

# The Difference that Makes the Difference

## The Asia Regional Emotional Intelligence Conference

November 18-19, 2013

Singapore



# Talent | Change | Teamwork

## Get Answers...

How can we actually benefit from emotional intelligence?

What's the latest on the science & practice of EQ?

How do we use this to meet today's pressing challenges?

What are practical examples of gaining benefit from EQ?

What makes Six Seconds' approach so powerful?

How do I get the benefits of EQ in my work, school, life?

What are the proven practices?

**Why:** To get the edge for people-performance

**What:** Emotional intelligence to solve three key challenges:

1. Attract, Retain, Engage **Talented** People
2. Lead **Change** in Challenging Times
3. Build Strong, Collaborative, Resilient **Teams**

**Who:** Leaders in business, education, and community join top experts in creating positive change using the power of emotional intelligence.

In business, in education, in life, emotions drive. If we're smart, we can harness that energy and insight to engage people and bring them together to reach breakthrough success. How? By developing emotional intelligence.

Join the world leading experts on emotional intelligence for positive change and take a powerful step today!

**Register now** for only SG\$420: <http://eq13.eventbrite.com>

*Presented by*



## Featured Speakers



Joshua Freedman, bestselling author of *At the Heart of Leadership* and *INSIDE CHANGE*. COO of Six Seconds Global



Granville D'Souza, author of *EQ from the Inside Out* and *Unshakeable Spirit*; CEO of EQ Asia



Ben Koh, Founder, I AM LIFE COACH & Turn Around Coaching



Tanabe Yasuhiro, author of *Leading Teams with EQ*, GM of Six Seconds Japan



Denver Moses, Senior Training Manager, Asia Pacific - Bausch + Lomb



Sheila Wherry, high performance coach and CEO, EI Executive Australia



Sue McNamara, Director of Education, Six Seconds SEA



FC Law, GM of Six Seconds Malaysia and CEO of The Solutions Gallery



Jacqueline Ong, Executive Director/Principal Consultant, LeadingAdvantage Consulting Sdn Bhd



Soon Ho, Louis Soo, & Chin Yong Chaw Outward Bound Singapore



Amanda Moody, Assistant Director PDC British Council, Singapore & Ian Moody, Head of Counselling, United World College SEA.

*Plus leaders, emotional intelligence practitioners, and **you!***



## November 18:

|              |   |
|--------------|---|
| 8:30 - 8:55  | Registration  |
| 9:00 - 10:15 | Welcome & Are You in the Winning 10% of Change? (Freedman)  |
| 10:15-10:40  | Networking & Tea Break                                      |
| 10:45-11:30  | A 360° Change (Denver Moses)                                |
| 11:35-12:20  | The Heart of Teamwork (Soon Ho, Louis Soo & Chin Yong Chaw) |
| 12:20 - 1:35 | Lunch   |
| 1:40-2:25    | Becoming Customer Centric (FC Law)                          |
| 2:30-3:15    | Building a Vital Team (Sheila Wherry)                       |
| 3:15 - 3:40  | Networking & Tea  |
| 3:45 - 4:40  | Application: Using EQ in your work (Panel)                  |
| 4:45 - 5:30  | The Science of Attitude (Granville D'Souza)                 |

## November 19:

|               |  |
|---------------|--|
| 9:00 - 10:00  | Welcome (Granville D'Souza) & Coaching for EQ (Ben Koh)        |
| 10:05 - 10:50 | EQ for High Performance (Yasuhiro Tanabe)                      |
| 10:50 - 11:15 | Networking & Tea Break   |
| 11:20 - 12:05 | Developing an EQ Climate (Sue McNamara)                        |
| 12:05 - 1:25  | Lunch  |
| 1:30 - 2:15   | Celebrating Differences (Jacqueline Ong)                       |
| 2:20 - 3:05   | Coaching Questions for Talent (Amanda & Ian Moody)             |
| 3:05 - 3:30   | Networking & Tea   |
| 3:30 - 4:30   | Closing: Gaining the EQ Advantage with your EQ Profiles (team) |

*Agenda subject to change without notice.*

## Nov 20-21: Vital Signs Consultant Certification (Post-Conference)

**How do you measure the key drivers of performance?** How do you use those to create **change**? 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.

Join Vital Signs author Joshua Freedman to learn how these exceptional tools and the powerful Vital Signs framework will assist you to **drive leadership, team, and organizational transformation**.

For more information on this and other upcoming certification programs, see <http://www.6seconds.org/events>

Presented by Six Seconds and EQ Asia.

The global leader in emotional intelligence, with representatives and offices in over 25 countries, thousands of certified practitioners, dozens of scientifically validated transformational tools – Six Seconds supports people to create positive change, everywhere, all the time.

EQ Asia is a Six Seconds Preferred Partner delivering world-class training and consulting to improve performance in Singapore and Asia.

## Conference Registration

Venue: Grand Park City Hall, Coleman Street , Singapore

Time: 9am- 5pm, 18-19 November 2013

Registration includes materials, lunch and coffee/tea breaks.

- Early Bird: SG\$420 by 11th October
- Full Fee: SG\$680
- Groups of 3 or more from one organization: SGD360 each by 11th October
- “Active” alumni of Six Seconds EQ Certifications: SGD330 by 11th October

To register click here: <http://eq13.eventbrite.com>

*For more information:*



Jenny Wiley <jenny@6seconds.org>

Web: [www.6seconds.org](http://www.6seconds.org)



Email: [Brenda@eqasia.com](mailto:Brenda@eqasia.com)

Call: Singapore office on 64741637

Web: [www.eqasia.com](http://www.eqasia.com)



Perfect blend of theory & practice.

Hands on, engaging learning.

Two powerful days to take people-performance to a higher level.

## Session Descriptions

### Are You in the Winning 10% of Change?

Joshua Freedman (USA)

Bad news: 90% of change fails – primarily from a failure to handle the people-side effectively.  
Good news: You can be in the 10%.

What does it take? What are the essential ingredients that set that top 10% aside? Hint: It's not about logic & IQ. Successful change is driven by people – and people are driven by emotion. Using a simple, logical approach to the people-side of change, you can skillfully navigate the three big obstacles to change and be more successful yourself, at work, at home, or at school.

- Why does most change fail? The three brutal barriers.
- What is the emotionally intelligent approach to change?
- How do you generate the emotional ingredients that create a rocket-fuel for change?

Joshua Freedman is the author of *INSIDE CHANGE: How to Transform Organizations with Emotional Intelligence* and *At the Heart of Leadership*, as well as seven psychometric assessments measuring the key drivers of people and performance. He is one of the founders of Six Seconds, the only global nonprofit dedicated to emotional intelligence, and one of a handful of people in the world with over 1.5 decades of proven experience bringing the value of EQ to organizations and individuals.



### A 360° Change

Denver Moses (Singapore)

There's a saying that, "employees don't leave companies, they leave managers" – and today they are leaving more often than ever. According to recent Department of Labor static, the average tenure of an employee in the U.S. is now only 1.5 years. This is why it is so important to understand the emotional needs of your staff and connect with them in powerful ways. This session will look at a case study of how little changes create a 360-degree impact on employee turnover.

- Why use a 360 assessment?
- The process of engaging in change
- Action steps and preliminary results in this case study

Denver Moses leads the training department for Asia Pacific for Bausch + Lomb. He is a Six Seconds Certified EQ Practitioner and Certified EQ Assessor with the SEI360. Denver is also a behavior profile consultant and has 20 years of experience in the Pharmaceutical industry in sales and marketing leading and coaching individuals. He has about 8 years as a trainer / coach.



*Did you know?* A recent study found 70% of employee engagement is predicted by managers' emotional intelligence.

## Becoming Customer Centric

FC Law (Malaysia)

A large property company needs to compete more effectively, particularly when it comes to building first-class customer relationships. They are one of the top 10 in the market - how do they change their culture to become one of the top 3? They have talented people, with great expertise in their business -- but there's a missing ingredient: Emotional Intelligence. In this session we'll work on a real-world case study showing how to change a company.

- What is the connection between EQ and customer loyalty?
- How do you change the culture of a technical organization?
- What are the take-away lessons you can apply in every change project?

FC Law is the Country Director of Six Seconds Malaysia and also the founder of The Solutions Gallery, a company specializing in helping clients build stronger sales and service cultures. He has more than 20 years of extensive sales and marketing experience in creating, leading and implementing business strategies to organizations of various sizes including large multinationals and local enterprises.



## Building a Vital Team

Sheila Wherry (Australia)

We talk all the time about "teams" and "teamwork," but what do those words really mean? What are the essential ingredients that turn a group into a team? In practical terms, how do you make this happen? Using cases and real-world business problems, this interactive session will explore the meaning of team -- and a powerful, research-proven framework for bringing these ingredients into action.

- What are the key ingredients of a high performing team?
- How can we establish and use group EQ norms to transform a team?
- How does the Vital Signs Model give powerful insight into the drivers of team performance?

Sheila Wherry's experience includes 18 years of international Business Development, Strategy, Training and Coaching experience within SMEs and multi-nationals in Europe, Asia, Australia and the US. Sheila holds a Masters in Management, a Post Graduate Diploma in Counselling and Psychotherapy, an Advanced Certificate in Executive Coaching, and is Cert IV qualified in Training and Assessment. Sheila works as an Educator at the Australian College of Applied Psychology, and is accredited in the Six Seconds Vital Signs and SEI Assessments and the EQ-i 2.0 and 360 tools.



*Did you know?* Organizational climate is measurable – and predicts over 55% of the variation in performance.

## The Science of Attitude: Understanding and integrating resilience at work

Granville D'Souza (Singapore)

Resiliency - the ability to adapt to changes and crises in one's life. The good news is that we all can learn it. It's more than just optimism! Discover why some people are more resilient than others and what gets them ahead of the pack. How do these very people ascend to peak performance while their counterparts languish and stay in mediocrity? With advancement in technology and knowledge, we have not necessarily increased our capacity to cope with mental and emotional challenges that come with it. Managers and employees need to be trained to discover their latent resources and realize that our potential stretches as far as we choose to bring it.

Through anecdotes, exercises and examples, Granville will detail a unique perspective raising your resilience bar.

- Strengthen your self-esteem, self-confidence and self-concept
- Develop specific attributes and skills found in highly resilient people
- Sharpen your talent for serendipity - ability to convert accidents and misfortune to gratitude and thankfulness

Granville is the Principal Consultant of EQ Asia Pte Ltd and Peak Performers, a consulting and training practice specialising in organisational behaviour and performance; work Granville has led for the last 17 years. He has authored numerous articles for HR magazines, is the co-creator of the EQ Coach cards, written 2 books: *EQ From the Inside Out* and *Unshakeable Spirit*. Granville has a BA, an MBA and a Doctorate in Business Administration with the University Of South Australia where he researched on Emotional Intelligence.



## Increasing Your EQ Through Coaching

Ben Koh (Singapore)

Coaching is essentially an applied science of EQ and through the coaching process that focus on deepen learning and forward actions, EQ Practitioners now can have the tools and language to help people to be more self-aware, increase consequential thinking and take proactive actions towards what really important to them. This session will examine how coaching can be a powerful vehicle to apply EQ in our personal and professional lives.

What is coaching and what it aims to achieve?

How to facilitate positive change through EQ coaching?

Ben is the founder of I AM LIFE COACH (an ICF accredited coach certification program with over 100 graduates) & Turn-Around Coaching. He is a Certified Master Coach, Career Consultant, and a Six Seconds Certified EQ Assessor and EQ Practitioner.



*Did you know?* Over 50% of employees are keen to leave – the majority because of the way their boss treats them.

## EQ for High Performance

Tanabe Yasuhiro (Japan)

While many people have heard of "emotional intelligence," less than 30% of organizations are actually tapping the value of this new science. Research says: Because they don't know how it works. This session will share recent case studies of how emotional intelligence works to build a talented organization.

- In practical terms, how do you get business value from emotional intelligence?
- How is emotional intelligence valuable for talent development?
- What can you do to use EQ more effectively now?

Tanabe Yasuhiro is the Managing Director of Six Seconds Japan where he is building a network of change makers in every sector of society -- with powerful tools and methods to spark positive change. He is the author of *Leading with Emotion*, and a Certified Career Consultant. Tanabe brings over 15 years of organizational development experience, and 20 years of senior leadership in the airline industry.



## Developing an EQ Climate

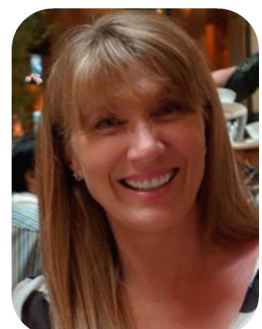
Sue McNamara (Singapore)

Research shows that climate strongly influences how people perform in their jobs. As a leader learning to enhance the environment in which people work and interact leads to higher retention, engagement and performance.

In a recent workplace survey 66% of respondents said the major issues their companies were facing were related to people. The biggest 'people' issue was attributed to 'leadership'. The excellent news is that, as a leader, you have the ability to positively influence and nurture your organisations climate in order to enhance it's outcomes. In this session we will explore:

- What is organisational climate? What are the key ingredients?
- How do leaders impact on Climate; and Climate impact on Performance?
- What are the best practices for leaders to improve climate?

Sue is Director of Education for 6seconds in South East Asia. She is an educator, consultant, trainer and speaker. Sue works with leaders to facilitate enhancement of social emotional intelligence within organisations. Sue's applied research focuses on climate and the factors that enhance individual, team and organisational performance.





*Did you know?* The skills of emotional intelligence are correlated with career success and effectiveness – as well as quality of life.

## Celebrating Differences

Jacqueline Ong (Malaysia)

Almost all organisations are made up of people working in groups or teams – whether in the form of a department, work unit, committee or project team. The ability to lead performing teams is therefore essential to leadership success. How does EQ help enhance team efficacy? How does the leader bring out the best in each team member, bearing in mind that each individual has different Brain Styles that will bring different gifts to the team? How do we move from accepting our differences to building on our differences and to celebrating our differences to create a high performing team? In this session we will explore :

- The Drivers of Organisational Effectiveness under the Vital Signs Model
- How a deeper understanding of the different Brain Styles can increase engagement for effectiveness and
- What the key imperatives are for engaging different Brain Styles

Jacqueline Ong is the Executive Director/Principal Consultant of LeadingAdvantage Consulting Sdn Bhd, a business consulting firm specializing in developing leaders in areas of business planning and emotional intelligence. Drawing on more than 20 years of corporate experience in a wide range of industries, Jacqueline has a passion to share the skills and experience acquired to positively impact the lives of those on the corporate journey.



## Coaching Questions for Talent

Amanda & Ian Moody (Singapore)

Coaching involves using questions as a key tool. We need to have a range of questions in our toolbox to help clients go down below the waterline (iceberg model) in order to get to the source of the issue or problem and gradually bring about change. This fun and interactive seminar focuses on developing questions within the competencies of the 6 Seconds framework and explores the use of different types of questions. There is a focus on being able to bring about change in a coaching situation by challenging assumptions.

- Why are the competencies in the Six Seconds EQ Model such effective levers for coaching performance?
- What questioning techniques will unlock talent?
- How can assumptions be moved out of the way to focus on what's real and powerful?

Amanda and Ian have extensive experience in leadership, relationship development and cross cultural understanding and have worked in a variety of contexts across Australia, Singapore, Japan, USA, China, North Africa, India, Malaysia and Cambodia.

Amanda is Assistant Director of the Professional Development Centre for the British Council in Singapore. Ian is Head of Counselling at the United World College of South East Asia, Singapore.

