

THE COMMUNICATION EXPERTS WITH HUMAN TOUCH

UAE - LEBANON - QATAR - GERMANY



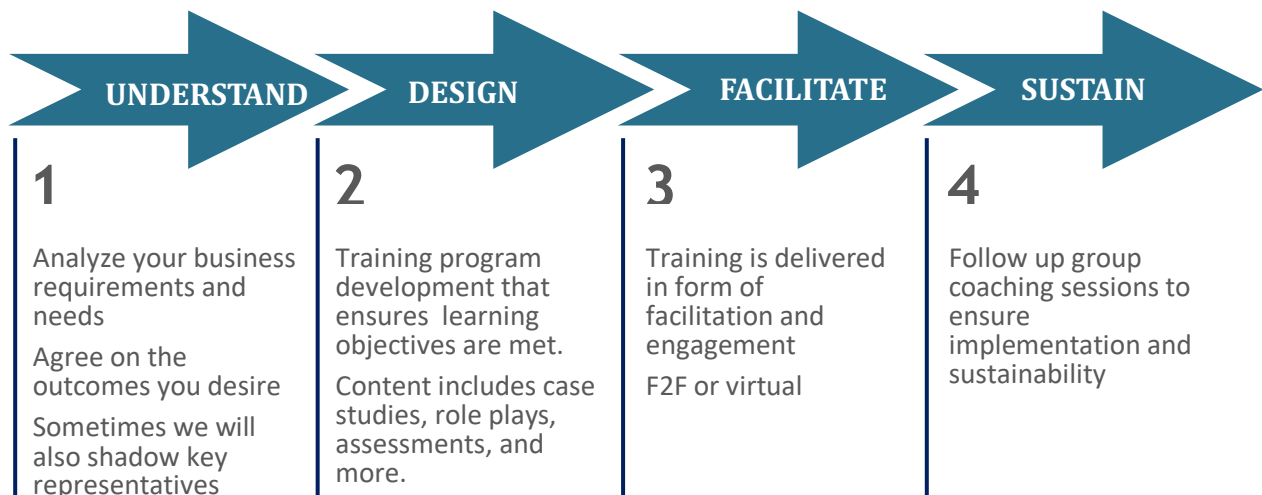
www.mindyourpower.org
info@mindyourpower.org

+971 56 3554982
+971 6 5012035



Emotional Intelligence Advanced

The MYP process



1. Emotional Intelligence

Whether you are a manager or want to increase your individual performance this program will teach you the foundational principles of Emotional Intelligence (EI). EI has been recognized as a necessary skill, which is now being observed and set as requirement in many corporations

Objectives:

- Discover what emotional intelligence (EI) is and why it matters.
- Become self-aware of behaviors, habits, emotions and communication style
- Recognize blind spots
- Learn ways to manage behaviors that don't serve
- Discover ways to reduce stress and build Resilience
- Discover different communication styles
- Improve social and cultural awareness
- Build better relationships both with colleagues and clients
- Develop skills for self-confidence and self-motivation
- Listen actively and develop better communication
- Know more about your colleagues
- Understand the importance of utilizing different strengths and skills
- Understand how to motivate your team

2. Training details – 3 days

Day 1

- What is Emotional Intelligence ?
 - The components of EI
 - The advantages of EI in business
- Self-Awareness
 - Your strengths and weaknesses
 - How others perceive you – The Johari window
- The mindset
 - Your Attitude matters
 - Knowledge – Skills – Attitude
 - Positivity
 - Optimism
 - Contentment
- Self-motivation
 - Your SMARTER goals
 - Focus
- Self-Management
 - What is stress
 - Controlling impulses

Day 2

- Social awareness
 - VAKs
 - Communication styles
 - Assessment
 - Role plays
- Cultural Awareness
- Communication skills
 - Active listening
 - Empathy
 - Non-verbal communication
- The NLP Communication model
 - How perceptions, values and beliefs affect our behaviors
 - Communicate effectively and precisely
 - Deletions, Distortions, Generalizations
 - Non-verbal communication
 - Body Language

Day 3

- Building relationships
 - Rapport
 - Trust
 - Psychological Safety
- Behavioral Styles
 - Aggressive/submissive/assertive
 - The BEFPO model
- Building resilience
- Providing effective feedback
 - SBI feedback
 - Receiving feedback

3. Methodology

*"I hear and I forget
I see and I remember
I do and I understand"*
~Confucius

This is a highly experiential and interactive program. The session will include:

- PowerPoint Presentation
- Games and Group Activities
- Group discussions
- Tools/models
- Stories/videos
- Role plays
- Self discovery/reflection
- Personal action plan

4. Participants: Maximum: 15

5. Investment

Our daily rate is 5000 USD, based on a one-off, 1 day training only.

This day rate will reduce and is adjusted according to the number of training sessions/days/batches.

The rate includes a thorough briefing, discovery interviews, customized design with unlimited changes.

6. Mind Your Power Portfolio

Mind Your Power is a holistic consultancy, focused on the wellbeing of employees to ensure effective communication and interaction in all walks of life and on all levels.

We base most of our very interactive and hands-on workshops on Neuro-Linguistic Programming, Emotional Intelligence, and Human Psychology and add a bespoke design to fit your needs.

Below are some of our delivered workshops:

- NLP for business
- Unconscious Bias
- Balancing work and Life
- Selling as Non-Sales professional
- Empowered Women in business
- Embracing a new Culture
- Leadership Excellence
- Communication Skills
- Solution Selling
- Emotional Intelligence
- Motivational Leadership
- Effective Team Work
- Team building
- Effective and emotionally intelligent teaching Skills
- Presentation Skills
- Stress Management
- Family Management
- Interpersonal Skills
- Cross-Cultural understanding
- Coaching Skills
- Complaint Management
- Customer Service with NLP
- Communication in times of trauma
- Empathic Customer Service
- Trust
- Relationship Management
- Effective teaching and leading
- Train the trainer
- Patient communication
- Negotiation skills
- Mindfulness
- Solution orientation
- Communicating with different personality types
- Emotional Intelligence for wellbeing
- Change and resilience
- Mindfulness
- Coaching Skills
- Developing a Growth Mindset
- Harmonious Family Communication
- Your inner critic
- Communicating positively
- Motivation for success
- Laughter Yoga
- Leading with Emotional Intelligence
- Diversity & Inclusion
- and of course many more Customized topics

Our clients include:

						ORTHOCARE LEBANON
						



7. Your Trainer



Mona Abdulrahim-Santl
Managing Director Mind Your Power LLC
Trainer, Facilitator, Coach, Therapist
Member of ATD, NGH, NFNLP, AUNLP
mona@mindyourpower.org
+971 56 3554982

With an extensive training and knowledge in communication skills and customer service, Emotional Intelligence and NLP, Mona has successfully conducted numerous trainings at a wide variety of large and small organizations around the world. She has a keen sense to identify the factors that hinder the positive development of groups and individuals alike, whether intra- or inter-personal, and does so with creative techniques, along with a contagious passion, compassion, diplomacy and motivation. All of these have led to significant positive changes to the groups and individuals she has trained and coached.

With a background in natural Psychology, Mona has always believed in the power of the mind and the ability of utilizing that power to unfold the full potential.

She holds certifications in Hypnotherapy as Instructor, NLP as Instructor, Train the Trainer, DISC, Workplace Big 5, ISI Influencing Styles, CSI Change Style Indicator, FIRO-b and FIRO Business, ACTEE, Kinesiology, EFT, Pranic Healing, Emotional Intelligence, Pain Management, Transactional Analysis and Hypno-Coaching, amongst others.

She is the founder of the international program “Hypno-Parenting” and has worked with International Schools, training parents, and also academic staff in the art of effective communication.

Coming from an Arabic-European background, having lived in several countries and continents, and being fluent in 4 languages, Mona epitomizes the flexibility and understanding needed to adapt her training style to cultural, unique and individual needs.

Mona appears regularly in TV interviews, and has inspired audiences speaking at industry events in Boston, Las Vegas, Zurich, Berlin and London, and corporate events in the UAE, Bahrain and Lebanon.

She has worked with below organizations, independently as well as in association with major consultancies:

We are excited to work with you!



MIND YOUR POWER LLC
www.mindyourpower.org
P.O.Box 321751, RAK
Shams Business Center

Al Messaned, Sharjah, UAE
+971 6 5012035