

WORKING WITH EMOTIONAL INTELLIGENCE

2 DAYS

The demands of global competition and the speed of change mean people in organisations need to achieve levels of collaboration, teamwork and direct communication never before dreamed possible. Leaner, flatter and more fluid organisations mean that you have to optimise your personal resources.

One powerful personal resource is Emotional Intelligence.

WORLD CLASS TRAINING

Emotional intelligence (EI) is positive and effective. It has direct commercial benefits. Exploiting it creates competitive advantage and encourages better performance. EI isn't idealistic or academic - Emotional Intelligence is something we can aspire to and reach with this training course from Ron Pollak Training, it's attainable and practical.

ABOUT EI

Emotional Intelligence can make a real difference to decision making, leadership, customer service, problem solving, creativity and innovation.

In the past, emotions have been seen simply as a hindrance to rational processes and efficiency. Yet we all know that organisations are a cauldron of emotions, both positive and negative, which have a powerful influence on the success or failure of an enterprise. Far from getting rid of emotions, we need to use them and work with them.

The topics in this course address emotional issues directly. The course owes a great debt to the work of Daniel Goleman. He has helped us understand ourselves, as well as the teams and organisations in which we give so much of our time, energy, skill and emotional resources.

WHO WILL BENEFIT

Those wishing to develop their interpersonal skills for greater business success - anyone wishing to improve their assertiveness and confidence both in life and their work.

Emotional Intelligence	✓ 1	2	3	4	5
The emotional side of business success					
Learned optimism for success					
Controlling negative thoughts					
The art of letting go					
Anger control					
Emotions and complex decision making					
Increasing sensitivity					
Empathic inquiry					
Expressing how we feel					
Developing trust					
Managing conflict					
Building stress immunity					
Helping difficult customers					
Healing the wounds					
Surviving office politics					
Managing diversity					
Creating the future					

- ① = Little or no experience
- ② = Some background knowledge only
- ③ = Able but takes some thought and thus is not used often
- ④ = Able but could refresh knowledge and skills
- ⑤ = Mastered and could 'teach' others

CONTACT

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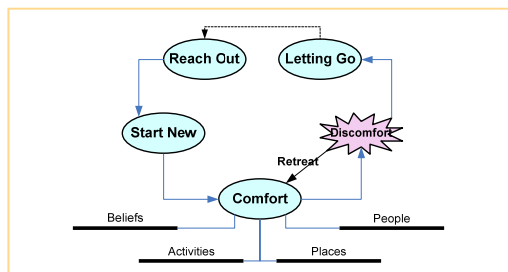
RON POLLAK TRAINING

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TOPICS

- The emotional side of business success: The hard case for soft skills.
- Learned optimism for success: See the doughnut, not the hole.
- Controlling negative thoughts: Talk yourself out of defeat.
- The art of letting go: You'll never be a butterfly if you can't stop being a caterpillar.
- Anger control: It's not awful not getting what you want.
- Emotions and complex decision making: Don't make the same mistake as Descartes.
- Increasing sensitivity: Surveying the emotional landscape.
- Empathic inquiry: Investing in understanding before being understood.
- Expressing how we feel: Playing the music behind the words.
- Developing trust: You only get it if you give it.
- Managing conflict: Resolving to resolve.
- Surviving office politics: Navigating the dark side.
- Managing diversity : Valuing differences and getting the best from diversity.
- Creating the future: What we do now leads to where we will be.
- Building stress immunity: Adjusting our sails to the wind.
- Helping difficult customers: Using difficulties as a source of continuous improvement.
- Healing the wounds: Understanding and handling the emotional side of downsizing change.



REGISTRATION FORM

Course Name and Date	_____
Delegate Name	_____
Phone/Mobile	_____
Email	_____
Manager's Name	_____
Phone/Mobile	_____
Email	_____
Company	_____
Address	_____
State & Post Code	_____
Authorising Exec Name	_____
Signature	_____
Phone/Mobile	_____
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