



Are you able to **understand, express and control** your emotions effectively?

Can you relate well to **other's feelings and behaviours**, and interact in a manner that **builds relationships**?

Do you know how to **tap into emotional intelligence** to become a **better leader**?

Explore 9 distinct yet interconnected personality types

BOOST EMOTIONAL & SOCIAL INTELLIGENCE WITH THE ENNEAGRAM

Improve the way you manage yourself and others

SkillsFuture SG Accredited

TGS-2019503529

Eligible for Training Grant,
Absentee Payroll &
Use of SkillsFuture Credit

Emotional intelligence is the ability to understand and manage your own emotions, and those of the people around you. A CareerBuilder survey of 2,600 hiring managers revealed that 71% valued **high EQ over IQ**, citing the reasons of effective leadership, steadfastness under pressure and good conflict resolution abilities as key outcomes of high EQ. In a workplace that is increasingly driven by technology, the differentiating factor in organisations often lies in the human interactions. Leaders and teams that are able to extend empathy, adaptability, collaborative spirit and positive communication, often perform better on employee engagement, staff retention, and overall business performance.

"Emotions can get in the way or get you on the way."

Mavis Mazhura, International Human Behaviour Specialist

"We tend to think of leadership as something you do externally.

The good leaders are the ones who are comfortable in their own skins.

They understand what they are about, they understand their purpose in life and their strengths.

They have a level of comfort with themselves that leads to a level of comfort with others."

Daniel Pink, New York Times Bestselling Author

This two-day course leverages the Enneagram profile to help you unpack your personality traits and interpersonal style. Get set to shift your mindset and learn practical ways to regulate your emotions including stress, fear and anger. Pave the way for a better you, build a cohesive team, and ultimately, enjoy a more productive, meaningful and exciting personal and corporate journey.

Key topics covered in this training programme:

Self Awareness • Self Management • Social Awareness • Relationship Management

BOOST EMOTIONAL & SOCIAL INTELLIGENCE WITH THE ENNEAGRAM

Learning Outcomes (LOs) & Course Outline

2-Day Instructor-Led Synchronous e-Learning / Classroom Training Programme

REVIEW THE DIFFERENCES BETWEEN COGNITIVE AND EMOTIONAL INTELLIGENCE AT THE WORKPLACE

LO 1 Discover the key competencies and aspects of emotional intelligence

- Review the differences between cognitive and emotional Intelligence, and their importance at the workplace
- Define emotional intelligence and understand its four key competencies
- Recognise the impact of emotional and social intelligence on interpersonal relations

DEVELOP EMOTIONAL COMPETENCE TO BETTER MANAGE PERSONAL FEELINGS AND ACTIONS UNDER DIFFERENT SETTINGS

LO 2 Gain self awareness through the Enneagram to monitor personal emotions and actions that affect work performance and interpersonal relationships

- Identify one's emotional states, their triggers and effect on self, performance and relationships
- Take the Enneagram test to determine your personality type
- Understand the characteristics of the different Enneagram types
- Increase emotional intelligence through greater understanding of own emotions

LO 3 Apply emotional intelligence to manage personal impulses and reactions when interacting with customers and colleagues in diverse contexts

- Explore ways to improve control and expression of personal emotions and behaviour
- Apply emotional intelligence to leverage personal strengths and develop areas of growth
- Enhance leadership and managerial competencies through emotional intelligence

ENHANCE SOCIAL INTELLIGENCE TO BE MORE EMPATHETIC AND ACCEPTING OF PEOPLE FROM DIFFERENT BACKGROUNDS AND IN CHALLENGING SITUATIONS

LO 4 Develop social awareness of others' perspectives and feelings through the Enneagram to increase empathy and inclusiveness amid diversity challenges

- Assess the emotional climate of an environment
- Recognise the emotional strengths and weaknesses of others
- Demonstrate empathy by acknowledging the feelings and perspectives of individuals, taking also into consideration, their culture, background, preferences and needs

LO 5 Build resilience to effectively manage difficult conversations and challenging scenarios

- Adopt the STARS strategy to manage self and coach others in challenging times and situations
- Diffuse interpersonal conflicts and seek to prevent potential miscommunication
- Apply the 6As technique to manage difficult conversations

TAKE ACTION CHALLENGE - YOUR ACTION PLAN AND INSPIRATION FOR TRANSFORMATION

As with all our training programmes, our commitment is to make every effort to cover the scope of training listed above. From time to time, adjustments may be made in the delivery and depth of each topic as our trainer seeks to facilitate and meet participants' questions, needs and interest.

6 months' value-added post-training follow-up to encourage effective transfer of learning:

Take Action Accountability • Training Outcomes Measurement • Optional Mentor Briefing

COURSE FEE & FUNDING INFORMATION

With SkillsFuture SG (SSG) Training Grant & Absentee Payroll Subsidy Eligible for Use of SkillsFuture Credit & SkillsFuture Enterprise Credit

For company-sponsored training, the actual fee payable is dependent on the company's incorporation type in Singapore (SME/non-SME) and the residency status and age of training participants. Non GST-registered companies should also consider GST implications. Here's an illustrative summary of the different funding components.

Learner Profile	Course Fee & Funding Information	COMPANY-SPONSORED				SELF-SPONSORED
		SME		NON-SME		
		Excl GST	Incl GST	Excl GST	Incl GST	Incl GST
Singapore Citizen ≥ 40 years	Full Course Fee	\$ 450.00	\$ 490.50	\$ 450.00	\$ 490.50	\$ 490.50
	Less: SSG Training Grant	\$ (315.00)	\$ (315.00)	\$ (315.00)	\$ (315.00)	\$ (315.00)
	Imageworks Invoiced Amount	N.A.	\$ 175.50	N.A.	\$ 175.50	\$ 175.50
	Less: Absentee Payroll	\$ (65.25)	\$ (65.25)	\$ (65.25)	\$ (65.25)	\$ -
	Net Training Investment	\$ 69.75	\$ 110.25	\$ 69.75	\$ 110.25	\$ 175.50
Singapore Citizen 21-39 years	Full Course Fee	\$ 450.00	\$ 490.50	\$ 450.00	\$ 490.50	\$ 490.50
	Less: SSG Training Grant	\$ (315.00)	\$ (315.00)	\$ (225.00)	\$ (225.00)	\$ (225.00)
	Imageworks Invoiced Amount	N.A.	\$ 175.50	N.A.	\$ 265.50	\$ 265.50
Singapore PR ≥ 21 years	Less: Absentee Payroll	\$ (65.25)	\$ (65.25)	\$ (65.25)	\$ (65.25)	\$ -
	Net Training Investment	\$ 69.75	\$ 110.25	\$ 159.75	\$ 200.25	\$ 265.50
Non-Singapore Citizen / PR	Full Course Fee / Invoiced Amt	\$ 450.00	\$ 490.50	\$ 450.00	\$ 490.50	\$ 490.50
	Net Training Investment	\$ 450.00	\$ 490.50	\$ 450.00	\$ 490.50	\$ 490.50

For example, assuming a non-SME (GST-registered) company organises a class for 20 employees consisting of 10 Singaporeans above 40 years, 9 Singaporeans between 21 to 39 years or Singapore PRs above 21 years, and 1 non-Singaporean/PR, the final training investment after applicable Training Grants and Absentee Payroll subsidies will be $(\$69.75 \times 10 + \$159.75 \times 9 + \$450 \times 1) = \$2,585.25$ for 20 employees attending the 2 day training.

- The above table includes Baseline Funding, Enhanced Training Support for SMEs (ETSS) and Mid-Career Enhanced Subsidy (MCES) where applicable. Imageworks will apply for these SSG Training Grants for eligible participants.
- As this is an SSG-funded programme, Singapore Citizen and Singapore Permanent Resident learners must record their attendance electronically via the SingPass app, meet a minimum attendance of 75% of the training hours, and pass the competency-based assessments to successfully complete the course and qualify for funding.
- Absentee Payroll is a grant for Singapore-registered companies (excluding government entities) to defray manpower cost, capped at \$100,000 p.a. Excluded from our invoice for course fees, employers have to endorse their employees' details in the Enterprise Portal for Jobs & Skills (EPJS) after their course completion to facilitate funding disbursement.
- Eligible employers can also tap on SkillsFuture Enterprise Credit (SFEC) to cover up to 90% of out-of-pocket expenses including training for non-Singapore Citizen/PR participants with Foreign Identification Number (FIN).
- Self-sponsored Singaporeans may utilise their SkillsFuture Credit to pay for Imageworks' invoiced amount.
- SMEs are companies registered or incorporated in Singapore with an employment size of not more than 200 employees or with an annual sales turnover of not more than S\$100 million.
- The above course fee excludes training venue and F&B expenses. Imageworks' training academy which is well-equipped and conveniently located at 100 Pasir Panjang, is available for corporate booking at a preferential rate.
- On completion of training, participants will be awarded a SSG Statement of Attainment in People & Relationship Management.

Added benefits for choosing a corporate training session exclusively conducted for your organisation:
Contextualisation to organisation • Alignment of standards • Team bonding opportunities

At Imageworks, we believe in forging strong partnerships with our clients. We are committed to deliver effective training solutions that produce results.

Beginning with a clear understanding of each client's needs, we'd suggest ways to contextualise our programme and adapt training activities to deliver memorable learning experiences that both organisations and individuals appreciate. Our high percentage of repeat clients bears testimony of our training effectiveness. Here's a list of some of them:

PRIVATE CORPORATIONS

ABN AMRO
Accenture
ACE Insurance
ACES Learning
AIA
AmBank
Antiant
ANZ Bank
Aon Hewitt
Ascent Solutions
Atos Origin
AXA Life
Avanade
Bally
Bank Julius Baer
Bank of Singapore
Barclays
Body Contour
Borneo Motors
Bosch
BSL Group
BW Maritime
Capitaland
CFA Singapore
Changi Airports International
CIMB Bank
Citibank
City Developments Ltd
CLA Global TS
CLS International (Berries)
Colin Ng & Partners
ComfortDelGro
Credit Agricole
Credit Suisse
Crimson Logic
Daimler South East Asia
Dale Carnegie
DBS Bank
Deloitte
DNV
Duke Bakery
Eastport Maritime
Edelman
Elsevier
Estee Lauder
Eurokars Group
Experia Events
Far East Organization
Finexis
Fisher & Paykel
Fraser Property
FT Consulting
Fullerton Health
Gammon Construction
Global Logistic Properties
Golin Harris
Great Eastern Life
GREIF
GuocoLand
HK Land
Hongkong & Shanghai Hotels
HSBC
IN.FOM

IPP Financial Advisers
Jigger & Pony
Jones Lang LaSalle
JP Morgan
Keppel Corporation
Kimberly-Clark
KMP Group
Knight Frank
Kuok Group
Laguna National Golf & Country Club
Liberty Insurance
Lum Chang Building Contractors
M1
Maersk
Mandai Wildlife Group
Manulife
Maybank
McKinsey & Co
MediaCorp
Meritus Mandarin Hotel
Merrill Lynch
Merz Asia Pacific
Montage Studios
Nefful
NTUC Income
OCBC Bank
OCBC Securities
Oculus
Olympus
Panasonic
PGIM Real Estate
POSB Bank
Procter & Gamble
PropNex
Prudential
Resorts World Sentosa
Richemont Luxury
Rockwell Automation
Qornerstone
S&P Global
SAA Architects
Sanden International
Schlumberger
Schroders Investment Management
Sea Group
Sentosa Development Corporation
Shinji by Kanesaka
Sime Darby Insurance Brokers
Singapore Exchange (SGX)
Singapore Technologies
SingPost
SPH Media
St Gregory Spa
Standard Chartered Bank
Taj Hotels
TEE International
Teledirect
The American Club
The Body Shop
ThermoFisher Scientific
Tolido's
Toyota Tsusho
Transglobal Logistics
Triumph International

UBS
United Overseas Bank (UOB)
Wearnes Auto
Wong, Ong & Partners
Yahoo!
Yue Hwa Chinese Emporium

MINISTRIES, STATUTORY BOARDS & GOVERNMENT-LINKED COMPANIES

A*STAR
Auditor-General's Office (AGO)
Civil Service College
Centre for Management Development
Economic Development Board
Enterprise Singapore
Government of Singapore Investment Corporation (GIC)
GovTech
Housing and Development Board
Infocomm Development Authority
InvestHK
Inland Revenue Authority of Singapore (IRAS)
Integrated Health Information Systems (IHIS)
Jurong Town Corporation (JTC)
Maritime Port Authority of Singapore (MPA)
MINDEF
Ministry of Communications and Information
Ministry of Culture, Community and Youth
Ministry of Home Affairs
National Gallery
National Healthcare Group
National University Health System
Public Utilities Board
Singapore General Hospital
Singapore Land Authority
Singapore Tourism Board
Surbana
Tan Tock Seng Hospital

LEARNING INSTITUTIONS

Henderson Secondary School
Hwa Chong Institution
INSEAD
Manchester Worldwide IHE
Methodist Girls' School
Nanyang Polytechnic
Nanyang Technological University
National Junior College
National University of Singapore
Ngee Ann Polytechnic
Republic Polytechnic
Singapore Institute of Management
Singapore Management University
Singapore Polytechnic
The British Council

NON-PROFIT ORGANISATIONS

Breast Cancer Foundation
St James Church
Trinity Christian Centre

WHY ORGANISATIONS CHOOSE IMAGEWORKS®

Branding Through People

"This EQ programme is absolutely interesting, insightful and life-changing. Thank you for inspiring our team members to reflect deeply, commit to transformation, and become more effective employees, team players and leaders. The Enneagram profiles and emotional intelligence framework that Cindy presented have left a deep impression on us."
- Entrepreneur & Director of emerging SME -

"The application of the principles of etiquette is insightful and practical as we seek to improve our business relationships with our partners and stakeholders across the globe. Thank you for challenging us to step out of our comfort zones, to take every opportunity to connect well with others."
- Participant from an international business division of a government agency -

"I often get asked by colleagues which is our most popular program we run...the answer is always Imageworks... I often get asked which program is critical to our overall training...the answer again is Imageworks. Imageworks has worked with us to not only deliver training but they have consulted with us the whole way. The program we have is tailored to our needs and represents what we stand for, aligning with our brand and the way we do business. Imageworks has captured our essence and helped us to create customer driven employees not only through how they dress, but how they represent our business and most importantly themselves."
- Head of Learning & Development of a major financial institution -



GET TO KNOW US ...

At Imageworks, we believe in celebrating diversity at the workplace, with many of our client engagements working to enhance cohesion, connectivity, mutual appreciation for people and culture differences, and role model leadership. We help participants to leverage their strengths and personality profiles.

Established in 1995, Imageworks has 28 years of experience in training participants from diverse backgrounds, industries, cultures, job roles and stages of life. Imageworks is a 3-time winner of the HR Vendors of the Year Awards from 2020 to 2022, as Best Management and Sales Training Provider.

At Imageworks, we are guided by NICE, an acronym for our core values of nurturing, integrity, creativity and excellence: we are nurturing towards our staff and clients; we discharge our duties with integrity; we inject creativity into our learning experiences, and continually strive for excellence in all that we do.

Our passion keeps us a relevant, driven and effective business that continually strives to connect, collaborate and develop meaningful relationships. Tap on the experience and expertise of Imageworks to inspire and equip yourself and your people, for personal empowerment and corporate excellence.

... AND OUR TRAINING TEAM



PROFESSIONAL TRAINERS & EDUCATORS

Everyone learns differently. Our certified trainers reinforce learning through interactive facilitation techniques, innovative visual aids and impactful learner demonstrations that enable the effective transfer of learning.



EXPERIENCED SUBJECT MATTER EXPERTS

Our trainers are experienced subject matter experts in the areas of social intelligence, professional presence, effective communication and customer experience. Our active practice of these skills allow us to coach our trainees with relatable, relevant and applicable content.



STRONG CORPORATE BACKGROUND

Our trainers have solid portfolios and corporate track record, with a deep appreciation for business and HR issues. We are thus able to contextualise training effectively and motivate learners with practical insights.



MULTI-INDUSTRY PRACTITIONERS

We've contextualised our training to cater to different industries and adapted it to ensure an inclusive environment. It's no wonder that our clients come back for more!