



CORPORATE AND PROFESSIONAL PROGRAMS

ACCELERATED, IN-DEPTH INTENSIVE WORKSHOP

Using Emotional Intelligence to Improve Communication

BUS ADM 1102

1.4 CEUs • 14 Hours of Instruction

Learn to use emotional intelligence (EQ) to communicate more effectively and improve your interactions with co-workers and management. By working through case studies, examples, scenario role playing, interactive group discussion and self-reflection, you gain exposure and practice using EQ to successfully navigate various social and professional situations and settings.

Through lectures, case studies and break-out exercises, you learn to:

- Read your emotional state and understand how it affects your interactions with co-workers and management.
- Interpret co-workers' emotions and the situations that could result in different emotions, feelings and moods.
- Comprehend the importance of effective co-worker relationships that consider all parties' emotions.
- Understand the positive and negative impacts that emotions can have on management and leadership.

Upon completion of this intensive workshop, you receive a certificate of participation.

Schedule*

Time	Day 1	Day 2
9 am	Introduction to Emotional Intelligence	Using Emotional Intelligence to Build Positive and Productive Relationships
10:30 am	Break	Break
10:45 am	Using Emotional Intelligence to Achieve Big Goals	Emotional Intelligence for Leading Others
12 pm	Lunch	Lunch
1 pm	Understanding and Harnessing Moods and Emotions	Using Emotional Intelligence for Effective Communication
3 pm	Break	Break
3:15 pm	Using Emotional Intelligence to Deal With Change, Failure and Stress	Applying Emotional Intelligence to Advanced Leadership and Management Situations
5 pm	Close	Close

*Schedule subject to change.

Who Should Attend

Appropriate experience levels include:

- HR executives and managers
- New, mid- and senior-level managers and directors

Details

\$1,599 (lunch provided)

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Learn More and Enroll

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