

# PUBLIC WORKSHOP

## EMOTIONAL INTELLIGENCE : MASTERING HIGH-STAKES CONVERSATIONS

Duration : 2 Days

Start a conversation  
with our AI Assistant 



Contact us

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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.



[www.atcen.edu4u.today](http://www.atcen.edu4u.today)

## 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



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# 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.*



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## 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 (NFNLP)
- 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).
- Co-led 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, TM Net.
- 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 2001.
- Undertaken multiple mid-size M&A personally and for clients.
- Team Lead on joint Accenture IT Project to develop online trading system 2000.
- Project Manager for 1st worldwide ISO 9002 1994 for Vacation Ownership and Hotel Operations completed in 18 months 1999.

Companies Jeremy has trained in-house

ACI Worldwide, ADT, AEON Credit, Alegion, Acer Sales and Service, Aflin 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, CCG 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 IT, DHL Logistics, DiGi, Duopharma, Easy Call, ELK Desa, ENVO BPO, EON, EON Bank, EPIC Group, Etiqa, EPIQ, Exxon Mobil, Fibertex, Fuji Xerox, FXM, Gamuda, Great Eastern, GEE Engine, GRAB, Grand Millennium Hotel, Guinness Anchor Berhad, Havi Logistics, Healthmetrics, Heitech Padu, Hitachi, Hitachi eBwrox, Hong Leong Bank, HP, Hilti, Hwang DBS, 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, KLKOleo, 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, COSK Securities, JIOB Bank, Pantai Hospital, Palm Oleo, Perodua, Pharamangi, Philips, Petronas PLUS, Prestech, Prometric, Prominent, Protan, PSDC, Public Bank, Puswari Hospital, Quintek, Rangkainan Segar, Resource Entity, Resmed, RHB Bank, RHB Insurance, SapuraCrest, Scomi, Sony EMC, Sony Marketing, Shell Trading, Shell (Miri), Siemens Siemens Healthcare, Sipco, SIRIM, Sliverlake, SME Corp, Spices and Seasoning, SP Setia, SRG, Standard Chartered, STAR CNC 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, TimeDotcom, Top Glove, Toshiba, Toyota Capital, U-Mobile, UMW Toyota, UKM Holdings, UOB Bank, VADS, Vsource, Volvo Trucks, Vision IP, Waterco, Zenith Media, Zuellig Pharma, ZTE



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INTERNATIONAL



## OUR CLIENTS

|   |   |   |   |
|---|---|---|---|
| AB Mauri                                      | DKSH Malaysia                               | Luno                                    | ResMed                                      |
| ACSON Malaysia                                | Duopharma                                   | Lexus                                   | RHB Bank                                    |
| AEON Credit                                   | E.H. Utara Holdings                         | Ilaoillao                               | RHB Insurance                               |
| Affin Holdings                                | Eastern Pacific Industrial Corporation      | Maclean Services                        | RIA IME                                     |
| Agenzia Kaunseling & Pengurusan Kredit (AKPK) | Edaran Otomobil Nasional                    | Ma 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                       | Sanofi Aventis                              |
| Airfoil Services                              | Envo BPO                                    | Malaysian Life Reinsurance              | Sarawak Energy                              |
| Air Liquide                                   | Eppendorf                                   | Malaysian Rubber Council                | Sarawak Information Systems (SAINS)         |
| Air Selangor                                  | Etika 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          | SEGCollege                                  |
| 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                                  |
| AmGeneralInsurance                            | 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                                | Mercedes-Benz 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                                 | Hai-O 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                       | HeiTectPadu                                 | 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 Sompo 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) | Toyo Tyre                                   |
| 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 Mediabrand                              | 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                                 | Juritech                                    | Pos Malaysia                            | Volvo Malaysia                              |
| Continental Tyre PJ Malaysia                  | KDU College                                 | PPG Coatings                            | Wasco Berhad                                |
| Credit Guarantee Corporation                  | Kementerian Kesihatan Malaysia              | Prasarana                               | Watco                                       |
| CTOS Data System                              | Kementerian Pelajaran Malaysia              | Primer Kenrich                          | Watsons Personal Care Store                 |
| Cuckoo  | Kenanga Investment Bank                     | Prince Court Medical Centre             | Weir Minerals                               |
| Cycle & Carriage                              | Kerry Ingredients                           | Prokhas                                 | Western Digital                             |
| Daikin Refrigeration Malaysia                 | Khazanah Nasional                           | Prometric Technology                    | Wilmar                                      |
| Danone Dumex                                  | KLK Oleo Group                              | ProMinent Fluid Controls                | WISE Payments                               |
| DayThree                                      | KPJ Healthcare                              | ProtectHealth Corporation               | Worldline                                   |
| DagangNet Technologies                        | KPMG Malaysia                               | Proton Holdings                         | X-FAB Sarawak                               |
| Decathlon Malaysia                            | Kumpulan Wang Persaraan (KWAP)              | Prudential                              | Yeo Hiap Seng (Yeo's)                       |
| Dell Asia Pacific                             | Kumpulan Wang Simpanan Pekerja (KWSP)       | Public Bank                             | YTL Corporation                             |
| Dhiraagh Maldives                             | Kuwait Finance House                        | QES Group                               | Zakat Selangor                              |
| DHL Group                                     | Lee Kum Kee                                 | QSR Brands                              | Zenith Media                                |
| Digi  | Lembaga Hasil Dalam Negeri (LHDN)           | Reckitt Benckiser                       | Zuellig Pharma                              |
| DRB Hicom                                     | Lembaga Tabung Angkatan Tentera (LTAT)      |   | Zurich Insurance                            |



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

**03-7728 2623**

**or**

**e-mail to:  
info@atcen.com**

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