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Emotional Intelligence Critical Skills for Success Workshop

Explore New Pathways



Envision Lofty Dreams



Establish New Beginnings



Harvest New Growth



What is Emotional Intelligence Critical Skills for Success

This is a two-day workshop that utilizes a unique assessment that directly measures one's 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 energized, practical and motivational program.

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.

Topic Areas Covered

- ◆ The MSCEIT Assessment
- ◆ The 4 Core Abilities of Emotional Intelligence
- ◆ The Corresponding 8 Tasks of Emotional Intelligence
- ◆ Emotions, Feelings & Moods
- ◆ Building an Emotional Vocabulary
- ◆ The Emotional Intelligence Blueprint – How to apply EI to Problem-solving & Decision-making
- ◆ Styles & EI
- ◆ Retention and Derailment
- ◆ Becoming an Emotionally Intelligent Manager

The EI assessment is online and easy to navigate. The information assesses individual strengths and developmental needs in the 4 abilities and 8 tasks of emotional intelligence. Each participant receives a personalized report detailing his or her level of competence in EI.

What Are the Outcomes of EI?

At the conclusion participants will be able to:

- ◆ Gauge personal level of emotional intelligence
- ◆ Understand how emotional intelligence affects performance
- ◆ Understand the impact of EI on business
- ◆ Use EI for retention and to detect potential derailers
- ◆ Develop a plan to improve their own Emotional Intelligence abilities



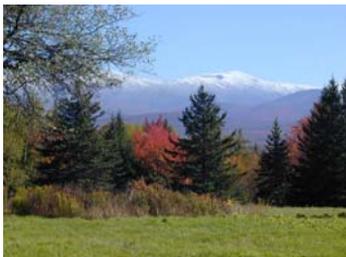
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Topic Areas Covered

➤ Pre-work:

- ◆ Take the Mayer Salovey Caruso Emotional Intelligence Test (MSCEIT) and;
- ◆ Bring with you a meaningful situation involving strong emotions that you have not yet resolved.

➤ Day one:

- ◆ In the morning you learn about EI, what it is and why it is so important that large, powerful organizations have made it a major, core leadership competency.
- ◆ You review how you and others in your group are feeling, how you want to feel, why it matters, and what you can do to influence your feelings.
- ◆ You work through a case study that demonstrates the power and importance of EI and then you receive your assessment scores. The case also introduces the **Emotional Roadmap** – the cornerstone for improving how you manage your own and others' emotions.
- ◆ In the afternoon you learn more about identifying, using and understanding emotions, how this relates to your own scores, and how to apply this knowledge to important situations involving strong emotions.
- ◆ Throughout the workshop you will experience short lectures, group activities, enjoyable games such as emotional poker, emotional scrabble, and emotional real estate and information about how to apply what you are learning.
- ◆ At the end of day one you review your scores and what you have learned and come to the next morning prepared to discuss your learning, questions & plans.

➤ Day two:

- ◆ Devoted to managing your own and others' emotions, the day begins with a review of day one, and then through a very engaging group activity, you learn how communication styles influence managing emotions.
- ◆ Experience the role of communication styles and how they relate to managing yours and others emotions.
- ◆ Apply what you are learning about the role of emotions in a competitive exercise.
- ◆ Learn through case studies the role of EI in retaining employees and keeping yourself employed!
- ◆ In the late afternoon experience emotional real estate, business simulations and a recognition exercise where you end the day telling the group you worked most closely with about your action plans and appreciation for their support.

The Emotional Intelligence Workshop Critical Skills for Success

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."

Previous Workshop Participants' Comments

Win May, M.D., Ph.D.
Division of Medical Education
University of Southern California
Keck School of Medicine

Chuck Wolfe's workshop on Emotional Intelligence (EI) is a definite "must attend" for those who would like to gain a better understanding of the "ability-model" of EI...You will learn about the EI Roadmap, how to use it effectively for success... and how to teach others using this Emotion Roadmap.

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.