

Developing Your Emotional Intelligence



Learn why emotional intelligence is so important to your career—and how easily you can develop yours!

Researchers and business experts agree that people with high emotional intelligence are consistently the top performers in their organizations. They're more resilient and flexible when things get tough, and they're held in the highest regard by their bosses, peers, co-workers and others. In this one-day seminar, you'll learn why EI is far more than just a handy set of "people skills" and why many executives feel it's the one skill you must have to be successful in today's workplace!

It's not enough just to be good at your job; you also need to work with other people. And to get the best results, you need to be able to read the signals they give you and give appropriate responses. This may seem like a natural skill, but even if you consider yourself a people person, there's still a good chance you could be missing something.

Using the EI skills in this seminar, you'll gain the ability to more appropriately respond to the world around you and eliminate the stress and frustration that often come from working with others. Join us, and discover exactly what EI is ... why it's recognized as one of the hottest performance tools for thousands of success-minded people like you ... and how you can easily raise your EI to stand out from the crowd.

Check the box beside any of these scenarios that have happened—or are happening—to you.

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| <input type="checkbox"/> When you interact with others at meetings, you're often met with silence or blank stares. | <input type="checkbox"/> You have to critique a job done by a co-worker—and it's not good. |
| <input type="checkbox"/> You have a co-worker who seemingly goes out of his or her way to mess with your mind. | <input type="checkbox"/> In a meeting with your bosses, your co-worker takes credit for a job you did. |
| <input type="checkbox"/> Your boss is a tyrant, and you're afraid to approach him or her with questions. | |
| <input type="checkbox"/> You find problems in your personal life are encroaching on your professional life more and more. | |

There's no doubt if you've been in the workplace for more than a couple of months, you've had one of these scenarios happen to you! The skills you learn in this powerful communication seminar will make a profound difference in your career—you owe it to yourself and the people you work with to attend!

See back for the complete course outline.

Enroll on-line at NationalSeminarsTraining.com/EMTL or call **1-800-258-7246**.

Your Complete Agenda

Program hours: 9 a.m. to 4 p.m. | Registration begins at 8:15 a.m.

Emotional Intelligence and Its Importance in the Workplace

- Why emotional intelligence is vital to succeeding in today's workplace
- The top 3 reasons you need EI to reach your full potential
- How strengthening your EI will have a lasting, positive effect on you ... your team ... your department ... and your organization

Interpersonal Success Through Self-awareness

- Taking the first step: Measuring your own EI
- Tips for developing EI
- Exploring your emotions: Becoming familiar with your psychological and physical reactions
- Analyzing various communication styles and recognizing your own

Self-management Skills

- Strategies to help you manage your emotions
- How to stop your emotions from hijacking your ability to think in difficult situations
- How to keep emotions from causing you to react without reason in the moment
- Learning to maintain control of your emotions no matter how tense the situation

Building a Sixth Sense to See Problems Before They Happen

- Learn when your emotions can be your greatest asset—and when they're your greatest liability
- How to immediately and accurately read and identify other people's emotions
- Why certain emotions make people do what they do
- Understanding the causes of each emotion and how you can turn them to your advantage
- How to identify—and identify *with*—other people's emotional states

- Learn why having empathy for others is NOT a sign of weakness
- Use empathy to understand different perspectives
- What's really being said? Essential active listening strategies
- Listening to the unspoken: Body language and what it means
- Recognizing trigger words, nonverbal cues and emotionally sensitive situations
- Questions you can ask others to reach consensus more quickly and easily
- Strategies for effectively interacting with communication styles different from your own

Using Emotional Intelligence to Create a Positive Work Environment

- Know how to use awareness of emotions to manage your relationships with colleagues
- Using EI to help create a powerful and positive work environment that allows everyone to succeed
- How EI can be used to motivate and inspire
- Use EI to be flexible and more easily adapt to change
- Using EI to analyze problems from more than one perspective in order to find the best solution

Using Emotional Intelligence in Difficult Situations

- 5 ways to control your emotions, even when you're on the verge of losing it
- How to walk the tightrope between empathizing with someone's emotional state and contributing to the problem
- Knowing exactly what questions to ask to instantly get to the root of a messy situation
- Tough and emotional situations that many people trip over when trying to work with others

Attend and you'll learn how to ...

- ✓ Gain respect from everyone you come into contact with
- ✓ Achieve consensus among your teammates and co-workers, faster and without misunderstandings
- ✓ Overcome the causes of difficult behaviors in others
- ✓ Get the results that you want from others