

EQ Effectiveness Execution Relationships
Development Motivation
Teamwork Optimism Empathy Intelligence
Decision Making Leadership
Influence Change Human
Growth Strategy Coaching Trust Emotional
Training Engagement Sales
Resources

The  Edge

*Corporate Profile &
Training and Development
Programmes*



COMPANY PROFILE

THE EQ EDGE GROUP is the leading expert for Emotional Intelligence and People Engagement services in Malaysia and Asia. Headquartered in Malaysia, we have a subsidiary in Singapore and representative offices in Hong Kong and Jakarta.

Previously the Malaysian Country Office for Six Seconds, the largest EQ organisation in the world, **THE EQ EDGE GROUP** remains a global network member. We combine proven EQ principles, methodologies and techniques with practical business models and solutions to achieve people engagement and bottom-line results.

We are professionals with extensive hands-on corporate experience in marketing, sales, operations and human resources at the top level of management. Supported by world-class research and data, our customised integrated solutions are powerful and practical for organisations, leaders, individuals and communities.

SIX SECONDS EMOTIONAL INTELLIGENCE NETWORK

Established in California in 1997, Six Seconds is the most extensive global provider of Emotional Intelligence training, performance development tools and educational resources. Six Seconds developed the EQ-in-Action Model in 1997 to help people put the theory of emotional intelligence into practice. This Model is based on Peter Salovey's work (advisory board member of Six Seconds) and John Mayer, who first defined EQ as a scientific concept.

It also builds on the five components of EQ popularised by Professor Daniel Goleman in his 1995 book, Emotional Intelligence, which endorses Six Seconds' EQ Curriculum. The Model integrates leading thoughts on the development of neuroscience into a practical, usable and memorable structure.

Six Seconds specialises in:

- Sustainable Change through training and deploying best-in-class performance tools for leaders and professionals creating positive transformations among teams and organisations throughout the world
- Creating powerful bottom-line business impacts by improving the people-side of organisational performance and leadership
- Education by helping organisations, schools and communities to develop sustainable futures with positive outcomes



Six Seconds is the global leader in EQ

Mission: We support people to create positive change.

Solutions: Tools, Training, Consulting, Education.

TRAINING METHODOLOGY

Using a combination of experiential exercises, powerful reflection techniques, and engaging dialogues, The EQ Edge training provides participants with personalised learning experiences, enabling them to acquire insightful new awareness and be guided to develop practical action plans.

With proven experience in emotional intelligence instruction, The EQ Edge programmes tap into brain-based learning, multiple intelligences theory, positive psychology and groundbreaking research on emotions. Drawing on these multidisciplinary sciences of emotional and social intelligence, our people development series focuses on:

- coaching *individuals* to develop personal actionable strategies to help them become more purposeful, engaged, focused and productive
- training *leaders* to create environments that allow others to thrive, and focused on mobilising, inspiring and engaging their teams
- partnering with *organisations* to help create the organisational climate to drive higher employee engagement at every level

The EQ Edge programmes adopt the Self-Science training methodology alongside validated assessment tools in its programmes. This methodology identified in Daniel Goleman's 1995 best-selling book, *Emotional Intelligence: Why it matters more than IQ*, is one of two models that have been proven to be most effective in teaching EQ. This approach is research-based, time-tested, and proven effective time and time again around the world.

“If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far.”

Daniel Goleman, Emotional Intelligence



TRAINING & DEVELOPMENT CURRICULUM

Personal Development

The EQ Edge in Personal Effectiveness[®] Series

- ***EQ at Work***

Personal effectiveness lies in the ability to recognise habits that inhibit performance and productivity, followed by conscious decisions to make positive changes. This workshop provides powerful insights to enable participants to initiate, manage and sustain peak performance at work, and in life, with the latest EQ techniques.
- ***Engaging Communication Skills with EQ***

This workshop is designed to strengthen participants' skills in authentic communication, inspiring trusts and building genuine relationships. These engaging communication skills will positively impact relationships at the workplace and beyond.
- ***High Impact Selling with EQ***

This workshop will equip participants with practical customer-focused consultative selling techniques that are rooted in powerful EQ principles. Participants will learn about the Sales and Buying Cycles alongside time-tested strategies to overcome various challenges when selling.
- ***EQ for Influence and Negotiation***

Influencing and Negotiation skills are critical to success within an organisation as well as externally with customers, suppliers and other stakeholders. In this engaging workshop, participants will learn the people dynamics involved in influencing and negotiating for desired outcomes without suppressing the needs of others.
- ***Relationship Selling with EQ***

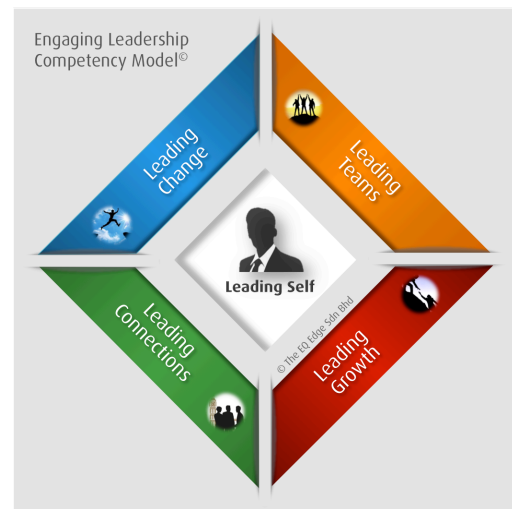
At the heart of relationship selling are emotional dynamics that drive customers' decisions. Relationship selling with EQ is about nurturing customer relationships to a deeper level of engagement – demonstrating care, authentic listening, understanding and empathy – to win customers' trust. This workshop will demonstrate the powerful pairing of consultative selling principles with EQ for effective relationship selling.

Leadership Development

The EQ Edge in Leadership Effectiveness[®] Series

- **Engaging Leadership**

This workshop was designed to develop the 5 critical engaging leadership competencies required of the modern workplace engaging leader as identified in the Engaging Leadership Competency Model[®] i.e. Leading Self (Self Mastery), Leading Change, Leading Teams, Leading Growth, and Leading Connections. This 2-day workshop will provide a useful, practical overview of what is required to build engaging leadership capacity.



- **Leading Self: EQ for Self-Mastery**

The ability to lead ourselves should precede any attempt to lead others. Being rooted in our values and aware of our preferences, work and communication styles - especially under stressful conditions - is key to becoming an effective leader. Self Mastery is about becoming an expert on ourselves through honest self reflections and the continuous learning from experiences. This Workshop teaches the 8 core emotional competencies for Self Mastery identified in the Six Seconds EQ Model[™]: Enhancing Emotional Literacy, Recognising Patterns, Applying Consequential Thinking, Navigating Emotions, Exercising Optimism, Engaging Intrinsic Motivation, Increasing Empathy and Pursuing Noble Goals.

- **Leading Change: The EQ Edge in Driving Change**

To effectively lead Change, leaders must first be able to accept and cope with the effects of Change themselves. It is vital for the leader to first deal with his/her own emotions and thoughts that will surface in times of Change so that leadership in driving the Change is built on conviction and commitment. Using the CHANGE MAP as anchor in this Workshop, leaders will learn how to combine Change Management Strategies with practical emotional engagement approaches to ensure that organisational Change is driven effectively and sustained.

- **Leading Teams: EQ for Team Effectiveness**

Teams are the drivers of organisational success - yet the ability to form and lead high performing teams is one of the biggest challenges that confronts any leader. This Workshop exposes participants to team challenges in diverse settings – from creative package designing to ultimate reliance on team members for “survival”. Along with practical and powerful EQ techniques, these experiences will change the way participants create and lead their own high performing teams.

▪ **Leading Growth: EQ for Coaching and Mentoring**

In a recent Gallup research covering interviews with one million employees and eighty thousand managers, it concluded, “People leave manager, not companies. If you have a turnover problem, look first to your managers.” Successful leaders understand the importance of relationships in teams because it’s really about people. In this Workshop, participants will learn what are the key ingredients to build trusting relationships so that they can be more effective in their role of developing people. The Emotional Intelligence Model will be introduced as the logical framework for building coaching and mentoring relationships.

▪ **Leading Connections: A Communication Masterclass**

Communication is the essence of any relationship and as such, critical to engaging leadership. It is the one skill that can effectively hold the organisation together, whether from top to bottom, bottom to top, or side to side. Leaders are now expected to design communication strategies that will engage stakeholders not just cognitively but at emotional levels beneath the surface – beyond just understanding the impact of verbal and non-verbal dynamics. In this Workshop, leaders will learn how to build genuine relationships, practise empathic communication, give useful and timely feedback, and manage conflicts effectively.



Business/Organisational Development

Organisational Effectiveness programmes that had been custom-designed to suit clients’ unique requirements include:

- **EQ for Succession Planning and Talent Development** (18 – 24 months programme)
- **EQ in Business Strategies and Planning**
- **Branding with EQ: Stakeholders Engagement**

Community Programmes

The EQ Edge in Community Development[®] Series

- The EQ Edge in Parenting
- EQ for Families
- The EQ Edge in Education
- EQ for Youth and Young Adults
- EQ Essentials for Graduates
- EQ for Community Leaders



ASSESSMENT TOOLS

SEI PROFILE™ ASSESSMENT

[Six Seconds Emotional Intelligence Assessment]

The SEI™ is an effective measure that helps people develop and apply emotional intelligence professionally and personally. The SEI™ measures eight fundamentals of EQ (people skills), including emotional literacy, emotional management, and empathy. The SEI is the only test measuring the Six Seconds' Model of Emotional Intelligence.

- **Know Yourself** is increasing self-awareness. It helps leaders understand their own thoughts, feelings and actions, and how these impact their team members.
- **Choose Yourself** is building self-management and self-direction. It helps leaders to follow their intentions and live more consciously knowing that they are in control of their own choices and decisions.
- **Give Yourself** is aligning daily choices with a larger sense of purpose. It helps leaders increase their wisdom to relate meaningfully with others, lead from the heart, and make the most of life whilst optimizing the potential in others.

"One of our biggest challenges is how to get more employee engagement under challenging times with diminishing resources. SEI has been an effective tool for identifying emotional intelligence issues and improving discretionary effort including 'real world' action plans for improving emotional intelligence.

We greatly appreciate the support, learning, and continuing research by the SEI team."

- Bob Brooks, HR Advisor, FedEx

First published in 2005, the SEI™ is a validated assessment with over 75,000 users from more than 50 countries.

SEI Features and Benefits

- **Development Focused**
Learnable competencies, applicable and practical development ideas in reports
- **Rigorous**
Best-in-Class psychometrics (normed and standardised). SEI is a *Level B* assessment and has complied with American Psychological Association's Standards for Education and Psychological Tests ("APA Standards") in terms of validity, reliability and fairness
- **International**
More languages than any other EQ assessment, and validated worldwide
- **Easy Interface**
Online and user-friendly

The SEI™ provides a range of reports for different needs:

- **Strengths Report** provides a quick entry to the subject focusing on three top strengths and how to leverage them
- **Development Report** drills into all eight competencies with detailed suggestions to foster growth and change for a wide range of audiences
- **Leadership Report** links EQ skills to important outcomes for management role

VITAL SIGNS™ TOOLKIT

Vital Signs™ are statistically validated measures that capture key information about the people side of performance. Built on a model with solid business logic as well as sound science, the tools connect people’s perceptions and attitudes with hard business outcomes in an actionable, practical framework.

LEADERSHIP VITAL SIGNS™ (LVS) ASSESSMENT:

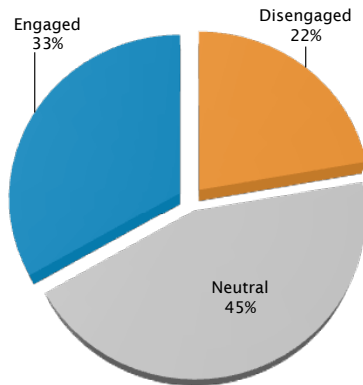
Insight on Leadership Effectiveness

The **LVS** Assessment assesses leaders’ capacity to produce strong results, to build a thriving organisation and to drive Change. It measures five key drivers (Motivation, Change, Execution, Teamwork and Trust) and leadership outcomes – Influence, Efficacy, Design and Direction. Individual leadership strengths and opportunities for improvement are highlighted in a personalised report as a guide for development of personal action plans.



TEAM VITAL SIGNS™ (TVS) ASSESSMENT:

Identify opportunities and obstacles for optimal group performance



TVS measures the drivers of team effectiveness, offering insights into the workplace climate and team dynamics. Climate is an overview of the employees’ relationship with and within the organisation. The climate is the context in which employees work each day; research shows climate strongly influences how people perform their jobs.

The **TVS** report provides a snapshot of the team climate and effectiveness including identifying strengths and obstacles for team performance. This will also serve as an indicator of leaders’ effectiveness in leading teams and therefore offer deeper insights into how engaging leadership competencies can be applied to bring about higher engagement and better team climate.

ORGANISATIONAL VITAL SIGNS™ (OVS) ASSESSMENT:

Measure key indicators of organisational climate across the enterprise

A statistically reliable research process to pinpoint areas assisting and interfering with growth and bottom-line success.

WAGNER ENNEAGRAM PERSONALITY STYLE SCALES

The Enneagram is a popular, proven psychological tool for determining personality types as a path for self-improvement. Used in many disciplines including education, psychotherapy, law, entertainment and sales, the Enneagram is increasingly used for business, both in training programmes and organisational change initiatives. Companies and institutions use the Enneagram in areas of communication skills, conflict resolution, coaching, leadership development and team effectiveness.

While there are many Enneagram inventories, the WEPSS is the only assessment published by a major test company.



WAGNER ENNEAGRAM PERSONALITY STYLE SCALES

And it is the only Enneagram inventory with sufficient reliability, validity, and standardisation to be reviewed in *Buros's Mental Measurements Yearbook*.

BARRETT CULTURAL TRANSFORMATION TOOLS (CTT)



Cultural Transformation Tools® allow leaders to measure and map the cultures of organisations, schools, communities and nations.

Leaders typically measure and manage outputs and outcomes. Outputs and outcomes are tangible and relatively easy to measure. Beneath the surface lie our values and beliefs – the components of your culture that make a real difference between success and failure.

The Cultural Transformation Tools® are among the most detailed and comprehensive cultural diagnostics commercially available. By mapping values to the Seven Levels of Consciousness® Model, culture can be measured and shaped.

SAMPLE OF CLIENTS PORTFOLIO

Our list of valuable clients include:



AFFILIATIONS AND ACCREDITATIONS

- Six Seconds Global EQ Network
- **Globally Certified Trainers:**
 - Master Trainers, EQ Applied Practitioner Certification
 - Six Seconds Advanced EQ Practitioner Certification
 - Certified SEI & Vital Signs Assessors and Coaches
 - Certified Trainer with Enneagram in Business
 - Certified Trainer with Wagner Enneagram Personality Spectrum
 - Certified Trainer with Thiagi Interactive Training Strategies
 - Certified Global NLP Trainers and Motivational Coaches
 - Certified Barrett Cultural Transformation Tools Consultants
 - Certified AMPDNA Consultants
 - Certified LEGO® SERIOUS PLAY® Method Facilitators
- Member, Harvard Institute of Coaching



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