

What do leaders really want from their performers? Commitment? Dedication? Loyalty? Teamwork? And what are the most common obstacles that inhibit organizations? Apathy? Resentment? Indignation? Jealousy?

ALL OF THESE ARE EMOTIONS.

**The fact is, human emotions determine the direction, momentum, and velocity of effort in any and every workplace.**

This is not theory, "fluff," or "touchy-feely stuff." IT IS FACT. Organizations that have implemented Emotional Intelligence (EI) training have experienced lifts in productivity and efficiency from 12% to 35%, as well as significant reductions in employee turnover and increases in employee satisfaction. And satisfied employees are more engaged, and more likely to take initiative toward improvement and innovation.



## EXERCISING YOUR EMOTIONAL INTELLIGENCE *Working Out A Smarter Heart*

Often, leaders in positions of authority expect people to contribute their best effort simply because they get a paycheck for showing up. But can you pay or punish someone into *caring*? Dwight Eisenhower defined leadership as, "the ability to decide what has to be done, then getting other people to *want to do it*."

Setting goals and assigning tasks is much easier than influencing people. The ability to cultivate a high trust work environment in which everyone feels connected to the organizational mission is the mark of a truly powerful leader, one who inspires commitment instead of erroneously believing it is theirs to command.

**Numerous studies identify EI as the number one core competency for effective leadership, regardless of rank or title.**

Learners who attend this 1-day program will discover that productive relationships can either flourish or wither as a result of our ability, or inability, to exert control over our behavior. The essential premise of EI is that true, sustainable, success requires an honest awareness, control, and management of one's own emotions, and an understanding of the emotions of others. By first understanding how emotions influence our behavior, we can prevent negative emotions from driving us to behaviors we later regret. Only then are we able to influence others. Only then can a team work together with increased cooperation, collaboration, and communication toward a common purpose.



**Presented by Dale McCoy**

Dale McCoy is a Training and Organizational Development Practitioner, specializing in human performance improvement and leadership cultivation through learning and development strategies that yield measurable, data-driven, business results.



### Program Objectives

*Successful participants will:*

- Assess their primary type of intelligence according to *Gardner's Multiple Intelligences*
- Gauge their current level of Emotional Intelligence and identify how to increase their EQ
- Gain the ability to accurately assess their own emotional responses—and the consequences of those responses
- Practice choosing a response that is aligned with their desired goals when faced with adverse circumstances
- Exercise Emotional Intelligence to create positive outcomes in spite of negative emotions
- Apply strategies to prevent the *Three Types of Determinism* from becoming excuses for bad behavior
- Revisit an example of a time they exhibited behavior they regret, and examine how they can prevent the behavior from reoccurring
- Contribute to the creation of a climate of motivation, dedication, and collaboration, regardless of whether or not they are in a position of authority

\$125.00

8:30 AM – 4:30 PM

*Perceptiveness and Team Work*