



The 2nd Annual Symposium

Best Practices of Emotional Intelligence in the Workplace

Together in Order to Create Developed Work Environment.

Shangri-La's Barr Al Jissa Hotel
Muscat - Oman

24-22
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2009

Best Practices of Emotional Intelligence in the Workplace Together in Order to Create Developed Work Environment

Target Audience :

Managers and decision makers of all levels, who care to develop their professional skills.

Over View :

Numerous studies and research findings indicate that (EI) is one of most significant factors which determine and of impact human behaviour. In the past it was believed that intelligence quotient (IQ) is the best measure and solution to human potentials and creativity. However, it has been proved that emotional quotient (EQ) has the upper hand in determining success as it is correlated with the individuals ability to communicate, build relationships, make decisions, and understands ones own emotions and those of others; superiors, sub-ordinates and clients.

Unique Opportunity for Professional Development :

Number of leaders, manager, and professionals have benefited from EI training and realised the major difference in work environment, their approach to handle people, their administrative Competencies and their ability to achieve goals. Professionals have come to conclude that achieving institutional success is impossible if we neglect issues such as (intelligent communication, leadership, motivation, customer service, decision making, problem solving, stress management.....etc)

Human never was, neither will be only a rational professional system or energy. On the contrary, human is a combination of past experiences, education, knowledge which will not demonstrate a professional behaviour without emotional intelligence, which is an integral component of the human being. Put it differently, how can we apply the best practices of EI in the development of the administrative and behavioural competencies of our people today, is the challenge this training takes.

The Focus of this Symposium :

- 1- The basic concepts of EI & the rationale why we need it in the workplace.
- 2- Tools to measure EI.
- 3- Approaches to improve EI level.
- 4- Practices of EI in the work environment.

Expected Outcomes to this Symposium :

Participants are expected to learn how EI improves the quality of their performance and how their improvement will impact the institution in the following aspects:

- Effective management skills to subordinates.
- Artistic leadership and positive impact on others.
- Effective and intelligent communication.
- Building positive work environment.
- Managing relationships effectively.
- Motivate and enhance loyalty among subordinates and consumers.
- Making better decisions.
- Provide quality customer care.
- Enhance the ability to retain information and improve memory.

Basic Components :

Day One:

- EI pre- evaluation on all participants
- Keys issues related to learning, keeping information and improving memory.
- Review to major EI concepts and learn to utilize it in the workplace such as:
 - Emotional quotient.
 - Emotional Radar.
 - Emotional Economy.
 - Emotional Dynamics.
 - Emotional Energy.
 - Emotional Literacy.
 - Emotional Stock.
 - Emotional Marketplace.
 - Emotional Style.
 - Emotional Mapping.
 - Emotional Toxins.
 - Emotional Bank Account.
 - Emotional Fitness.
- Learning about tools to measure and improve Emotional Intelligence.

Day Two and Three:

(Workshops and work- related practices)

- Learn skills to improve your EI level
- Topics from work will be the focus of interaction such as:
 - Relationship between co- workers
 - Relationship between manager sub-ordinates
 - Relationship between the institution and the client
- EQ test for participants to become familiar with their "Emotional map" and find ways to improve their professional performance
- Relate between all what we learn in the workshop and job expectations such as: intelligent commutation, leadership, motivation, decision making, problem solving, stress management and customer care.

Methodology Used in this Symposium:

- Use power point to present the scientific knowledge on EI
- Apply pre-post EI evaluation
- Discussion groups
- Case studies- EI work- related
- Brain storming on EI topics such as leadership, motivation...etc. as groups select from their real workplace.
- Presentations by individuals and groups
- Reflection and recommendations from teams on the best EI practices in the work environment.

Dr. Jawad Fatayer

Qualification Summary

- PhD and M.A in Applied Sociology. USA
- Over 15 years of university teaching (undergraduate and graduate levels)
- 5 years of Administration Experience as Unit Head and Department Chair.
- Around 20 years of Clinical Practice in Sociology, Psychology, healthcare, Criminal Justice and Professional Training.
- Experienced in Multi-Cultural teaching and Applied settings.
- Licensed and Certified Practitioner in Addiction, Socio-Therapy and Clinical Sociology.

Education

The University of North Texas at Denton, Texan, USA, PhD 1991

Major: Applied Sociology.

Dissertation Title: Factors Related to the Perceived effectiveness of the Adult Probation DWI Program.

The University of Texas at Arlington, Texan, USA M.A 1982

Major: Applied Sociology

M.A Title: Female Delinquency and Hirschi's Internal Social Control Theory.

Ain-Shams University Cairo-Egypt B.A 1977

Major: Sociology and Psychology

Post-Grad Studies (Diploma) 1977-1979 Ain-Shams University Cairo -Egypt Major: Applied Sociology

Pre-Academic Employment 1987-1991

Dallas County Probation Department

Major: Probation Officer in Applied Sociology Settings

Academic and Professional Employment:

A. Winners Consultancy and Training and Hope Centre for Psychological Medicine. Amman - Jordan
Jan 2008 – present

Senior Consultant and Trainer:

Plan, develop, and provide training and professional consultations, to organizations and individuals in form of workshops and therapeutic intervention.

B. Alnoor Hospital, UAE April 2005 – present
Professional Development Trainer and Lifestyle Development Consultant

C. United Arab Emirates University 2001–2007 Sociology/Psychology Program .(2001 – 2007.)
Associate Professor of Sociology .
Division of Society and Behaviour, College of Humanities and Social Sciences, Al Ain, UAE. Teaching various courses in Sociology, Psychology and Medicine.

D. Administrator 2003–2006
Department Chair of Sociology for (3) years at the United Arab Emirates University

E. The American University in Cairo AUC 1994 – 2001
Assistant Professor of Sociology and psychology, Department. Teaching various graduate and undergraduate courses in Sociology and Psychology.

F. Administrator 1997–1999 American University in Cairo, Egypt.
Unit Head of Sociology for (2) years.

G. Applied Sociology/Psychology Practice: 1995–2001 Consultant at Behman Hospital Helwan Egypt.
Practicing Sociologist and Ain-Shams Univ. Psychiatry Dept.

H. West Texas A @ M University in Canyon, Texas, USA 1991–1994 Faculty member at the Department of Sociology and Criminal Justice.
Taught various graduate and undergraduate courses in Sociology and Criminal Justice.
Applied Sociology Practice: 1991–1994
Sociology Practitioner at Palu Duro Hospital .Care Unit, Canyon Texas, USA.

University & Community Services:

Memberships in Several University Committees since 1991.

Development of Applied Sociology Concepts and Theories:

- 1 - New theory in Addiction
- 2 - CASCO as Therapeutic Model in Clinical Sociology
- 3 - CEBET =Cognitive Emotive Behavioral Therapy in Clinical Sociology
- 4 - FLAGS as new measure of Emotional Status
- 5 - CEF = Cognitive Emotive Fission as a Socio - Psychological Phenomenon of Modern Society.
- 6 - Globalization Personality Paradigm.
- 7 - MLP work in progress.

Sociological Practice in the University and the Community in the USA, UAE and Egypt 1981- present Have been practicing Sociology since 1981 in USA and the Arab World:

- 1 - Federal Correction Institution, Fort Worth Texas, USA as an Intern doing my M.A in Applied Sociology 1980-1982
- 2 - Dallas County Probation Department as Probation Officer doing Applied Sociology. Texas USA.1986-1991
- 3 - Counselor at the Care Unit Palu Duro Hospital, Canyon Texas, doing Socio Therapy. 1991-1994
- 4 - Consultant Socio-Therapy at the Behman Hospital, Helwan Egypt, Doing Applied Sociology, 1995-2001
- 5 - Student Counselor at the American University in Cairo, Student Counseling Center. 1995-2000
- 6 - student Counselor at the united Arab Emirates University, Student Counseling Center. 2001-2002
- 7 - Consultant Socio-Therapy at the Alnoor Hospital, Al Ain, UAE, Doing Applied Sociology. 2006
- 8 - Consultations with Family Development Foundation Al Ain, UAE since 2005 - present



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