



Singapore Association of Administrative Professionals

celebrates Administrative Professionals Week 2024

EMOTIONAL INTELLIGENCE AT WORK

Navigating Relationships for Success

Dive into the essence of workplace success by learning about "Emotional Intelligence at Work." Uncover the keys to understanding and managing emotions, both yours and others, fostering a workplace environment rich in collaboration and productivity.

Elevate your professional relationships, enhance your communication skills, and set the stage for a thriving career in this interactive fun-filled learning experience by Psychologist Dr. Fred Toke.

Who should attend

Personal Assistants, Executive Assistants, Administrators, secretaries, and support staff who intend to develop and enhance their roles.



Dr Fred Toke

A Clinical Psychologist by training, Dr Fred Toke, wears many hats. He is an author, professor, Bible teacher, and humanitarian aid organizer. He is a much sought-after speaker and has trained leaders of MNCs such as Apple Computer, Ernst & Young, Singapore Airlines, and others.

Dr Toke is a TEDx speaker, a former adjunct professor at the Nanyang Technological University and Singapore Bible College, and a guest lecturer at the University of Malaysia Sabah's Faculty of Medicine.

16 APRIL 2024

9.30am - 5pm

SUNTEC CITY GUILD HOUSE

3 Temasek Boulevard (Tower 5)

#02- 401/402 Suntec City Mall

**A complimentary hands-on session
for all attendees on 'Looking Poised
and Stylish' by Rose of Sharon
Boutique**

16 April 2024 | 7:00pm - 9:00pm
International Plaza, #02-67
10 Anson Road



**Click here to sign up
or scan QR code**



	Early bird fee	Regular fee
	full payment by 10 Mar 24	full payment after 10 Mar 24
SAAP member	300	380
NTUC NTUC UA SCWO member	380	460
Non member	460	520

Fee includes lunch and tea breaks



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In today's interconnected world, success is not solely determined by technical skills or knowledge but also by one's ability to navigate relationships effectively. Emotional Intelligence (EI) plays a pivotal role in fostering healthy relationships, whether in the workplace, personal life, or community interactions. Understanding and harnessing EI can lead to enhanced communication, conflict resolution, and overall success in various spheres of life.

The workshop is designed to equip participants with the necessary tools and insights to cultivate their emotional intelligence and leverage it for personal and professional growth.

(a) Fundamentals:

- Understanding Emotional Intelligence (EI) and its importance in the workplace.
- Recognizing and managing one's own emotions effectively.
- Developing empathy and understanding towards others' emotions.
- Enhancing communication skills to foster positive relationships.
- Creating a collaborative and productive workplace environment through emotional intelligence.

(b) Outline:

- Introduction to EI at Work.
- Exploring the components of EI: self-awareness, self-regulation, empathy, and social skills.
- Practical strategies for improving EI in the workplace.
- Case studies and examples illustrating the impact of EI on professional success.
- Interactive exercises and activities to develop EI competencies.

(c) Learning Outcome:

- Gain a deeper understanding of EI and its relevance in the workplace.
- Acquire practical tools and techniques for enhancing EI skills.
- Improve communication and relationship-building abilities.
- Develop strategies for managing emotions effectively in professional settings.
- Create a roadmap for personal and professional growth through the application of EI principles.
- By categorizing the content into fundamentals, outline, and learning outcomes, attendees can better grasp the core concepts, understand the structure of the learning experience, and anticipate the skills and knowledge they will gain by participating in the session.