



Emotional Intelligence Skills **(NEW)** One Day Workshop

CONTENT

Emotional Intelligence (EI) refers to the ability to reason with emotions and to use emotion to enhance thought. EI is more important than IQ or expertise for determining who excels at a job - any job. It is extremely important for outstanding leaders. Leaders high in EI encourage team successes, share collaborative goals and tend to experience greater job satisfaction

OBJECTIVES

This one day intensive is an introspective guide to becoming a more effective manager, supervisor or team leader and includes an ability based measure that assesses the four key emotional skills of leadership. It demonstrates how tuning in to your emotions and the emotions of those you work with - and knowing how to manage them - will help you succeed and flourish in your career.

PRESENTER

Barbara Miller is an organisational psychologist, life coach and corporate trainer with degrees in social sciences, adult education and applied psychology. She has a diverse working background in management and marketing, is a member of the Australian Psychological Society, college of Organisational Psychologists and principal of Potential Unlimited, a training and development consultancy based in Canberra.

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. She is an advanced skills teacher, counsellor and published writer.



SCHEDULE

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|---------|---|
| 9:00am | WELCOME ICE BREAKER. |
| 9:30am | EMOTIONS AND REASONING AT WORK <i>Rule of Reason or Rule of Emotion?</i> <ul style="list-style-type: none"> • The Role of Emotions at Work • Why Emotions At Work Matter • Six Principles of Emotional Intelligence |
| 11:00am | <i>Morning Tea (20 Minutes)</i> |
| 11.20am | AN EMOTIONAL BLUEPRINT FOR SUCCESS <i>Four Related Abilities</i> <ul style="list-style-type: none"> • Read People – Identify Emotions • Get in the Mood – Use Emotion • Predict the Emotional Future – Understand Emotions • Do it with Feeling - Manage Emotions. • MSCEIT Computer Generated Report and Feedback |
| 1.00pm | <i>Lunch (45 minutes)</i> |
| 1.45pm | DEVELOPING YOUR EMOTIONAL SKILLS <i>Key Competencies for Leaders</i> <ul style="list-style-type: none"> • Identify Emotions • Use Emotions • Manage Emotions |
| | <i>Afternoon Tea (20 Minutes)</i> |
| 3.50pm | APPLYING YOUR EMOTIONAL INTELLIGENCE SKILLS <i>Blueprint for Success</i> <ul style="list-style-type: none"> • The Emotionally Intelligent Analysis |
| 4.30pm | TAKE ACTION CHALLENGE <i>Goals for Career Success</i> <ul style="list-style-type: none"> • A Plan for The Emotionally Intelligent Manager • Follow up |
| 4.45pm | EVALUATION |
| 5.00pm | CLOSE |



Testimonials

Feedback from participants attending courses on *Emotional Intelligence at Work*

"The flexible nature of the course was adjusted to meet needs of the group, which was very helpful."

"Very enlightening – one of the best courses I've been to this year."

"The presenter was excellent – very honest, helpful and used great examples of work life situations".

"The course met its stated objective completely and the presenter was excellent."

"This course met my expectations completely. Barbara was excellent –very flexible, natural and sincere. The self- assessment tests, analysis and one on one session were the most useful parts of the course".

"This course opened my mind to things I need to give more consideration to in my life. The format was appropriate and included a good balance of presentation, interaction and team activity."

"The content in this course is very useful and practical in the current environment where I work. Barbara let the process flow, followed group discussions and led with good practical examples."

"Excellent on every dimension - I feel that a lot of people can benefit from this course".

Enrolment Form – Emotional Intelligence Skills

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

Venue: Acorn Training Centre: 74 Townshend St Phillip

Course date:

Time: 9.00 a.m. to 5.00 p.m.

| Attendee | Email Address | Date of Workshop |
|-----------------|---------------|------------------|
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |
| 6. | | |
| Branch/Division | | |
| Address | | |
| Phone # | | |
| Fax # | | |

Payment Details

Total price \$595 x _____ attendees = \$_____ (includes instrument)

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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