BUSINESS FUTURE
C O N S U L T!N G

Apply Emotional Intelligence to Effective Problem Solving at the Workplace
by Josephine Teo

BACKGROUND

Problem solving is the biggest task every employee has to undertake in his/her daily course of work. While most people attempt to use the logical way to solving problems, almost all would agree that people are the biggest challenge to manage when it comes to getting any problem solved. Furthermore, many are finding difficulty in managing their stakeholders.

Problem solving today takes a combination of intelligence quotient (IQ) and emotional quotient (EQ). Both needs to work together to more effective manage both the problems and the stakeholders.

In this course, participants will be better able to comprehend two areas to problem solving:

i) how to solve problems in a systematic way, making a rational decision while considering the various dynamic factors and assumptions that impact the decision making process.

ii) how to better manage the key stakeholders throughout the problem solving and decision making process.

COURSE OVERVIEW

The workshop will cover short lectures and discussions for the following topics:

1. Identify the Problem
- Find the root cause
- Identify the problem in the greater context of the organisation, industry, national and international arenas

2. Select the Best Solution
- Establish the decision criteria
- Determine the Assumptions
- Identify alternative solutions
- Analyse for the best solution

3. Implement and Monitor the Solution
- Establish action plan and implement it
- Mitigate risks
- Tools for monitoring and evaluating the decision

4. Apply Emotional Intelligence in Managing Stakeholders
- Identify the four domains of emotional intelligence (EI)
- Communicate the decision using EI
- Manage stakeholders throughout the problem solving process

LEARNING OBJECTIVES

By the end of the training, participants will be able to:

1. Identify key elements that impact most problems and decision making
2. Apply rational problem solving process in generating solutions
3. Identify stakeholder dynamics which may impact objective decision making
4. Apply emotional intelligence strategies to managing stakeholders throughout the problem solving process

LEARNING METHODOLOGY

A combination of short lectures, group discussions and case study.

TARGET AUDIENCE

For executives and management who are involved in problem solving and decision making processes at the workplace.