TRAINING OUTLINE

COURSE TITLE	To Know Yourself “Leadership starts from ME”
DURATION	1 day

Introduction

Have you ever found yourself or your staff frustrated by misunderstandings, conflicts, or communication breakdowns in your daily life—whether at home, at work, or in social settings? Do you wonder why interactions with others sometimes feel challenging, even when you have the best intentions? How does it affect your leadership?

This course is designed to achieve participant’s self-awareness, self-realization and improvement so that they are able to perform a task or tackle an adverse situation without letting themself fall into distress while leading to a standard productivity and harmonious outcome. When we take responsibility for our own growth, we not only enhance our personal well-being but also positively influence those around us. The journey begins with you—let’s take the first step toward better connections, clearer communication, and a more fulfilling life.

Training Objective

In this course, we will explore how self-awareness and self-improvement can help you:

- Recognize and manage emotional triggers
- Improve communication by understanding different perspectives
- Develop patience, empathy, and emotional intelligence
- Reducing departmental or interdepartmental conflicts
- Foster healthier relationships through mindful interactions
- Development of Self-Leadership from Self-Actualization

Who Should Attend?

Managers, Supervisors, Registered Nurse, All Healthcare Workers

Learning Methodologies

- Interactive Lecture and Presentation
- Participative Discussion
- Energized Group Activity
- Question and Answer Session

Course Content

0900 - 1000: Module 1: Understanding Self-Awareness as the Foundation of Leadership
Training Method: Lecture-Based Learning – 1 Hour
Subtopics:

- Meaning and importance of self-awareness
- Personal values, beliefs and behaviours
- Identifying strengths and areas for improvement
- Impact of personal behaviour on others
- Self-awareness as the foundation of leadership

Learning Outcome:

- Understand how self-awareness influences personal and leadership effectiveness.

1000 – 1100: Module 2: Recognising and Managing Emotional Triggers
Training Method: Lecture-Based Learning – 1 Hour
Subtopics:

- Understanding emotions at work
- Identifying emotional triggers
- Thoughts, emotions and behaviour
- Managing emotional reactions
- Developing patience and emotional control

Learning Outcome:

- Identify emotional triggers and apply appropriate techniques to manage emotional responses.

1100 – 1200: Module 3: Emotional Intelligence and Different Perspectives
Training Method: Lecture-Based Learning – 1 Hour
Subtopics:

- Fundamentals of emotional intelligence
- Self-awareness and self-management
- Understanding different perspectives
- Developing empathy
- Applying emotional intelligence in communication

Learning Outcome:

- Understand how emotional intelligence improves empathy, communication and workplace relationships.

1200 – 1300: Lunch Break

Course Content

1300 – 1400: Module 4: Effective Communication and Mindful Interactions
Training Method: Lecture-Based Learning – 1 Hour
Subtopics:

- Self-awareness and communication
- Active listening
- Understanding communication styles
- Empathy in workplace communication
- Mindful workplace interactions

Learning Outcome:

- Apply communication approaches that promote empathy, respect and understanding.

1400 – 1500: Module 5: Managing Workplace and Interdepartmental Conflicts
Training Method: Lecture-Based Learning – 1 Hour
Subtopics:

- Causes of workplace conflict
- Differences in priorities and expectations
- Emotional responses to conflict
- Constructive conflict management
- Building cooperation between departments

Learning Outcome:

- Understand approaches to manage workplace disagreements and reduce departmental conflicts.

1500 – 1600: Module 6: From Self-Awareness to Self-Leadership
Training Method: Lecture-Based Learning – 1 Hour
Subtopics:

- Understanding self-leadership
- Personal responsibility and accountability
- Self-actualization and personal growth
- Personal motivation
- Developing continuous improvement habits

Learning Outcome:

- Understand how self-awareness and personal responsibility contribute to effective self-leadership.

Course Content

1600 – 1700: Module 7: Self-Leadership in Action – Workplace Application
Training Method: Experiential / Practical Learning – 1 Hour
Activities:

- Personal self-reflection
- Identifying personal improvement areas
- Workplace scenario discussion
- Applying emotional intelligence and communication skills
- Developing a personal action plan

Learning Outcome:

- Apply self-awareness, emotional intelligence and self-leadership concepts to real workplace situations and develop an action plan for improvement.