

# The Emotionally Intelligent Manager and Supervisor

## One Day workshop

*“As much as 80% of ‘success’ comes from EQ”*

Daniel Goleman 1995

### CONTEXT

Emotional intelligence refers to your ability to reason with emotions and to use emotion to enhance thoughts. Emotional intelligence is essential in effective leadership. Leaders high in EI encourage team successes, share collaborative goals and tend to experience greater job satisfaction.

Emotionally intelligent leaders know that emotion is not just important, but absolutely necessary to make good decisions, take action and solve problems, cope with change and succeed. This course is for managers and supervisors who want to develop key leadership competencies and get the best out of people at work.

### OBJECTIVES

This course enables participants to gain valuable insights into their emotional intelligence using an ability-based measure of EI and includes strategies for developing and using the four key emotional skills of leadership.

### OUTLINE

- The World of Emotional Intelligence
- Understand Your Emotional Skills
- Develop Your Emotional Skills
- Apply Your Emotional Skills

### Interactive Components

- A confidential on line assessment using the Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT) and Resources Report to build emotional intelligence in Four Main Areas:
  1. *Emotional perception*: ability to recognise how self and others are feeling.
  2. *Emotional integration*: using emotions in conjunction with thinking to enhance problem solving, reasoning and insight.
  3. *Emotional understanding*: the ability to label and reason with emotions and use them to understand self and others.
  4. *Emotional management*: an awareness, acceptance and use of emotions in problem solving, successfully managing and coping with different emotions.

*Assess, develop and apply the four emotional skills of leadership*

## PRESENTER

Barbara Miller is an organisational psychologist, personal and professional coach and trainer with a diverse working background in management and marketing. She is a member of Australian Psychological Society and principal of a training and development consultancy based in Canberra. She specialises in positive psychology and coaching individuals and groups in the art of emotional and social intelligence.

The workshop fee included an online psychometric assessment including a Resources Report, analysis and feedback.

## SCHEDULE

9:00am	Welcome ICE BREAKER
9.30am	THE WORLD OF EMOTIONAL INTELLIGENCE <ul style="list-style-type: none"> <li>• The Four Skills Of Emotional Intelligence</li> <li>• Emotions And Reasoning At Work</li> <li>• An Emotional Blueprint</li> </ul>
11.00am	Morning Tea
11.20am	UNDERSTAND YOUR EMOTIONAL SKILLS <ul style="list-style-type: none"> <li>• MSCEIT: An Abilities Based Measure Of Emotional Intelligence</li> <li>• Personal Reports And Feedback:</li> <li>• Four Key Areas: Perceiving, Using, Understanding And Managing Emotions</li> </ul>
	Lunch
2.00 pm	DEVELOP YOUR EMOTIONAL SKILLS <ul style="list-style-type: none"> <li>• Read People Correctly: Improving Your Ability To Identify Emotions</li> <li>• Get In The Right Mood: Improving Your Ability To Use Emotions</li> <li>• Do It With Smart Feelings: Improving Your Ability To Manage Emotions.</li> </ul>
3.00 pm	Afternoon Tea
3.20 pm	APPLY YOUR EMOTIONAL SKILLS <ul style="list-style-type: none"> <li>• Managing You: Applying Your Emotional Intelligence Skills</li> <li>• Managing Others: Applying Emotional Intelligence Skills with Others</li> <li>• Building the Emotionally Intelligent Manager</li> </ul>
4.30pm	ACTION PLANS & NEXT STEPS
	EVALUATION
5.00pm	CLOSE

## Enrolment Form – The Emotionally Intelligent Manager & Supervisor

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 4.45 p.m.

Person 1	_____	e-mail	_____	date	_____
Person 2	_____	e-mail	_____	date	_____
Person 3	_____	e-mail	_____	date	_____
Person 4	_____	e-mail	_____	date	_____
Person 5	_____	e-mail	_____	date	_____
Person 6	_____	e-mail	_____	date	_____

Organisation \_\_\_\_\_ Branch/Division \_\_\_\_\_

Address \_\_\_\_\_  
 \_\_\_\_\_

Phone No \_\_\_\_\_ Fax No \_\_\_\_\_

### **Payment Details**

Total price \$795 x \_\_\_\_\_ attendees = \$ \_\_\_\_\_ \$745 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 7 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.