

Emotional Intelligence: Managing Emotions to Enhance Relationships

Imagine if you couldn't understand when a co-worker was angry, your supervisor was frustrated, or a friend was feeling sad. The ability to understand, interpret, and respond to the emotions of others has a crucial impact on professional and personal success. Discover how achieving a greater understanding of and better managing our own emotions—while influencing those of others—can significantly enhance performance, build stronger relationships, and achieve higher levels of success for ourselves and the organizations we work for.

Learning Outcomes:

- Discover four core abilities that determine one's level of emotional intelligence and the impact it has on performance in the workplace—understanding how your emotions and actions affect the people around you.
- Better control emotions that have a negative impact on your decision-making ability and behavior.
- Learn and apply key skills to further develop your emotional intelligence—enhancing your ability to perform at a higher level, increase self-confidence, and build stronger, more collaborative relationships.

Embracing the Challenge of Change

Leading change efforts in the workplace can be daunting and difficult! And even with the best intentions, 70 percent of organizational change initiatives fail. Worse yet, the need to lead change is growing, but the ability to do it is shrinking. Instead of your next change effort exerting a heavy toll—both human and economic—discover how to influence a positive transformation in your organization. Apply an intentional approach with results-focused strategies to lead change toward a positive future, rather than merely avoiding a negative one.

Learning Outcomes:

- Enhance focus and engagement during times of rapid and challenging change while avoiding mistakes that derail communication, accountability and productivity.
- Control emotional reactions and resistance, while also positively influencing those of others—by understanding and managing the factors that impact change and fostering positive outcomes for you and your organization.
- Determine the financial impact of your change initiative, manage the predictable dynamics that occur, and model the right behaviors to preserve trust, commitment, morale and teamwork—inspiring teams to successfully navigate through unstable times.

Speak with Persuasive Power and Professional Presence

Speaking effectively conveys authority, influence, and success! Discover expert techniques of polished presenters and speakers. Learn how to organize and focus your thoughts, plan an organized strategy for your content, incorporate an effective introduction and closing, use examples and stories to add greater impact, and apply skillful techniques for speaking with eloquence. Transform your information into a high impact and memorable presentation. Get ready to gain people's attention, project a confident image, convey knowledge and expertise, and positively influence your listeners.

Learning Outcomes:

- Plan content and ideas into an organized format and discover strategies to impact how memorable your message is to an audience, compelling them to want to learn more.
- Discover how to go from “dull” to “dynamic” as a speaker or presenter, focusing on professional presence, how listeners absorb information, visual and verbal cues to avoid, and numerous engagement strategies and tools.
- Captivate the attention of the audience, convey knowledge and expertise, positively influence your listeners to take action, and remain poised and professional while speaking with less nerves and greater confidence.

BREAKOUT SESSION TOPICS OR WORKSHOPS

Control Conflict! Collaborate More. React Less.

Conflict happens. Everyone approaches conflict differently but usually in the way that makes them feel most comfortable. For some, this may be direct confrontation, but for others, it may be avoidance. As someone who deals with difficult situations every day, you're expected to assess each conflict individually while resisting the innate urge to drift into your personal comfort zone. Having the skills to resolve intense and stressful opposing opinions effectively is one of the biggest challenges in today's business world and is vital to success. This program uncovers results-focused strategies to help prevent, minimize and resolve conflict in the workplace, helping to work more collaboratively with both internal and external customers, to achieve successful outcomes and strive for enhanced relationships.

Learning Outcomes:

- Enhance productivity and morale by fostering an environment that encourages differing points of view and enhanced personal accountability.
- In times of opposing opinions, gain clarity, achieve buy-in, and make decisions in a way that cultivates support and leads to faster, more effective outcomes.
- Prevent and better control negative emotional reactions and resolve conflicts more collaboratively—allowing for healthier, stronger and deeper relationships—with individuals both within and outside the organization.

Tame the Turbulence! Avoid Losing It. Fly Through It.

Today's workforce is experiencing job burnout and stress in epidemic proportions. The undeniable daily demands on our time and attention often leads to feelings of being overworked, overwhelmed and over-committed. Rather than spend each day in a frenzy of activities reacting to crisis after crisis, discover how to take back control of your life.

Learn to identify triggers that cause negative stress and proactively prevent, reduce and better cope with it more effectively. Decrease unwanted interruptions and distractions, allowing greater control of how you manage your time and energy. Teach your lips to respectfully say “no” or “not now” when appropriate, set and maintain healthy boundaries with others, lead productive meetings with positive outcomes, and delegate more often and in the right way. Avoid losing it! Instead, *tame the turbulence* in your life and become happier, healthier, more focused and productive—both professionally and personally.

Learning Outcomes:

- Prevent, reduce and better cope with negative stress by minimizing the frequency and duration of unexpected interruptions and distractions, setting and maintaining healthy boundaries and limits with others, and overcoming the stress-inducing habit of procrastination.
- Get more done with clearly defined goals, a de-cluttered and organized workspace, a well-managed email inbox, and a structured process to enhance efficiency—allowing for greater concentration and focus.
- Enhance productivity by saying “no” when necessary, stop wasting time and lead meetings efficiently, and delegate more effectively by empowering others with authority and responsibility.

Resilience: Courageously Adapting and Building Back

Whether it is a tumultuous relationship at work, the loss of a job, the death of a loved one, a serious illness, or another traumatic event, these are all examples of very challenging life-altering experiences. Most people react to such circumstances with a flood of strong emotions and a heightening sense of insecurity and uncertainty. By understanding factors that influence resilience and applying powerful strategies to more effectively move through the four phases of it, you can positively alter how you work through hardships and more effectively influence and help others, too.

Learning Outcomes:

- Discover why some people are more resilient than others when facing adversity or significant sources of stress—like workplace issues, relationship problems, serious health concerns or financial stressors.
- Build your level of each of the four types of resilience by learning from past experiences and how sources of personal strength can help influence your ability to adapt to difficult events.
- Apply 10 powerful strategies to effectively move from experiencing an issue to achieving an enhanced sense of purpose, a positive and optimistic outlook, and a paved path toward peak performance.

BREAKOUT SESSION TOPICS OR WORKSHOPS

Enhancing Group Dynamics in Meetings

How come some meeting facilitators are able to navigate through challenging group dynamics productively and almost effortlessly, while other meeting facilitators fail to maintain control and keep emotions in line? Discover best practices and helpful techniques to create a collaborative meeting environment designed to better ensure respectful interactions, build common ground and guide the group to generate creative and productive solutions.

Learning Outcomes:

- Effectively manage meetings and foster collaboration while working through common group dynamics that meeting facilitators often face.
- Be conscious of your personal triggers when asking clear and concise questions to address and handle difficult scenarios.
- Enhance understanding and acceptance of differences in others during meetings or discussions to foster respectful interactions, build common ground and achieve healthy and productive outcomes.

Platinum Service: Mindful, Memorable and Meaningful

Creating a positive, memorable service experience, one that causes your customers to keep coming back...that is the competitive Platinum Edge we are looking for in business today. Discover actionable strategies for how to work more collaboratively with others, while realizing how to better influence and manage emotions during an exchange. Learn and apply key skills to effectively handle difficult service interactions and achieve more productive and positive relationships.

Learning Outcomes:

- Exceed customer needs and desires by realizing what they want from a service interaction and applying best practices to keep them coming back.
- Enhance communication skills needed for building loyal relationships by actively and patiently listening, controlling our urge to talk more than you should, and understanding how each method of communication impacts the service interaction differently.
- Understand why emotions matter, the four core abilities in emotional intelligence, how to better influence and manage emotions during an interaction, and how to work through difficult scenarios using the L.E.A.R.N. method.

Clear, Concise and Confident Communication

The ability to effectively organize our ideas and communicate them clearly, concisely is now a core skill. Whether we need to illustrate our point one-on-one, in a small group, over the telephone, via email or present a concept to a larger group, we all realize that how we communicate our message can dramatically affect the outcome. Learn to quickly structure your ideas and communicate them in a logical manner, allowing you to answer questions quickly and confidently, while also maintaining poise under pressure.

Learning Outcomes:

- Structure ideas into a simple, yet effective format—following the “Rule of Threes.”
- Articulate your message clearly and concisely while also adding depth and understanding for the listener(s) by communicating your message using five “W” strategies.
- Demonstrate enhanced self-confidence and greater poise when communicating, presenting or speaking one-on-one, via email or telephone, in meetings or discussions, and with informal or formal presentations.

Candid Conversations that Drive Results

Stepping up and having a difficult conversation is no easy task. It's uncomfortable, stressful and certainly no fun. But if we choose to not say anything, the issue is likely to not get better and potentially even get worse. This program focuses on how to effectively engage in open, meaningful dialogue which will help us more fully understand one another and achieve enhanced, more productive and positive relationships. Learn to share tough messages in a way that maximizes candor and minimizes defensiveness, using six powerfully effective strategies.

Learning Outcomes:

- Realize how someone's perception of intent will influence behavior during the discussion, determine the correct timing and location for it, and effectively begin the conversation in a way that invites dialogue.
- Encourage the other person to share his/her thoughts and feelings, acknowledge your understanding of what was communicated, and ask clarifying questions so productive conversations occur without diluting the message.
- Reduce defensiveness when sharing a tough message and recognize natural tendencies when emotions begin to elevate—quickly correcting unintentional poor behavior and getting the discussion back on track.