



Emotional Intelligence in the Workplace

2 Days

Acquire and hone the emotional competence qualities that employers seek

Employers are looking for individuals who are strong in both personal and social skills. Gain a sound knowledge of how emotions, behaviours, reactions and attitudes affect relationships with others in the workplace.

HOW YOU WILL BENEFIT

In this 2-day workshop you'll learn how to employ practical skills that can be used to build better personal and working relationships.

After the workshop, you will be able to:

1. Better understand your own emotional competencies, both strengths and weaknesses.
2. Understand verbal and non-verbal communication styles and how emotions, behaviours, reactions and attitudes affect workplace relationships.
3. Commit to taking the necessary action to implement what you have learned about yourself and others.

WORKSHOP DESCRIPTION

Communicating with Empathy

- Become aware of the barriers that stand in the way of your communication with others
- Learn and practice active listening skills to promote awareness, understanding of other feelings, needs and concerns
- Acquire four key skills that will allow you to be more open to candid feedback, and able to stand your ground, keep your cool, and work toward win-win solutions when faced with conflict
- Practise a four-step process to approach a colleague about a problem behaviour in a way that minimizes accusations, hostility and defensiveness

Become an Inspiration to Others

- Learn how change affects people, why they resist change, and how it makes them feel
- Discover five critical skills of change-adept individuals, and how you rate in each of these areas
- Become a change catalyst that can model the change expected of others and enlist their support

Develop Your Leadership and Team Skills

- Discover the qualities of a team leader and team member and how these qualities are used to create trust, respect and commitment
- Learn four working styles and the characteristics of each style
- Identify your personal working style and the importance of style stepping to meet the needs of other that you work with

BUILD YOUR COMPETENCY IN

- Active listening
- Assertive communication
- Providing feedback
- Managing conflict
- Collaborative skills

ATTEND THIS WORKSHOP IF YOU...

- Manage teams or supervise others
- Are a team member or support staff
- Want to communicate more effectively with colleagues and strengthen your relationships
- Want to promote healthy communication practices within your workplace

HOW TO REGISTER

To register, call **(613) 727-7729**
Or email training@algonquincollege.com

Dates: October 29, 30, 2009
February 18, 19, 2010
8:30 a.m. to 4:00 p.m.

Fee: \$675 (plus GST) for 2-day program

*Convenient downtown location.
Check-in, coffee and muffins start at 8:00 a.m.
Afternoon refreshment provided.*

*Participants receive an Algonquin College Statement of Achievement. Group size is limited to 20.
On-site delivery of this workshop is available.*

DONNA MAGEE

Donna specializes in human resources management and assisting organizations through change and transition. She has been a staffing officer, human resources planner, career counsellor, employee assistance advisor and facilitator. Donna inspires her clients to develop and improve their skills in the areas of human relations, communication, conflict management, leadership and supervision, team building and career management.



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