

# LEADING WITH EMOTIONAL INTELLIGENCE



## OBJECTIVE

- To enhance leadership and management effectiveness by increasing emotional intelligence (EQ) skills and knowledge.

## WHO SHOULD ATTEND

- Owners
- Supervisors
- Managers

## SESSION DETAILS

- One half day session
- Between 10-20 participants
- Interactive, multimedia format

## BENEFITS TO BUSINESS

- Provides leaders with tools to effectively leverage their EQ strengths and enrich communication
- Enhances leaders effectiveness throughout all organizational relationships
- Improves employee engagement and retention

## PROGRAM AT A GLANCE

This workshop helps participants advance leadership skills by enhancing their ability to be “emotionally smart” in their role. Participants will explore how to better understand, manage and leverage emotional intelligence in order to effectively handle conflict, deal with stress, and build deeper relationships.

### **Define & Determine the Impact of the Emotional Intelligence Quotient (EQ)**

Discover how EQ impacts self-awareness, social management and professional relationships

### **Explore Strategies for Leveraging EQ**

Uncover personal EQ skills and how EQ can impact behaviour in different situations

Explore strategies that leverage personal EQ strengths and maximize workplace interactions

### **Communications and Conflict Resolution**

Learn tactics and behaviours to effectively manage the impact of emotions in difficult situations and improve ability to resolve conflict

Discover how to leverage EQ to “bridge the gap” and enhance communication at all levels

### **EQ Simulation**

Perfect EQ skills and best practices through real-world simulation