



Management Consultancy, Abudhabi.



Emotional Intelligence &

Applying EQ at Work - for Health Care Systems

- A Licensed Training Program of USA

Two days Training Workshop on 24/01/16 & 25/01/16 from 7.40 am to 5 pm in the seminar hall of a hotel in Dubai south ,for medical professionals :free consultation, target setting, Individual pre-training schedule, & personal EQ coaching offered {as pre-training} for all delegates on Registration day@ their work place from Global IOL methodologist, Licensed Biochemist, HR & Administrative Management consultant ; Mentor & EQ LADY

FACILITATOR: Dr. Rose Muricken, Ph.D. (USA)
Certified Facilitator and Licensed
Independent contractor, USA.

Program Schedule (Agenda of the Two days training)

DAY ONE—7.40 AM TO 5 PM

- 7.40 am : ASSESSMENT-SELF
- 8.00 am : Opening Activity, 9 minutes, self-introduction, 15 minutes, registration-6 minutes
- 8.30 am : Inside-out and mind & heart methodology- For health care Employees, specially customized-21 assets & assumptions, explained to acquire IOL Methodology, then & there.
PRE WORKSHOP ROLE PLAY
- 9.45 am : **Module -I** :Business case of EQ, What is EQ, How it influences thinking process to become greater achiever+ Global case studies, relevant to health care systems
- 10.35 am : **BREAK -COFFEE/TEA,WATER**
- 10.45 am : Self-Awareness, Exercises/Activities to improve self-awareness of delegates, **module -II Developing Self Awareness, 9/11 case study,**
- 11.15 am : Life picture activity, discovery of Genius, Techniques to increase self-awareness, SELF CONFIDENCE, techniques to increase self-confidence, ATTITUDE & MOTIVATION, exercise, Global Strategies to increase OPTIMISM & Motivation
- 12.35 pm : **Module -III DEVELOPING SELF MANAGEMENT**
Self-management def.; developing skills for self-management,

- activities, self-control, 7 strategies to increase emotional self-control
- 1.00 pm : LUNCH BREAK
- 1.30 pm : FLOW & PEAK Performance, The flow exercise, Discussion
- 1.50 pm : SELF Management – adaptability, flexibility & adjusting
- 2.10 pm : RE VISIT THE DAY, Opening Exercises skills-discussion on all skills, Evaluation discussion, points to change in my thinking process from today onwards, Emergent strategies on a personal perceptible
- 2.40 pm : Evaluation by participants, Pledging to apply in patient care,
- 3.20 pm : Discussion, Applications to work under tension of the sick & needy.
- 4.30 pm : G.D, Applying today learnt skills in performance excellence strategies
- 5 pm : —UAE Health systems, in the LENSE of DNA's EQ developing modules
- : Collecting tomorrows Exercises, puzzles; to be overcome in self-identifications, awareness & management, bye bye today

DAY TWO

- 7.40 am : **Module –IV, Developing Social Awareness**
Definition, exercises to develop social awareness-observing...
- 8.30 am : EMPATHY-A social awareness skill—exercises & guidelines for developing empathy-three levels of empathy—applying to patient care
Pitfalls to avoid ,Applications to performance excellence
- 9.30 am : Social awareness- guide lines to develop
- 10.00 am : The BE THE OTHER exercise to develop for patient care
- 10.30 am : The change activity to make a real change from today onwards
COFFEE BREAK (can be altered as you decide)
- 11.00 am : **MODULE –V, Relationship Management (social management**
- 11.25 am : **Skills)**
Social management- definition- Interpersonal relationship and patient care, necessary introduction to give intended concepts
- 12.00 pm : Role play, case study. The 'I' exercise, The Tool OF relationship management, how, personal ;professional; group
- 12.30 pm : Communication & Listening SKILLS, for Health care systems to improve in UAE
- 1.00 pm : The three styles of communication
- 1.30 pm : **LUNCH BREAK**
- 1.50 pm : EQ Communication to develop,
- 2.15 pm : How to communicate with EQ, --ROLE PLAY
EQ based NEGOTIATIONS, COLLABORATIONS, COACHING,
- 3.pm : dealing with angry people, how to make an EQ apology , USE EQ TO BUILD TRUST IN PATIENTS for effective therapy, use of BEAT MODEL for patient relationship management
- 3.45 pm : Developmental action plan for one year, from today
Discussions, EVALUATION, "the Mini clinics" case
- 5.00 pm : Certificate awarded by education Director

Ps. Accreditations-CME HOURS-7, accredited by Dubai Health Authority,

2. Accredited by M.E. University.