

Provider # 0005095

Course # 9626688

Certified for 2 CEU's
in Human Resources
or ELE

Instructor:
Michael G. Zawaki

Upon completion Managers will:

1. Be able to define Emotional Intelligence identifying key differences between IQ & EQ.
2. Successfully identify the four stages of EI.
3. Name the 3 sections of our brain and their functions.
4. Understand how our beliefs and feelings affect what we observe.
5. Identify ways to use "gut feelings" to maximize intellectual processing and decision making.
6. Recognize the importance of empathy – what blocks it, and how to develop it.
7. Understand why strengthening your EI can create a more positive work & social environment.
8. Recognize how increased Emotional Intelligence enhances leadership skills.

“Emotional Intelligence Your Life Preserver”



Overview

"To be successful in today's society, individuals need to have the necessary skills to make sound decisions and interact with each other. An individual's success at work is 20% dependant on your Intelligence Quotient and 80% on your Emotional Intelligence Quotient."

Emotional Intelligence was designed for all Community Association Managers and Board Members wanting to enhance their ability to be aware of their emotions and the emotions of others using that knowledge to help manage the emotional expression to foster success instead of causing barriers.

General Overview

- IQ versus EQ
- Emotions and the Brain
- Four stages of EI
- Are you Emotionally Intelligent
- EI and the workplace