

Improve Relationship Management with Emotional Intelligence

November 19, 2013

Residence Inn - 1025 E 35th Ave., Anchorage, AK

9:00 a.m. to 4:30 p.m.



Louis Christie, Ph.D. (c), SPHR, NLP is a certified emotional intelligence trainer with more than 30 years experience in Human Resources and relationship management. In this 8-hour workshop, you will receive all training material plus two follow-up coaching sessions. This program helps the participant to reach a deeper understanding for continuing self-improvement.

You Will Learn:

- Your personal Emotional Intelligence (EQ) Appraisal score
- What your EQ scores mean
- The relationship of the four EQ skills
- Strategies to strengthen your EQ competencies
- Why EQ is the economic capital of tomorrow
- How EQ affects your take-home pay

You Will Receive:

- Best-selling book – *Emotional Intelligence 2.0*
- 66 strategies to train your brain
- Insight and Action Guide
- 1-hour coaching session 30 days following the program
- 1-hour coaching session 60 days following the program

ENROLL TODAY

Registration \$425 before October 31

Lunch is included

Add \$75 after October 31

Group of 2 or more \$400 each

LMC Management Services LLC

An Anchorage Veteran-Owned Business

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Warren Bennis, renowned author stated: *“In the fields I have studied, emotional intelligence is much more powerful than IQ in determining who emerges as a leader. IQ is a threshold competence. You need it, but it doesn’t make you a star. Emotional intelligence can.”*

TalentSmart
Emotional Intelligence
CERTIFIED TRAINER

DISCOVERING EMOTIONAL INTELLIGENCE

“The daily challenge of dealing effectively with our emotions is critical because our brains are hard-wired to give emotions the upper hand.”

Drs. Travis Bradberry and Jean Greaves
Emotional Intelligence 2.0

Emotional Intelligence matters.

Whether you are aware of them or not, emotions are intertwined in everything you think, do, and say each day on the job, in your career and throughout your life. Emotional intelligence (EQ) is how you handle yourself and others on the job. Your EQ consists of four core skills:



SELF-AWARENESS

Awareness of your own emotions and tendencies and understanding your strengths and personal style opens doors for you to . . .

SELF-MANAGEMENT

Manage your reactions effectively by making better decisions and responding to challenges and opportunities productively.

SOCIAL AWARENESS

Awareness of the emotions of other people including unspoken cues and the mood in the room gives you the information you need to . . .

RELATIONSHIP MANAGEMENT

Manage relationships by building, strengthening and deepening your connections with the people in your social network.

People who develop their EQ communicate effectively, handles stress well, make good decisions, handle conflict productively, are better team players, respond flexibly to change, influence others more, and provide top-notch performance.

This program has one purpose... ...to increase your EQ.

TalentSmart's *Discovering Emotional Intelligence* will take you far beyond knowing what EQ is and how you score on your first EQ test. You'll discover the 66 strategies you can use right away to take your EQ to new heights. Begin your EQ journey toward handling yourself in times of stress and dealing with others skillfully. Reap all the rewards that being emotionally intelligent will bring you.



Here's What You Will Do!

1. Discover what EQ is and why it matters at work.
2. Broaden your awareness of the role of your emotions in your job, your profession and at work.
3. Explore the four EQ skills in action: Self-Awareness, Self-Management, Social Awareness, and Relationship Management
4. Discuss real world examples and experiences, what works, what doesn't, and what to do next time.
5. From the Emotional Intelligence Appraisal® assessment results, understand your current level of emotional intelligence (strengths and weaknesses) and where to focus your development.
6. Complete your own EQ Development Plan to include one EQ goal and specific EQ practice strategies that will help you achieve this goal.

Learning Features You Receive In Your Emotional Intelligence Appraisal®

1. Comprehensive EQ scores, analysis and recommended strategies are based upon the participant's unique score profile and are designed to bridge the learning-doing gap.
2. Goal setting, results sharing, and goal tracking system.
3. EQ lessons include movies & TV clips with analysis to bring EQ to life.
4. A scheduled re-test comes with a full change-score report and recommended strategies based on new results.