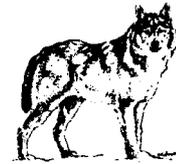




Charles J. Wolfe
 Charles J. Wolfe Associates, LLC
www.cjwolfe.com



**Emotional Intelligence (EI)
 Everything You Need to Know to Apply EI
 Including Certification in the MSCEIT**

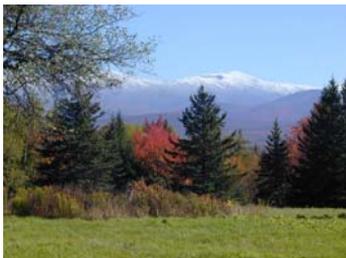
**Explore
 New Pathways**



What is the Emotional Intelligence Workshop

This is a two and half day workshop that utilizes a unique assessment that directly measures peoples ability to identify, use, understand and manage emotions. The workshop focuses on the interpretation, use, and **application** of EI abilities in the workplace. This is a highly informative, energized, practical and motivational program. The program is always customized to meet the needs of participants. Groups are always limited in size to make sure there is time to meet individual needs.

**Envision
 Lofty Dreams**



Who Should Attend EI?

EI is beneficial for everyone in your organization. This program is designed for those who want to succeed and are serious about professional and personal excellence. Research indicates that people who are more intelligent about managing emotions are more effective leaders, have better peer relationships and an increased ability to adapt to change. More and more line executives are joining with human resource professionals to learn about their own emotional intelligence and the emotion roadmap, the unique application methodology developed by Charles Wolfe to help with the transfer of learning to the workplace.

**Establish
 New Beginnings**



Topic Areas Covered

- ◆ **The MSCEIT Assessment**
- ◆ **The Core Abilities of Emotional Intelligence**
- ◆ **The Emotion Roadmap – How to apply EI to:**
 - ◆ **Coaching and leadership development**
 - ◆ **Team building and teamwork**
 - ◆ **Managing change and conflict**
 - ◆ **Performance discussions & talent management**

**Harvest
 New Growth**



The EI assessment is online and easy to navigate. The information assesses individual abilities. Each participant receives a personalized report.

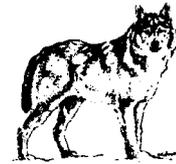
What Are the Outcomes of EI?

At the conclusion participants will be able to:

- ◆ **Understand how to leverage their own EI ability**
- ◆ **Understand how emotional intelligence affects leadership, teams, change and performance**
- ◆ **Understand the impact of EI on business**
- ◆ **How to use the EI assessment**



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Enjoy Yourself!

Topic Areas Covered

➤ **Pre-work:**

- ◆ Take the Mayer Salovey Caruso Emotional Intelligence Test (MSCEIT) and;
- ◆ Chapter on EI & leadership coaching by C. Wolfe

➤ **Day one:**

8:30 Continental Breakfast available

9:00 Mood Meter and Introductions

High-Performance Teams Thru EI Coaching

Introducing the MSCEIT - Receiving Feedback; Your results

~ 12:00 Lunch

Mood Meter and Emotion Management Strategies

A Brief History of EI

The Ability Model In-Depth

Giving and Receiving Feedback

~ 4:30 End of Day 1 formal activities

Available to discuss MSCEIT report

➤ **Day two:**

8:15 Available to discuss MSCEIT report

8:30 Continental Breakfast

9:00 Response to Your Feedback from Day one

The Emotion Roadmap in Depth

Giving Feedback Case #1 – Practice using the MSCEIT

~ 12:00 Lunch (provided)

Emotionally Intelligent Approach to Performance

Discussions & Talent Management

Leadership Coaching Case

~ 4:30 End of Day 2 activities

Available to discuss MSCEIT report

Homework: Come prepared to discuss how you will use what you have learned

➤ **Day three:**

8:30 Continental Breakfast

9:00 MSCEIT Cases 2

10:00 Leadership Coaching Case

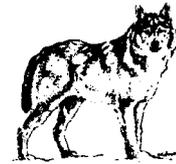
11:00 Applying EI: Participants share goals and receive group feedback using the model

11:45 Next Steps – Appreciation and Close

~ 12:00 Ending & New Chapter



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This workshop is for you if you have ever wondered...

A. How you can use emotions in...

- **Leading your team;**
- **Helping your executives and employees deal with change;**
- **Managing relationships with superiors;**
- **Negotiating with peers, customers and suppliers?**

B. How you can personally use emotions with...

- **Aging parents;**
- **Helping teens become socially responsible young adults;**
- **Keeping relationships healthy with all family members;**
- **Repairing damaged relationships?**

C. How you can deal effectively with others' emotions?

What Results Can You Achieve?

Research validates that emotionally intelligent people are more effective leaders, have better relationships, and more quickly adapt to change.

At the conclusion participants will:

- **Understand the impact of EI on one's business;**
- **Know how to increase emotional intelligence;**
- **Improve how to manage one's own & others' emotions;**
- **Develop a personal plan to apply what they learn.**

Emotional Intelligence is a necessary competency for Leadership:

Jack Welch, former CEO of GE, quoted in the Wall Street Journal, January 23, 2004 said "...a leader's intelligence has to have a strong emotional component. He has to have high levels of self-awareness, maturity and self-control. She must be able to withstand the heat, handle setbacks and, when those lucky moments arise, enjoy success with equal parts of joy and humility. No doubt emotional intelligence is more rare than book smarts, but my experience says it is actually more important in the making of a leader."



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Clients and previous workshop participants' comments follow:

Two business executives describe Chuck's consulting work:

**John Caparella
Chief Operating Officer
Gaylord Entertainment**

"I have had the pleasure of working with Chuck Wolfe for over 15 years. He has provided tremendous assistance and guidance to me when either formulating new teams or trying to enhance work teams in various hotel settings. I continue to work with Chuck presently with his model of Emotional Intelligence and have great confidence on it improving our business in 2004 and beyond. Chuck is a commensurate professional who refreshingly challenges my thinking and helps stretch the organization to new heights."

**Garry Hurlbut
Vice President
Kaiser Permanente Information Technology**

"Emotional Intelligence coaching for the senior leaders and staff had a significant positive impact on their effectiveness. It has improved our relationships with our business customers and our interactions with other internal IT divisions. By understanding the emotional 'landscape,' we are much better equipped to understand and manage our own reaction to events in the workplace and to more effectively understand our business and IT partners' frame of reference. As a result, we are more able to use our training in analytical and design skills to produce more effective solutions with our business and IT partners."

Workshop Participants' Comments

In a couple of unsolicited comments from participants they shared the following:

"It was an awesome experience. The networking and discussions that provided insights into the other participants' worlds was invigorating... Since returning to work, I have shared highlights of the workshop with my colleagues... There is great interest in moving forward once we have a plan in place."

"The model and the roadmap have definitely made a difference for me. I did use the model this weekend ... (and) it put me in just the right frame of mind, and the weekend was conflict free. I do not remember when these same (group) members have been together without conflict. My thanks to you Chuck, for processing that with me."

**Dixie L. Fisher, Ph.D.
Division of Medical Education
University of Southern
California
Keck School of Medicine**

"If you plan to teach others how to use emotional intelligence to improve their lives, Chuck Wolfe's workshop will have you coming away confident and excited...I learned how to apply the model to "real-life" success, and how to teach the model to others. Personally, my success since using emotional intelligence in my relationships has been phenomenal, and I'm delighted that I can now transfer this ability to others."