Developing Your Emotional Intelligence: Managing Ourselves & Our Relationships Effectively

We are who we are. **How** we are is a choice. Exercising that choice is the essence of emotional intelligence.

The ability to cultivate strong and trusting relationships with many types of people points to the importance of emotional intelligence in the workplace. As would be expected, increased emotional intelligence brings greater harmony in work teams specifically and in workplaces generally. There is greater productivity and a more energized spirit of working together. When differences of opinion surface, there is an increased willingness to listen to other points of view and learn from one another.

Emotional Intelligence (EQ) Framework:

EMOTIONAL INTELLIGENCE (EQ)			
PERSONAL COMPETENCE		**SOCIAL COMPETENCE**	
Self Awareness	**Self Management**	**Social Awareness**	**Relationship Management**
▪ Emotional Self-Awareness ▪ Accurate Self-Assessment ▪ Self-Confidence	▪ Self-Control ▪ Trustworthiness ▪ Conscientiousness ▪ Adaptability ▪ Achievement Orientation ▪ Initiative	▪ Empathy ▪ Organizational Awareness ▪ Service Orientation	▪ Visionary Leadership ▪ Influence ▪ Developing Others ▪ Communication ▪ Change Catalyst ▪ Conflict Management ▪ Building Bonds ▪ Teamwork & Collaboration

We offer a variety of workshop topics that allow our clients to focus on developing the appropriate skills they require to enhance organizational effectiveness. Based on our belief that an organization's effectiveness is dependent on the effectiveness of its people and their relationships with colleagues and the people they serve, our workshops address the Personal and Social competencies required for high Emotional Intelligence. Through lectures, group discussions and exercises, our programs have a blended focus on People and Task challenges in the workplace.

EMOTIONAL INTELLIGENCE (EQ)

- **EMOTIONAL INTELLIGENCE (EQ) AT WORK: BUILDING STRONG RELATIONSHIPS**
  The ability to cultivate strong and trusting relationships with many types of people points to the importance of emotional intelligence in the workplace. As would be expected, increased emotional intelligence brings greater harmony in work teams specifically and in workplaces generally. There is greater productivity and a more energized spirit of working together. When differences of opinion surface, there is an increased willingness to listen to other points of view and learn from one another. Attend this workshop and you will learn about the Personal Competencies (Self Awareness & Self Management) and Social Competencies (Social Awareness, and Relationship Management) that make up emotional intelligence.
  - Impact of Emotion on Behavior
  - Emotional Intelligence Terminology & Models
  - Rational & Emotional Brain Functioning
  - 7-Step Plan to Strengthen Your EQ

GENERATIONAL DIFFERENCES

- **CONQUERING THE GENERATIONAL DIVIDE IN THE WORKPLACE**
  Four generations are represented in our workforce today: Traditionalists, Baby Boomers, Generation X-ers & Millennials. Understanding and appreciating the different values and paradigms of each generation can reduce the stress in your workplace AND allow you to achieve peak performance.
  - The major characteristics of the four generations in today's workplace
  - The Why's behind each generation's paradigm and how these paradigms drive behaviors
  - The impact of generational differences in the workplace
  - How to develop a plan to attract, retain and develop high-quality workers in each generation

- **MILLENNIAL MOXIE: KEEP THE PASSION BURNING**
  In the late 90's, as the world prepared for Y2K, a quiet, hardly noticeable shift was taking place in the world of work; a seemingly insignificant change that would have far-reaching impact in the years to come. A new generation, aptly named the Millennials, was entering the workforce as full-time members. Full of moxie, spunk, determination and zeal, and anxious to make a positive difference, they are a new breed of worker, challenging managers and leaders everywhere with their relentless need to be heard, understood and appreciated. Attend this workshop and you will learn how to channel their energy, keep their passion burning, and become a workplace of choice for these highly engaging and talented young workers.
  - They're so different …. where did they come from and why do they behave the way they do?
  - Here today, gone tomorrow … creating loyalty with a touch of TLC
  - Never TMI (Too Much Information) …. coaching for high performance
  - Doing for them, is doing for all …. become a workplace of choice for all generations

- **CREATING AN ADAPTIVE CULTURE: CAPITALIZING ON GENERATIONAL STRENGTHS**
  The impact of major demographic changes in the American workforce combined with the transition to the Knowledge Age is wreaking havoc on the traditional work landscape. Regardless of industry, business structure, or company history, the subtle shifts that have been occurring in the world of work over the last decade are pushing organizations to view the employment deal in a different way or suffer the consequences. Only organizations that realize the true value of Human Capital will survive and enjoy sustained success.
  - The challenges of today's workplace
  - The value of Human Capital and the new Ideal Worker
  - The characteristics and benefits of creating an adaptive organizational culture
  - The impact of beliefs and perceptions on organizational culture
  - The impact of generational differences on today's workplace and how to capitalize on the strengths of each generation
  - How to create a workplace of choice

- **CUSTOMER SERVICE FOR THE GENERATIONS: MEETING THE EXPECTATIONS OF A MULTI-GENERATIONAL MARKET**
  Customer Service is defined differently by the four generations that your customers represent. What one generation sees as "attentive & responsive," another generation may see as "tedious and unnecessary." Ensure that the service you're delivering meets the generation-driven expectations of your customers. In this workshop you will:
  - Identify the prevailing generations of your target market
  - Learn how each of the four major generations (Traditionalists, Baby Boomers, Generation X-ers, Millennials) defines "Excellent" Customer Service
  - Gain an understanding of the expectations of each generational customer
  - Identify the generational "Moments of Truth" in your "Cycle of Service"
  - Learn how to deliver your service to meet and exceed generational expectations
  - See how different communications media "reach" different generational customers
  - Gain insight into the generational divide between your staff and the customers you serve

LEADERSHIP & MANAGEMENT
- **LEADERSHIP: BRINGING OUT THE BEST IN OTHERS**
  Anything that an organization achieves is achieved by a group of people working together: at the simplest level, the leader is a leader because he or she can enable that group to deliver – and the only way to do this is through the relationships that define the group.
  - The New World of Work
  - The Impact of the Knowledge Age
  - Characteristics of High Performance Organizations & Stages of Organizational Development
  - Superior Leadership for Employee Engagement & Sustained Performance
  - Steps to Become the Leader that Others Want to Follow

- **MANAGING CHANGE AND LEADING TRANSITIONS: REALIZING PERSONAL & ORGANIZATIONAL SUCCESS**
  Successful leaders know that change within an organization is inevitable and essential. Leaders who enjoy sustained success understand the dynamics of change. They also understand how to effectively guide themselves, their teams and their organizations through the process of change. They recognize the challenges of implementing change, yet are able to achieve their goals and reap the rewards that spurred change in the first place.
  - Forces of Change & Types of Organizational Change
  - Timing of Changes & Organizational Development
  - The Change Curve & the Stages of Change
  - Change vs. Transition
  - Three Phases of Transition
  - Leading through Transition to Change
  - Sustaining the Change

- **STRATEGIC PROBLEM-SOLVING & DECISION-MAKING: CRAFTING CREATIVE SOLUTIONS FOR SUCCESSFUL IMPLEMENTATION**
  Having a high quality problem-solving and decision-making process enhances the probability of achieving positive outcomes. Effective leaders cultivate constructive conflict so as to enhance the level of critical and divergent thinking, while simultaneously building consensus so as to facilitate timely and efficient implementation.
  - Common obstacles to effective Problem-Solving & Decision-Making (PSDM) and how to address them
  - Defining the problem
  - Breakthrough-thinking principles that improve results
  - The Divergence-Convergence model
  - Methods of Decision-Making
  - Building Consensus: breaking through a culture of indecision
  - Positive Organization Development through Appreciative Inquiry

- **PEOPLE MANAGEMENT: DEVELOPING THE TALENT AROUND YOU**
  A manager's job is to manage the resources of the organization. In the Knowledge Age, what more important resource is there to manage than the human one? Effective managers make it their priority to develop and grow employees to achieve and exceed their potential.
  - The Value of Human Capital to Organizational Sustainability
  - The Lost Skill of Effective People Management
  - Making Work Rewarding
  - Building & Strengthening the Keys to Employee Retention
  - Becoming a Talent Magnet That Attracts & Retains High Performers

DEVELOPING PEOPLE & MANAGING EXPECTATIONS: WITH EFFECTIVE COMMUNICATIONS & FEEDBACK

(This workshop is for supervisors & managers. Non-supervisory staff can attend the complementary Communications & Feedback workshop.)
Effective people development and performance enhancement begins with establishing clear agreement on goals and performance objectives. Managers and supervisors then guide their staff to develop skills and maintain accountability by providing timely and effective feedback on performance. Through timely and effective communications and feedback, the foundation that effective working relationships between employees and their supervisors is built upon is strengthened. In this workshop you will learn the following:

- GAPS Personal Development Model
- Setting SMART Goals
- Effective Communications
- Johari Window: Interpersonal Awareness
- Giving & Receiving Feedback
- Feedforward vs. Feedback

TEAM BUILDING

- **HIGH PERFORMANCE TEAMING (PART 1): A MODEL TO ACHIEVE TEAM SUCCESS**
  High Performance Leaders know how to develop and lead teams to achieve higher levels of success through effective teamwork and synergy. They successfully utilize a model for teaming that outlines a clear purpose for the team, establishes norms for teaming, and keeps the team on track and moving forward.
  - Types of Teams & Team Structures
  - Teams That Work Model
  - Stages of Team Development
  - Developing a Team Charter (Mission, Authority, Norms)
  - Moving Things Forward

  Note: This is Part 1 of a two-part series. Attendance in both sessions is recommended, but not required.

- **HIGH PERFORMANCE TEAMING (PART 2): SKILLS & PRACTICES FOR EFFECTIVE TEAMING**
  Teams that achieve high levels of success are guided by a leader that demonstrates the skills and practices required for effective group processes. Effective team leaders know how to bring out the best in the team while guiding the team through the challenges common to working in groups.
  - Establishing Team Communication Norms
  - Effective Meeting Facilitation & Participation
  - Consensus Decision-Making
  - Individual & Group Accountability
  - Staying on Track

  Note: This is Part 2 of a two-part series. Attendance in both sessions is recommended, but not required.

- **THE POWER OF TRUST: RAISING ORGANIZATIONAL CONSCIOUSNESS**
  High performance organizations realize that organizations are made up of people and performance is driven by the strength of the relationships that are formed between them. Therefore TRUST … the Foundation, the Frame, the Height of any relationship … is critical to organizational success.
  - The importance of restoring trust in business
  - Definition and key elements of trust
  - Consequences of high and low trust within an organization
  - Importance of being trustworthy in building trust
  - Dynamics of collusion
  - Trustworthy behaviors

- **INTERPERSONAL DIALOGUE: CREATING A WIN-WIN CULTURE**
  The heart of dialogue is inquiry and advocacy, consisting of sharing our point of view and listening to the point of view of others until we have created a pool of shared understanding.
  Only when all the data is in the pool of shared understanding do we go to the step of synergy to arrive at win-win outcomes.
  - Explore how people's perceptions and viewpoints differ and learn the role of dialogue in interpersonal relationships
  - Understand the consequences of an absence of dialogue
  - Learn a model and the core principles of dialogue
  - Learn how to solve problems in a win-win manner
  - Practice the steps of interpersonal dialogue

- **FROM CONFLICT TO COLLABORATION: IMPASSE → TRANSFORMATION**
  Each and every conflict we experience in life contains two truths – the truth of impasse, that we are stuck in a problem from which we would like to escape; and the truth of transformation, that it is possible to become unstuck and move on to a higher order of conflict by understanding at a deep level what got us stuck in the first place.
  - Five essential skills for successful collaboration
  - The Green Zone choice
  - Signs of defensiveness
  - Conflict Iceberg
  - Conflict management styles
  - Creating separations in conflict resolution
  - Strategies for collaborative success

PERSONAL EFFECTIVENESS

- **MBTI®: GETTING TO KNOW THE INNER YOU**
  Effective teamwork starts with understanding ourselves and the ways we are different from others. When we know our own value to the team, we are in a better position to value and capitalize on the contributions of those who are different from us. We are also better able to think in terms of the team as a unit, instead of only our own interests – to move from "I" to "We."
  - Introduction to MBTI® (Myers-Briggs Type Indicator) Personality Instrument
  - What it Means to be You
  - Characteristics of the 16 Types
  - Appreciating the Differences
  - Exploring communications preferences of the different types

- **MBTI® & TEAMING: UNDERSTANDING TEMPERAMENTS**
  This workshop builds upon MBTI®: Getting to Know the Inner You. Now that you have some basic understanding of the MBTI® and what makes you tick, explore the realm of Temperaments and the preferences and behaviors that come naturally to each style. Using a combination of lectures and exercises, you will increase your understanding and appreciation for the different styles.
  - Temperaments: A Variation on the MBTI®
  - Exploring the Four Temperaments
  - Clarifying Your Temperament
    - Language (Ways to Use Words)
    - Roles (Ways to Interact)
    - Attention (Interest & Focus)
  - Needs, Values, Talents & Behaviors
  - Understanding & Relating to Others

- **PEOPLE SKILLS®: CHOOSING OUR BEHAVIORS**
  The development of quality relationships is as important to success as the development of technical skills. Every individual is capable of contributing to a productive relationship, and every individual is capable of creating conflict. When people are not aware of how others perceive them or of their impact on others, it becomes difficult for both the individual and the team to realize their potential for success. Using the People Skills® behavioral type instrument you will learn to:
  - Build upon your strengths to become more flexible and adaptable
  - Understand the strengths and needs of others
  - Techniques for responding to conflict and creating win-win solutions
  - Establish a foundation for leadership and teamwork

- **GETTING THINGS DONE: MANAGING YOUR TIME EFFECTIVELY**
  Do you often feel that you don't have enough time to get everything done that you would like? This is a very common concern. How productive we are has to do with how effectively we use our time. Most of us are our own worst enemies when it comes to managing our time. Enhance your personal productivity by learning the essence of good time management skills.
  - How you currently use your time
  - The barriers that keep you from managing your time more effectively
  - The difference between the important and the urgent and how to schedule priorities
  - To set professional goals to guide your use of time
  - A systematic approach to managing daily events (development of Individual Work Plans)

- **COMMUNICATIONS & FEEDBACK: CREATING A PRODUCTIVE WORKPLACE**
  (This workshop is for non-supervisory staff; supervisors & managers can attend the complementary Developing People & Managing Expectations workshop.)
  Working with diverse groups of people requires a tremendous amount of interaction. If these interactions are positive, they can help create the right workplace climate, attitudes, beliefs and behaviors. Developing effective communication skills is critical.
  - Elements of the Communications Process
  - Challenges to Effective Communications
  - Johari Window: Interpersonal Awareness
  - Clarifying Expectations & Gaining Agreement
  - Giving & Receiving Feedback
  - Feedforward vs. Feedback

Thank you for reviewing our workshop offerings. In addition to our standard offerings, we work with our clients to craft tailored solutions that meet their specific requirements. Please contact us for more information.