inclusive of program materials and refreshments.
3. Payment Terms - Following completion and return of the registration form, full payment is required within Ten (10) working days upon the issuance of invoice or a letter of undertaking (LOU) .Payment or LOU must be received prior to the conference/ training date. A receipt will be issued on payment. Due to limited conference/ training seats, we advise early registration to avoid disappointment.

4.CLIENT'S CANCELLATION/SUBSTITUTION

Client's cancellation must be received in writing by MAIL or FAX two (2) weeks prior to the event in. All bookings carry a **50% cancellation** liability should the notice given is less than two(2) weeks and **100% cancellation** liability 7-days prior to the event

Non-payment or non- attendance does not constitute cancellation. (However, complete set of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing)

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8. All Payment should Be Made to :

ASL Training & Consultancy Sdn. Bhd.

COMPANY STAMP



PUBLIC TRAINING CALENDAR JAN - DEC 2017

PROGRAM / COURSE	DURATION (DAY)	QUARTER 1			QUARTER 2			QUARTER 3			QUARTER 4		
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Effective Budgeting & Cost Control Training	2		15 - 16					18 - 19					5 - 6.
Finance Management Course for Non-Finance Professionals	2		22 - 23						16 - 17				5 - 6.
Quality Performance Indicator For Accounting Personnel	2		22 - 23								10 - 11.		
Human Resource Management Training	2	11 - 12.								19 - 20			
Training Needs Analysis	2				18 - 19							1 - 2.	
5 Star Customer Services	2			29 - 30							24 - 25		
Managing Customer & Complaints	2		15 - 16							26 - 27			
Leaders of 21st Century	2	18 - 19										21 - 22	
Management, Leadership and People Skills for New Leader & Executive	2				18 - 19					12 - 13.			
Higher Productivity & Effective Supervisory Skills	2							11 - 12.					12 - 13.
Kepimpinan & Penyeliaan Yang Berkesan	2	25 - 26											
People Skill For Making Result	2	18 - 19										21 - 22	
Sefiasaha Cemerlang 2017	2				19 - 20				9 - 10.				
Positive Attitude At Work	2					18 - 19		25 - 26					6 - 7.
Bengkel Sikap Kerja Positif	2					18 - 19							
EQ & Stress Management	2				25 - 26								11 - 12.
Pengurusan Rekod Dan Fail Yang Efektif	2			22 - 23		16 - 17						13 - 14	
Pengurusan Stor Dan Inventori Berkesan	2			22 - 23		16 - 17						13 - 14	
Pengurusan Masa, Multitasking & Tekanan Secara Efektif	2								22 - 23		23 - 24		
Behavioral Interview Technique	2					22 - 23					10 - 11.		
Recruitment & Selection Training	2					22 - 23					10 - 11.		
Professional Sale Excellence	2	25 - 26											
Closing Sale With The Power of Profiling	2				18 - 19								13-14.
Jom Jadi Kreatif!	2			22 - 23						26 - 27			
Excellent Business Communication Skills (Using NLP)	2					23 - 24							
Kemahiran Interpersonal (NLP)	2												
Writing Good Business Documents & Reports	2	11 - 12.											
Professional Grooming	2		22 - 23										
Microsoft Excel Training (Intermediate)	2				11 - 12.								
Microsoft Excel Training (Advance)	2				11 - 12.								
Communicating In English - Speak Well, Present Yourself Well	2					3 - 4.							
Awareness On Rigging & Slinging Training	2			8 - 9.									
14 Quality Tools For Decision Making & Process Improvement	2			14 - 15									
Poka Yoke - Achieving Zero Defects in Production Operation	2										10 - 11.		
Expanding Future Success Through Lean Manufacturing Program	2					8 - 9.				26 - 27		1 - 2.	
										12 - 13.			

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