

Emotional Intelligence at Work

One Day Skills Development Workshop

CONTEXT

People who rise to the top of their field - whether public or private sector - aren't just good at their jobs. They're usually affable, resilient and optimistic, suggests a growing store of studies on emotional intelligence.

In other words, it takes more than traditional cognitive intelligence to be successful at work. It also takes 'emotional intelligence' (EI) the ability to restrain negative feelings such as anger and self-doubt, and instead focuses on positive ones such as confidence and congeniality, claims an emerging school of behavioural thought.

Leaders high in EI encourage team successes, share collaborative goals and tend to experience greater job satisfaction.

This workshop focuses on skills development and is recommended for people who have attended the New Supervisor or Emotional Intelligence for Women workshop or anyone who wants to fine tune their leadership skills. It is suitable for men or women.

OBJECTIVES

This workshop is for people at all levels of any organisation – government or private sector – and employees who want to improve leadership abilities, enrich relationships, extend influence and expand the personal resources required to manage life's challenges and mental demands.

At the conclusion of this course, participants will:

- Know how to apply key competencies by focusing on five main areas of emotional and social intelligence;
- Recognise the impact of emotional displays in the workplace and determine the best way to have a 'courageous conversation' to manage or resolve an issue;
- Have an understanding of effective leadership competencies and determine key EI strengths to develop over time.

OUTLINE

- What is emotional intelligence and why it matters
- Positive psychology: self-regulation and motivation to change
- Emotional abilities in five main areas:
 - intra-personal
 - interpersonal
 - adaptability
 - stress management
 - general mood

- Spotlight on effective leadership and three functional areas:
 - People-Oriented
 - Process-Oriented
 - Organisation-Oriented
- The SMART Road to Management
 - Courageous Conversations
 - Solutions focused coaching
 - Take action challenge

PRESENTER

Barbara Miller is an organisational psychologist, life/executive coach and trainer with a diverse working background in management and marketing. She is a member of the Australian Psychological Society, the Australian Institute of Management and principal of Potential Unlimited, a training and development consultancy.

Barbara is a positive psychologist whose mission is to help people flourish by using strengths to dramatically improve their work performance, incorporate a healthy lifestyle, and strengthen their relationships and resources.

THIS COURSE IS ALSO AVAILABLE IN HOUSE

SCHEDULE

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| 9:00am | Welcome ICE BREAKER |
| 9.15am | WHAT IS EMOTIONAL INTELLIGENCE & WHY IT MATTERS <ul style="list-style-type: none"> • Why EI helps predict success • Star performers at work • Neuroscience and insights into our interpersonal world |
| 10.30 am | Morning Tea |
| 10.45 am | EMOTIONAL INTELLIGENCE IN FIVE MAIN AREAS <ul style="list-style-type: none"> • Intra-Personal: self-awareness • Inter-Personal: how to relate to others • Stress Management: stress tolerance and impulse control • Adaptability: flexibility and openness to new ideas • General Mood: optimism and happiness |
| 12.30 pm | Lunch |
| 1.30pm | SPOTLIGHT ON EFFECTIVE LEADERSHIP IN THREE FUNCTIONAL AREAS <ul style="list-style-type: none"> • People -Oriented: empathy & impulse control • Process-Oriented: assertiveness & optimism • Organisation-Oriented: self-actualisation & happiness |
| 3.00 pm | Afternoon Tea |
| 3.15pm | THE SMART ROAD TO MANAGEMENT <ul style="list-style-type: none"> • Simulated “Courageous Conversations” to manage or resolve challenging issues • Solutions focused coaching strategies and feedback • Take action challenge and follow up |
| 4.45-5pm | EVALUATION AND CLOSE |

Enrolment Form – Emotional Intelligence at Work

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

Venue: Acorn Training Centre: 74 Townshend St Phillip
Course date:
Time: 9.00 a.m. to 4.00 p.m.

| Attendee | Email Address | Date of Workshop |
|----------|---------------|------------------|
| 1. | | |
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|------------------------|--|
| Organisation | |
| Branch/Division | |
| Address | |
| Phone # | |
| Fax # | |

Payment Details

Total price \$595 x _____ attendees = \$_____ \$545 early bird price (early bird applies up to three weeks before the date of the workshop).

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____
 Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.

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