



Emotional Intelligence for Executive Assistants

One Day Workshop & Online Assessment

Emotional Intelligence is a type of personal and social intelligence that involves self-understanding and the ability to understand and work well with people. While IQ is about how smart you are, Emotional Intelligence (EI) is about how emotionally mature you are. A critical factor of success is to understand that EI is about the intelligent use of emotions, not about becoming more emotional. EAs need to be emotionally mature to handle the complex relationships in a busy office – from dealing with senior managers to handling the many complex issues in their team. EAs with Emotional Maturity will be able to cope more easily in stressful situations and exude a feeling of confidence as they undertake their roles - in a flexible and optimistic way.

OBJECTIVES

This workshop is for Executive Assistants who are motivated to achieve success in business and integrate work and life more effectively. Attending this workshop will ensure that those who want to become star performers improve their performance and leadership effectiveness to shine from the inside out. Participants will learn about the nature of Emotional Intelligence, its application at work and how to develop competencies by building emotional abilities where they are lacking.

OUTLINE

Building Emotional Abilities in Five Main Areas

- 1) *Intra – personal*: self-awareness & awareness of one's own emotions.
- 2) *Interpersonal*: empathy towards others & how people relate to one another.
- 3) *Adaptability*: flexibility & openness to new ideas.
- 4) *Stress management*: stress tolerance & impulse control.
- 5) *General mood*: optimism & happiness.

Interactive Components

- BarOn EQ-I – a confidential on line assessment using the world's leading scientific measure of Emotional Intelligence valued at \$200
- Business Report that provides information on your total EQ score and identifies five composite scales with 15 subscales. The confidential report also includes a Coach's Report, Development Strategies and Development Plan to improve work performance and achieve specific goals.
- Follow up personal or professional coaching if required to boost all round Emotional Intelligence and Leadership Potential is an added option.

PRESENTER

Barbara Miller is an organisational psychologist, life/corporate coach and trainer. Barbara has a diverse working background in management and marketing. She is a Member of the Australian Psychological Society (MAPS) and principal of a training and development consultancy based in Canberra. Barbara specialises in helping women use their strengths to dramatically improve work performance, incorporate a healthy lifestyle, decrease stress and strengthen their relationships and resources. She is an advanced skills teacher, clinical hypnotherapist and published writer.

TESTIMONIALS

“This course was extremely helpful in understanding/identifying my areas for improvement. I will be recommending that people in my new work area attend this course.” - Stephanie Dodds

“I really enjoyed this course. Lunch was great as well. Barbara really knows her stuff and made us all enthusiastic about learning more about Emotional Intelligence and applying it to our everyday lives.” - Emma Ratovan

“Everything about this course was excellent. The best thing was the Baron EQ-I report which focused on my strengths and weaknesses.” - Diane Hackney

“I was highly satisfied with every aspect of this course which taught me a way that was very relevant to work and life.” – Linda Kohlhogen

“Overall the course met my expectations on every criterion. The best thing was the Baron EQ-I report and the presenter’s experience and knowledge.” – Nicole Smith

“Barbara was great! The best thing was the assessment and application of emotional intelligence to everyday life.” - Janice Abbey

“Self assessments were very useful and methodology for goal setting invaluable.” - Angie Tadd

“This course confirmed what I believe my strengths are. I really enjoyed the easy flow, stories and conversations which were all very relevant & good examples.” - Clair MacDougal

SCHEDULE

9:00am	WELCOME ICE BREAKER.
9:30am	THE NATURE OF EMOTIONAL INTELLIGENCE <i>From ordinary to extraordinary</i> <ul style="list-style-type: none"> • Why EQ matters more than IQ. • Gender differences: strengths & vulnerabilities. • Star performers at work.
11:00am	<i>Morning Tea (20 Minutes)</i>
11.20am	BUILDING STRONG FOUNDATIONS <i>Know what makes you tick</i> <ul style="list-style-type: none"> • Emotional abilities in five main areas. • Psychometric assessment: 15 subscales. • EQ Reports & feedback
1.00pm	<i>Lunch (45 minutes)</i>
1.45pm	SIMPLE STRATEGIES FOR DEVELOPMENT <i>Maximising the benefits derived from self-assessment</i> <ul style="list-style-type: none"> • Developmental challenges. • Becoming stress hardy, not stressed out • Overcoming the “boiling frog syndrome”
3.30pm	<i>Afternoon Tea (20 Minutes)</i>
3.50pm	THE KEY TO FORMING EXCELLENT RELATIONSHIPS <i>Shining from the inside out</i> <ul style="list-style-type: none"> • The power of social intelligence • The Leadership edge • Polishing social skills to shine in groups
4.30pm	TAKE ACTION CHALLENGE <i>Goals to boost EQ.</i>
4.45pm	EVALUATION
5.00pm	CLOSE

If you do not wish to receive these emails place Remove in the subject line of a return email.

Enrolment Form - Emotional Intelligence for EAs

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

ABN: 34 073 999 185

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.		

Organisation	
Branch/Division	
Address	
Phone #	
Fax #	

Payment Details

Total price \$795 x _____ attendees = \$_____ \$745 early bird price (early bird applies up to three weeks before the date of the workshop). (Please note price includes cost of assessment).

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.