

情绪管理与沟通

EQ in Communication



The German Chamber Network 

培训时间：2018年3月12日-13日星期一-星期二

培训地点：北京市朝阳区东三环北路8号亮马河大厦二座8层

培训语言：本次培训可用英文或中文进行。

目标与内容 Objectives and Content

From world health organization report, depression affects 350 million people. By 2020, stress related mental health issues could play a crucial factor as hidden costs for organizational effectiveness. Professor Karl-Heniz Ladwig from the Technical University of Munich also pointed out that 'There is little doubt that depression is a risk factor for cardiovascular diseases.' Facing global competitiveness and the increasing trends of working in a multicultural environment, understanding one's emotions through communication could help improve motivation, job satisfaction and work performance, as well as enhance quality of life. This two-day program is to focus on how to communicate and acknowledge our emotions, in order to better understand our interactions with others and to improve our work effectiveness and social life.

千金难买早知道，命好不如习惯好，世界卫生组织的报告说明，沮丧和忧郁影响全球三亿五千万人，并预测2020年因压力产生的相关问题，是影响组织生产力的关键要因。德国慕尼黑工业技术大学 Karl-Heniz Ladwig 教授也强调，沮丧和负面情绪会提高心血管疾病的风险产生。全球化竞争趋势，大家的工作与生活压力大，如何藉由了解自己的情绪管理与沟通，用正积极的价值观与人生观，提升正能量学习，创造员工与企业共赢的未来，是本课程的学习目标。

参加对象 Target Group

Managers or general participants who are interested in EQ development and communication, proficiency in English communication.

经理人，或一般对沟通与情绪管理有兴趣的学员，英文流利。

大纲 Outline

- Understand issues involved in communication
- Learning differences in communication styles and how to adjust accordingly
- Knowing how to communicate effectively and how to reach consensus
- Me and others- acknowledge my own feelings and others' way of beings
- Enhancing managerial and interpersonal skills in communication
- Action Plan and Managing Change

- 了解自我与沟通的本质
- 入乡随俗的沟通风格
- 如何达到双赢的沟通
- 我和他人或团队的情绪与沟通方式
- 提升效率管理和同理心的沟通
- 自我的新方向与新计划

课程讲师:

林懿宏博士 Dr. Jasmine Fast-Lin, Ph.D., MSc., MBA



林老师 出生于台湾，住了美洲、亚洲和欧洲十二个国际城市，曾于英国兰卡斯特大学任教，并参与欧洲共同体计划案，由英国兰卡斯特大学，维也纳科技大学，和荷兰鹿特丹商学院(RSM)共同合作，协助东欧斯洛伐克各大学品管教学部门的设立，曾任职欧洲德国微软，之后专注心力于亚太区国际培训的发展，在韩国、新加坡、德国、中国、香港、越南、台湾等地上课，精通英语、中文、德语、台语，多年来为跨国企业和财星五百大企业做培训。除了自己的课程外，2006年到2010年更亲自协助德国商会北京，天津，广州分部建立相关商业培训课程，并实际参与课程的设计规划，推广公开和内训课的教授。十多年来幽默风趣的上课方式，吸引了来自全球超过二十五个国家，世界各大名校与各管理层的跨国企业学员参与她的课程，写作也是林老师的兴趣，曾为台湾哈佛管理杂志和实践家培训杂志写过近五百篇专栏和跨国企业管理等相关文章，闲暇之于更喜欢音乐，爱好钢琴，长笛与歌唱，并喜欢和家人旅游，和共享亲子快乐时光。

教育背景:

- 英国 Lancaster University 大学，人力资源发展专业硕士
- 英国 Lancaster University 大学，管理学习(商业教育)博士，专攻跨文化管理
- 英国 University of Newcastle upon Tyne 大学，MBA 专业硕士
- 文化大学经济学学士
- 跨文化全球专业讲师，领导力与潜能培训全球专业讲师，情绪管理全球专业讲师、人格特质 DISC 全球专业讲师，Helen Doron 英语课全球认证专业老师

主讲课程:

情绪管理, 跨文化冲突管理, 绩效领导力管理, 跨文化领导力培育, 管理课程概要, 跨文化管理, 跨文化虚拟团队管理, 跨文化表达技巧, 跨文化项目管理, 基层主管培训, 个别内训课程设计, 一对一教练, 和个别项目咨询辅导。

Dr. Jasmine Fast-Lin

Over years of working and living in 12 international cities of Asia, Europe and USA, particularly in Germany for over a decade. Apart from her training and consultancy work, Dr. Fast-Lin likes writing and has published more than 500 articles related to global management practices, particularly in the field of cross-cultural management. She speaks English, Mandarin, German and Taiwanese.

Dr. Fast-Lin has her expertise in training delivery, analyzing training needs, working with vendors/suppliers, designing/selecting training courses for multinational corporations, intercultural group facilitation and training/coaching for top and senior/middle managers or executives, coordinating with global HRs and key stakeholders to tailor projects on management/leadership and talent development. She also dedicates on developing children and adult EQ programs. In addition, from 2006-2010, she particularly supported German Chamber of Commerce in China (Beijing, Tianjin, and Guangzhou offices) to roll out, design, and deliver several management training programs, as well as to develop corporate in-house programs.

Dr. Fast-Lin has been delivering training/coaching programs and consultancy projects in Singapore, Germany, the United Kingdom, South Korea, Japan, Taiwan, cities of China, Vietnam, and Hong Kong. Clients and participants are from more than 25 nationalities and many from Fortune 500 multinationals at all levels. Dr. Fast-Lin received her MSc. in Human Resource Development and Ph.D. of Management Learning, specialized in Cross-Cultural Management, from Lancaster University, UK, an MBA from University of Newcastle Upon Tyne, UK., a BA in Economics at Chinese Culture University in Taiwan. She has received professional trainer certifications in Global Intercultural, DISC, Talent Development, and EQ emotional development for children and adults.

Courses Delivered by Dr. Jasmine Fast-Lin:

Communication and Negotiation, Management Essentials, Intercultural Training, Intercultural Conflict Management, Virtual Teams, International Presentation Skills, Management Transition and Managing Performance, EQ in Communication- children to adults, International Project Management, Global Leadership and Talent Development, One-on-one Coaching, Other Tailored in-house programs