



# WSH Professional's Toolkit on Applying Emotional Intelligence in the Workplace

## Synopsis

*"Emotional intelligence is the largest single predictor of success in the workplace. It is the ability to manage one's feelings so that they are expressed appropriately and effectively, enabling people to work together smoothly toward their common goals."* Daniel Goleman, Author of Emotional Intelligence, New York Times Best Seller

This workshop will help WSH professionals to apply Emotional Intelligence principles to analyze and manage self and others. Learners will acquire awareness of the environment, express empathy and guide others. They will also learn to uphold integrity and build bonds with the stakeholders in their organizations. In addition, the learners will learn techniques of developing their capacities to stay optimistic, resilient and motivated in the face of adversity. It will allow them to assess an individual's level of Emotional Intelligence in one's dealings and relationships and adapt to changes, thus building a better career and live a more fulfilling life.

## Objectives

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

- Maintain resilience in pursuing goals despite obstacles and setbacks.
- Anticipate, recognize and understand others' feelings and perspectives.
- Manage one's emotions and impulses so that they are expressed appropriately.
- Take responsibility and accountability for the pursuit of performance excellence.
- Recognize and understand one's emotions, and their effects and impacts on others.
- Identify one's strengths and adopt strategies to build on them to facilitate the accomplishment of professional goals.
- Identify one's weaknesses and adopt strategies to overcome them in order to facilitate the accomplishment of professional goals.
- Apply techniques to build trust and develop bonding with co-workers to accomplish team goals.

## Who should attend

WSH Professionals, Managers, Advisors, HSE Engineers, Executives and Specialists

## Trainer

Mr William Heng is a Career Coach cum Adult Educator committed to helping people to build better careers and live better lives. In the past 7 years, he has facilitated successfully in both English and Mandarin for a range of Workforce Skills Qualification programmes, including Emotional Intelligence. Mr William Heng is a Certified Practitioner of NLP and Certified Behavioural & Career Consultant / Certified administrator of DISC. His latest achievements include, successfully obtaining a Master of Training and Development (MTD) from Griffith University in December 2013 and the WSQ Diploma in Adult and Continuing Education (DACE) in May 2014.

## Details

### Dates:

1. 24 Feb 2021                      2. 21 May 2021                      3. 11 Jun 2021                      3. 13 Aug 2021                      5. 19 Nov 2021

**Time:** 9am to 5pm (Registration starts at 8.45am)

### Venue: SISO Academy Pte Ltd

167 Jalan Bukit Merah,  
#02-16 Connection One, Tower 4  
Singapore 150167

**CPD Points:** 7 SDUs

**Course Fee:** \$195.00\* (SISO Member)  
\$235.00\* (Others)

\*Fee includes GST and e-training materials

**For more information and registration:**

**Website:** [www.siso.edu.sg](http://www.siso.edu.sg)

**Email:** [registration@siso.org.sg](mailto:registration@siso.org.sg)

**Phone:** 6513 0286

**WSH Professional’s Toolkit on Applying Emotional Intelligence in the Workplace**

| <b>Part A</b>   |   |   |  |              |       |
|---|---|---|--|--------------|-------|
| Training Date:  |   |   |  |              |       |
| <b>Part B - Participants Details (attach a separate list if necessary)</b>  |   |   |  |              |       |
| Salutation<br><i>(Mr/Ms/Mdm)</i>  | Name<br><i>(Please underline surname)</i> | NRIC<br><i>(last 4 characters;<br/>SXXXX123A)</i> | Designation / Job Title<br><i>(Please indicate your WSHO Reg. No., if any)</i> | Mobile no:   | Email |
|   |   |   |  |              |       |
|   |   |   |  |              |       |
|   |   |   |  |              |       |
| <b>Part C - Company Particulars</b>   |   |   |  |              |       |
| Name of Company:  |   |   |  |              |       |
| Type of Industry:   |   |   |  |              |       |
| Name of Contact Person:   |   |   |  | Designation: |       |
| Tel:  |   |   |  | Fax:         |       |
| Email <i>(for course correspondence)</i> :  |   |   |  |              |       |
| <b>Part D - Billing Details</b>   |   |   |  |              |       |
| Billing Address:  |   |   |  |              |       |
| Please tick as appropriate if you would like an invoice to the company:<br><input type="checkbox"/> Yes <input type="checkbox"/> No |   |   | <b>e-Invoice for Government bodies</b><br>Dept & Sub-business unit:<br>_____   |              |       |
| SISO member <i>(circle as appropriate)</i> : Yes/ No<br><br>*SISO membership no:  |   |   | (For sponsoring company only)<br>Company Stamp:                                |              |       |

**NOTE**

**1. Registration and Payment**

Please submit completed form together with a crossed cheque, made payable to “SISO Academy Pte Ltd”, to reach us no later than one week prior to the programme start date.

Please mail registration and cheque to:  
**SISO Academy Pte Ltd**  
 167 Jalan Bukit Merah  
 #02–16 Connection One, Tower 4,  
 Singapore 150167

**2. Withdrawal**

If written notice of withdrawal is received:  
 > 14 days before commencement of programme – full refund  
 Between 3 & 13 working days – 70% refund  
 Less than 3 working days - no refund

*(Please note that programme confirmation can only be made 3 days before the commencement date)*

Course Fee: \$195.00 (SISO Member)  
 \$235.00 (Others)

*(Fee includes GST and e-training materials)*

Visit our website at [www.siso.edu.sg](http://www.siso.edu.sg)  
 Email: [registration@siso.org.sg](mailto:registration@siso.org.sg)  
 Phone: 6777 5185

*The Academy reserves the right to amend the programme content, or to cancel or change the date of the programme or the venue.*