

PUBLIC WORKSHOP

EMOTIONAL INTELLIGENCE : MASTERING HIGH-STAKES CONVERSATIONS

Duration : 2 Days

Start a conversation
with our AI Assistant 🤖



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Workshop Description

Every leader encounters challenging conversations—be it delivering tough feedback, addressing conflicts, or navigating complex stakeholder dynamics. These moments often determine success in relationships and leadership effectiveness.

Elevate your communication skills and learn to navigate challenging conversations with emotional intelligence and confidence. This transformative 2-day workshop equips corporate leaders with the tools to build trust, resolve conflicts, and foster professional relationships while maintaining composure and influence.

Enhance your ability to engage with diverse stakeholders—be it superiors, peers, or clients—and turn even the most difficult dialogues into meaningful, productive exchanges today.



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Workshop Learning Outcomes

By the end of this workshop, participants will be able to:

- Confidently address and navigate emotionally charged conversations using EQ principles
- Foster trust and understanding with stakeholders while maintaining professionalism
- Utilize advanced conflict resolution techniques to de-escalate tension effectively
- Apply structured frameworks to articulate and resolve workplace challenges

Workshop Learning Objectives

Participants will learn to:

- Grasp the key components of emotional intelligence and their application in professional settings.
- Analyze personality profiles using the DiSC framework to enhance communication strategies.
- Differentiate between passive, assertive, and aggressive behaviors in workplace interactions.
- Implement the GPS (Gap, Pattern, Solutions) technique to anchor conversations in facts.
- Master empathy and active listening to build deeper connections with stakeholders.
- Develop self-regulation techniques to manage stress and emotional triggers during conflicts.
- Apply practical tools from Difficult Conversations to resolve sensitive issues effectively.
- Use frameworks like SOOAR, SCARED, and DESSC for structured communication in challenging scenarios.

Who Should Attend

- Senior Managers
- Managers
- Team Leaders
- Senior Executives

Workshop Outline / Agenda

Day 1

9:00 AM - 10:30 AM

Module 1: Understanding EQ in Conversations

- Fundamentals of Emotional Intelligence in Leadership (Goleman's 4 Areas & 5 Components).
- Balancing intellect and emotions in decision-making.

Activity: Self-reflection on personal EQ strengths and weaknesses.

10:45 AM - 1:00 PM

Module 2: Building Trust Through Empathy

- Empathy in leadership communication: Listening to understand.
- Techniques to foster connection using the DiSC profiling tool.

Activity: Conducting a DiSC assessment and group discussion.

2:00 PM - 3:30 PM

Module 3: Assertiveness and Conflict Resolution

- Passive, assertive, and aggressive communication styles.
- Strategies to manage difficult stakeholders and colleagues.

Activity: Role-play scenarios highlighting assertiveness.

3:45 PM - 5:00 PM

Module 4: Preparing for Difficult Conversations

- Framing conversations with clarity and intention.
- Using GPS to balance emotions and facts.

Activity: Group discussion on challenging workplace cases.

TRAINING METHODOLOGY

The training methodology will be based on the **ATCEN PEAK** methodology.

This includes:

- Pre learning
- Post learning
- Group activities
- Exercises
- Discussions
- Presentations
- Lots of reflection and sharing

Day 2

9:00 AM - 10:30 AM

Module 5: Feedback and Continuous Improvement

- Techniques for delivering constructive feedback.
- Leveraging EQ to build resilient teams and relationships.

Activity: Feedback simulation and group discussion.

10:45 AM - 1:00 PM

Module 6: Managing Emotional Triggers

- Identifying personal triggers and managing stress during conflicts.
- Techniques to regulate emotions under pressure.

Activity: Emotional control exercises.

2:00 PM - 3:30 PM

Module 7: Leadership Through Courageous Conversations

- Influencing without authority: upward, downward, and lateral communication.
- Aligning conversations with organizational goals.

Activity: Practicing courageous conversations using case examples.

3:45 PM - 5:00 PM

Module 8: Advanced Conflict De-escalation

- Tools like SOOAR and SCARED for structured conversations.
- Practising neutrality and objectivity in heated discussions.

Activity: Case study and role-play.

Formal and Professional Education

- Chartered Global Management Account (CGMA), Associate Chartered Management Accountant (ACMA), Certified Accountant (Malaysia), CA(M)
- MSc. in Engineering Business Management (Warwick University, UK)
- Doctorate in Business Administration ongoing (UNITAR, MY)

Certifications

- John Maxwell Certified Speaker, Coach and Trainer
- Brian Tracy Certified Trainer (Sales, Personal Mastery and Leadership)
- Certified Personal Profiler in DiSC (Thomas International)
- Certified Professional Coach (CCA and MACC)
- Certified NLP Practitioner (NPNLP)
- Certified Master Trainer (Western Kentucky University, USA)
- HRD Corp TTT Certified and Accredited Trainer (PSMB)

Working Experience

- Owner of College, Film Production House, Recruitment Agency, Event & Technology Firms.
- Worked in Accounting, External Audit, Internal Audit, IT, Vacation Ownership, Hotel, Oil Plantation, Consulting, BPO for Contact Centre and Customer Experience

Significant Achievements:

Jeremy has facilitated sessions with Senior Managers and can manage diverse personalities. He has trained and consulted over 300 companies

- He has over 3000 days of workshop training experience
- He has conducted 1-to-1 coaching sessions (3-6 sessions each) for over 40 business owners, senior managers and senior executives
- Designed, developed and completed Leadership/ Management/ Supervisory/ Graduate Development Programs for CNI, ELK Desa, Etiqa, Danone Dumex, DiGi, DCHAuriga, Heitech Padu, Heineken, Havi Logistics, IBM, Maxis, Polyplastics, Sony Marketing, Sony EMC (PG), TM, Toyota Capital, Universiti Malaya Hospital
- Conducted 360 Leadership Evaluation for over 90 participants from 5 different companies
- Led the CX and Digital Transformation Project in Hong Leong Bank 7000 participants & CX Value re-designed (2013-2015).
- Colead multiple CX and Transformation Projects in Amanah Raya Berhad, CIMB, Bank of China, Bank Negara, Bank Rakyat, DHL Express, Etiqa, Digi, EON, Intertouch, KWSP, MGCC, TMNet
- Facilitated Strategic Planning and Business Acumen Training for multiple MNC and large SME Companies
- Partnered Siemens to upskill their clients
- Partnered HP to successfully brand 20 MSC status companies via MDEC in 2010
- Successfully got approval for 2 MSC status companies in 2000 and 2008
- Setup in-house Training Academy for Berhad Company in 2001.
- Undertaken multiple mid-size M&A personally and for clients
- Team Lead on joint Accenture IT Project to develop online trading system in 2000
- Project Manager for 1st worldwide ISO 9002:1994 for Vacation Ownership and Hotel Operations, completed in 18 months in 1999



Companies Jeremy has trained in house

ACI Worldwide, ADT, AEON Credit, Alegion, Acer Sales and Service, Affin Hwang, Altera, Alam Flora, Alliance Bank, Al Rajhi Bank, Ajinomoto, Atos Origin, AIA, AIA Shared Services, Air Liquide, AMEX, Altera, AmBank, Amanah Raya Berhad, Antah Schindler, Asia Assistance Network, Atlas Capco, Astro AXA, Baby Kiko, Bandaraya Development, Bank Islam, Bank Rakyat, Bangkok Bank, Bank of China, Bacfree, BASF, BASF Petronas, Big Dutchman Agriculture, Blackchem, Bolton, Brand Suntory, Bursa Malaysia, Bytedance, Cambodia Brewery, Cambodian Public Bank, Canon Marketing, Carlsberg Malaysia, Celcom, Cellnet, Cerebos Asia Pacific, CCGC Chuan Huat, CIMA (UK), Cima, CIMB Bank, CMACGM, Chin Hin, Comex Genesys, CNI Bhd, Continental Automotive, CSC, CTOS, Danone Dumex, Danisco, DCHAuriga, Dell, DHL Express, DHL, DHL Logistics, DiGi, Duopharma, EasyCall, ELK Desa, ENVO BPO, EON, EON Bank, EPIC Group, Etiqa, EPIQ, Exxon Mobil, Fibertex, Fuji Xerox, FXM, Gamuda, Great Eastern, GE Engine, GRAB, Grand Millennium Hotel, Guinness Anchor Berhad, Havi Logistics, Healthmetrics, Heitech Padu, Hitachi, Hitachi ebwrox, Hong Leong Bank, HP, Hilti, Hwang DBS, IBBM, IBM, ICDM, IJM Corp, IOI Corporate, Inokom, Intertouch, Inti University College, IPG Media Brands, ISATEC, Iskandar Regional Development Board, JCL Management (China), Kenanga Investment Bank Berhad, KLK Oleo, KLK Kepong, Kuwait Finance House, KWAP, KWSP, LaFarge, Lenovo, Ilaollao, LHDN, MAA, Maxis, Maybank, Maybank Life, Maybank General Assurance, Mazars, MBF Cards, MCIS, MMC Corporation, MMC-Gamuda JV MRT, MDEC, Merck, Mesiniaga, MLRe, Monarch, MSIG, MYOB, NIAM, Nike, Nirvana, Nistrans Logistic, Nokia, North-West, Nu Skin, OCBC, OSK Securities, JOBBank, Pantai Hospital, Palm Oleo, Perodua, Pharmaniaga, Philips, Petronas, PLUS Prestech, Prometric, Prominent, Protank, PSDC, Public Bank, Puswari Hospital, Quinetics, Rangkainan Segar, Resource Entity, Resmed, RHB Bank, RHB Insurance, Sapura Crest, Scomi, Sony EMC, Sony Marketing, Shell Trading, Shell (Miri), Siemens, Siemens Healthcare, Sipco, SIRIM, Silverlake, SME Corp, Spices and Seasoning, SP Setia, SRG, Standard Chartered, STARCNC Penang, Sudong, Sunway, Sunway Medical, SWIFT, Takaful Ikhlas, The Food Purveyor, The STAR Telekom Malaysia, Telekom Sales and Service, Tanco Berhad, TM Touch, TM Net, TNT Worldwide Express, Tenaga Nasional Berhad, Tokio Marine, TimeDot.com, Top Glove, Toshiba, Toyota Capital, U-Mobile, UMW Toyota, UKM Holdings, UOB Bank, VADS, Volvo Trucks, Vision IP, Waterco, Zenith Media, Zuellig Pharma, ZTE



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ACSON Malaysia	Duopharma	Lexus	RHB Bank
AEON Credit	E.H. Utara Holdings	llaollao	RHB Insurance
Affin Holdings	Eastern Pacific Industrial Corporation	Maclean Services	RIA IME
AgensKaunseling & Pengurusan Kredit (AKPK)	Edaran Otomobil Nasional	Mah Sing Group	Ricoh
AgroBank	Edaran Tan Chong Motor	Majlis Amanah Rakyat (MARA)	Robert Bosch
AHAM Asset Management	ELK Desa	Malakoff Utilities	Royal Selangor Marketing
AIA Group	ELKEN	Malaysia Airlines	Samsung Malaysia
Air Asia	Entegris	Malaysia Airports	SanofiAventis
Airfoil Services	Envo BPO	Malaysian Life Reinsurance	Sarawak Energy
Air Liquide	Eppendorf	Malaysian Rubber Council	Sarawak Information Systems (SAINS)
Air Selangor	Etiqua Insurance	Malaysian Resources Corporation	Sarawak Metro
Ajinomoto	EXACT Malaysia	Mandarin Oriental Kuala Lumpur	Schlumberger
Al-Futtaim	Exxon Mobil Corporation	Manpower Staffing Services	Seagate
Al Rajhi Bank	F&N Dairies (Malaysia)	Manulife	Securiforce Logistics
Alam Flora	Felda Group	Mary Kay	Securities Industry Development Corporation
Alliance Bank	Fibertex Personal Care	Mass Rapid Transit Corporation	SECollege
Allianz	FireFly	Maxis	Senheng Electric (KL)
Amanah Raya	FoodPanda Malaysia	Maybank Group	Shangri-La Hotels
Amanah Saham Nasional (ASNB)	Fuji Xerox Malaysia	Mazars	Shell
AmBank	Fujitsu Telecommunications	MBSB Bank	Siemens Group
Amcorp	Gamuda	MCIS	Silverlake
AmGeneral Insurance	GCH Retail	MCMC	Sime Darby
Amway	General Electric	Measat Broadcast Network Systems	SME Bank
Apex Dental	Generali Insurance Malaysia	Media Prima	SME Corp
ASTRO	Gene Martino	MercedesBenz Malaysia	Sony EMCS
Atomy	Genting Malaysia	MerchantradeAsia	Sonoco Products
Auto Bavaria	Gleneagles Kuala Lumpur	Mesiniaga	SP Setia
Averis	Golden Screen Cinema	MIDA	SRG Asia Pacific
AXA Group	GRAB Malaysia	Microsoft	Standard Chartered Bank
B Braun Medical Industries	GrandFlo	MIDF Property	Star Publication
Bacteria Free Water Filter	Grand Millennium Hotel	MIMOS	StemLife
Baker Hughes Malaysia	Great Eastern	MISC	Success Electronics
Bangkok Bank	Gucci (Malaysia)	MIT Insurance Brokers	Sudong (Singtel)
Bank Islam	GuocoLand	Mitsubishi Motors	Sumitomo Mitsui Banking Corporation
Bank Rakyat	Habib Jewels	MMC Corporation	Sunpower Malaysia Manufacturing
Bank Muamalat	HaiO Enterprise	MNRB Holdings	Sunway Group
Bank Negara Malaysia	Halal Industry Development Corporation	Monash University	Suruhanjaya Syarikat Malaysia (SSM)
Bank of China	HAVI Logistics	Mr. D.I.Y	SWIFT Support Services Malaysia
Bank of Maldives	HealthMetrics	MSIG Insurance	Symphony BPO
Bank Simpanan Nasional	Heineken Malaysia	Mydin Mohamed Holdings	Takaful Ikhlas
BASF Petronas Chemicals	HeiTechPadu	MYOB Asia	Taylor's University
Bausch & Lomb	HELP University College	NAIM	Telecontinent
BBDO Asia	Hilti Asia IT Services	Nanyang Press	TeleFlow
BD Agriculture	Hitachi eBworx	Naza TTDI	Telekom Malaysia
Berjaya Sampo Insurance	Honda Malaysia	NEC Corporations of Malaysia	TGV Cinemas
Bermaz Motor Trading	Honeywell	Nestle Products	The Food Purveyor
BigPay	Hong Leong Group	Nike Sales Malaysia	The Hilton Group
Blackhem	Hospital Pusrawi	Nirvana	The New Straits Times Press
BMW Group	HSBC Bank	Nistrans	TIME dotcom
Bonuslink	Hua Yang	Nokia	TMC Care
Boustead	Huawei Technologies	Northport	TNB
Bridgestone	IBM Malaysia	NS BlueScope	TNT Worldwide Express
British Council	IBPO Group	OCBC Bank	Tokio Marine Insurans
Brother International	iFast Service Centre	OMRON Malaysia	Top Glove
Bursa Malaysia	IJM Corporation	Pacific Mutual Fund	Toshiba
ByteDance (TikTok)	IKEA Malaysia	Panasonic	Touch 'n Go
Canon Marketing	Infineon Technologies	PayNet	Tourism Malaysia
Carlsberg	Inokom Corporation	PayPal	Toyota
CCM Pharmaceuticals	Institut Jantung Negara	Pembangunan Sumber Manusia (PSMB)	Toyota Capital
Celcom	Intel Malaysia	Penang Port	Toyota Tsusho
Cement Industries of Malaysia (CIMA)	International Medical University	Penang Skills Development Center (PSDC)	ToyoTyre
Cerebos	International School of Kuala Lumpur (ISKL)	Perkeso	U Mobile
Chin Hin Group	INTI College	Pernec	UEM Group
Chuan Huat Resources	IOI Group Corporation	Perodua	UITM
Chubb Insurance	IPG Mediabrands	Petronas	UKM Group
CIDB	Iskandar Investment	Pfizer	UMW Group
Cigna International Health Services	Jobstreet Malaysia	Pharmaniaga	United Overseas Bank (UOB)
CIMB Bank	Johnson Controls	PHHP Marketing	UOA Group
Cisco Systems Malaysia	Johor Corporation	PLUS	VADS
Citibank Malaysia	Johor Port	Pokka Ace	Vale Malaysia
ClubMed	Jotun Paints	Polyplastic	ViewPoint Research Corporation
Columbia Asia	Juristech	Pos Malaysia	Volvo Malaysia
Continental Tyre PJ Malaysia	KDU College	PPG Coatings	Wasco Berhad
Credit Guarantee Corporation	Kementerian Kesihatan Malaysia	Prasarana	Waterco
CTOS Data System	Kementerian Pelajaran Malaysia	Primer Kenrich	Watsons Personal Care Store
Cuckoo	Kenangan Investment Bank	Prince Court Medical Centre	Weir Minerals
Cycle & Carriage	Kerry Ingredients	Prokhas	Western Digital
Daikin Refrigeration Malaysia	Khazanah Nasional	Prometric Technology	Wilmar
DanoneDumex	KLK Oleo Group	ProMinent Fluid Controls	WISE Payments
DayThree	KPJ Healthcare	Protect Health Corporation	Worldline
DagangNet Technologies	KPMG Malaysia	Proton Holdings	X-FAB Sarawak
Decathlon Malaysia	Kumpulan Wang Persaraan (KWP)	Prudential	YeoHiap Seng (Yeo's)
Dell Asia Pacific	Kumpulan Wang Simpanan Pekerja (KWSP)	PTPTN	YTL Corporation
Dhiraaghi Maldives	Kuwait Finance House	Public Bank	Zakat Selangor
DHL Group	Lee Kum Kee	QES Group	Zenith Media
Digi	Lembaga Hasil Dalam Negeri (LHDN)	QSR Brands	Zuellig Pharma
DRBHicom	Lembaga Tabung Angkatan Kentera (LTAT)	Reckitt Benckiser	Zurich Insurance



**For more info and
Registration
Form,
please contact:**

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or

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