

LEADERSHIP & MANAGEMENT

QNET presents:

Emotional Intelligence Skill Development

Thursday, March 21, 2019 – 8:15 a.m. to 12:00 noon

Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

At this half day workshop, you will review how to use the three ‘E’s’ of Emotional Intelligence - Emotional Self Awareness, Emotional Expression and Empathy - to achieve greater success both personally and professionally.

Learning objectives:

- Understand the impact of emotions on our thinking, our behaviour and on others. *Emotional Self Awareness* is critical because what we are unaware of we cannot change; self awareness is the first step in creating resonant leadership.
- Harness the power of your emotions, knowing that people take their emotional cues from the top.
 - How to use and enhance positive emotions.
 - How to recognize negative emotions and their impact on ourselves and on others.
 - Learn to make choices to increase our influence
- Learn to recognize how we present our emotions to the outside world – learn to express emotions appropriately through effective use of *Emotional Expression*.
- Understand how empathy shifts an adversarial interaction to a collaborative relationship – review the skills of *Empathy* and how to use them effectively.
- Create your own action plan for effectively using emotions to build your Emotional Intelligence Skills.

Facilitator: Heather Erhard is the founder and Director of Erhard Associates, a management consulting, coaching, coaching and training firm dedicated to enhancing personal, team and organizational effectiveness. She brings over 25 years’ experience in leadership development, strategic planning, team building and executive coaching. She works extensively in the area of Emotional Intelligence, facilitating workshops, presenting at conferences, and providing individual and group coaching. She has conducted Emotional Intelligence assessments with hundreds of individuals and organizations.

Fee:

- \$209.00 + GST for Members of QNET or APICS
- \$249.00 + GST for Non-Members

This session is presented by QNET in partnership with APICS Winnipeg Chapter and Manitoba Education and Training.

REGISTER ONLINE at www.qnet.ca



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