



WHAT YOU NEED TO LEAD

Emotional Intelligence Separates Managers from Leaders

Emotional Intelligence is one of the most widely accepted tools for hiring, training, team building, as well as identifying and developing leaders.

Emotional intelligence helps boost our self-awareness, self-control, motivation, empathy, social skills, all of which help us become better leaders

Monday June 24, 2019
9:00 AM - 3:00 PM

You'll Learn To:

- » Ability to listen and connect
- » Not letting your team members problem-solve through critical thinking
- » Self-awareness
- » Communication with difficult or challenging co-workers
- » Success with neutralizing toxic people
- » Need for seeking perfection
- » Ability to take a deep breath and disconnect
- » The skillset of appreciating other's perspective and feelings
- » Effectiveness of managing relationships
- » Impulse control
- » Impact of becoming a conduit for success

Your management team will benefit if they are experiencing any of the following challenges:

- » Understand what drives emotions, thoughts, and behaviors
- » Ask the right questions to more quickly and easily reach consensus
- » Adapt more effectively to workplace changes and embracing change
- » Anticipate circumstances that are likely to trigger emotions and judgments within your employees
- » Foster innovation and collaboration
- » Choose words, actions and emotions that inspire others to excel
- » Identify the typical causes of blind spots and resistance in people in performance conversations.
- » Make the best emotional, relationship, and task-related decisions in the moment

Contact us:

Email: Info@mindsetgo.com

Website: <https://www.mindsetgo.com/events/>

Phone: 978-206-1535

Introduction: Emotional Intelligence

Decades of behavioral decision research has consistently shown that emotions, more than any other contributing factor, are what motivate us to act. Every decision we make, every choice to act or not act is determined by our intention to manage our feelings in one way or another, to either feel better or to avoid feeling bad. Emotion is the single pivot point that determines how well you know yourself, how well you deal with all that happens to you, and how well you deal with others.

Whether you're an executive, manager, team leader, coach, or contributor, emotions must be considered when resolving difficulties and motivating performance. Thrive through building the skill set, tool set, and mindset to learn self-knowledge, self-control, how to understand others and build trusting, empowering, mutually beneficial and productive relationships

By Attending this Course, you will Develop Core Competencies in:

- ✔ Relationship Intelligence
- ✔ Self-Awareness
- ✔ Behavioral Modeling
- ✔ Influence
- ✔ Self-Control
- ✔ Leadership

Who Should Attend

- » Executive Leadership
- » Directors and Managers of Customer Service
- » Directors and Managers of Business Development and Sales
- » First time or recently promoted managers
- » Project Managers who rely on multiple resources outside their team
- » HR Professionals
- » Finance Professionals who struggle to connect with peers or subordinates

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Wed, May 29, 2019

Agenda and Learning Modules:

- 1 Self-Awareness** The ability to recognize and understand personal moods and emotions and drives, as well as their effect on others. Hallmarks* of self-awareness include self-confidence, realistic self-assessment, and a self-deprecating sense of humor.

Objectives:

Recognition: Self

- » Emotional Self-Awareness
- » Accurate Self-Assessment
- » Self Confidence

Recognition: Social

- » Empathy
- » Organizational Awareness
- » Service Orientation

- 2 Self-Regulation** The ability to control or redirect disruptive impulses and moods, and the propensity to suspend judgment and to think before acting. Hallmarks include trustworthiness and integrity; comfort with ambiguity; and openness to change.

Objectives:

Regulation: Self-Management

- » Self-Control
- » Transparency
- » Adaptability

Venue Information

Location: Littleton, MA O'Neil Cinemas

Venue Website: <https://oneilcinemas.com/littleton-ma/movies-tickets/>

Nearest Hotel: Courtyard by Marriott Boston Littleton
102 Constitution Avenue The Point, Littleton, MA 01460
+1 978-440-5040

Marriott Courtyard Littleton MA

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MindsetGo

Build confidence and develop new skills to successfully communicate and engage with customer prospects, managers, and co-workers.

Hands On | Results Driven

MindsetGo Professional training combines different immersive activities that mimic real-world challenges allowing participants to learn by doing, and not by just listening, reading, or watching.

Experiencing outcomes of successful and unsuccessful communication helps participants to learn more quickly and inspires new competencies that they can use immediately resulting in a more confident face-to-face communicator.

Why It Works

MindsetGo doesn't just change behavior – it shifts mindsets. Being a confident and skilled communicator is not exclusive to the way you talk, listen, or use body language. It's about self-awareness in interpersonal workplace situations and the willingness to grow and learn from those interactions.

Training Expertise:

- » Diversity and Inclusion
- » Leadership Development
- » Generational Engagement
- » Growth Mindset/Mindfulness
- » Sales
- » Conflict Management
- » Company Culture & Team Building
- » Customer Service
- » Emotional Intelligence
- » Change Management
- » Accountability- Blameless Autopsy
- » Employee Motivation & Engaging Teams
- » Workplace Communication & Personality Types
- » Resiliency & Stress Management

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