



Charles J. Wolfe Associates, LLC

Learn to assess and apply
Emotional Intelligence in the Workplace

Emotional Intelligence (EI) Workshop

Learn practical ways EI can make a
meaningful difference

Includes Certification in the MSCEIT



Mashantucket Pequot Museum & Research Center – Connecticut

November 12-14, 2007

Please join a select group for a **powerful** 3 day experience in the beautiful hills of Southeastern Connecticut. Learn **how to apply** the pioneering theory of emotional intelligence (EI) developed by Dean of Yale College, Peter Salovey, and University of New Hampshire Professor, Jack Mayer.

You, and a limited number of colleagues, will gain personal knowledge about your own EI and the Emotion Roadmap. Chuck Wolfe will help you apply what you learn to improve your professional work and personal life.

The workshop emphasizes **application and is purposely limited to 12 people to make sure your expectations are met**. So please register soon since space is limited and interest is high!

At the workshop, [Charles \(Chuck\) J. Wolfe](#), a leading expert in applying EI to the workplace, will help you use EI to:

- Understand your own EI ability;
- Assess EI in others using the Mayer Salovey Caruso Emotional Intelligence Test (MSCEIT);
- Select, Promote and Coach others;
- Manage change and conflict;
- Build teams and Improve productivity;
- Manage talent and Retain employees.

Along with being certified to use the MSCEIT, you will learn [how to apply the model](#) by using the **Emotion Roadmap** developed by Chuck Wolfe.

How to Register:

You can register on-line at: <http://www.cjwolfe.com/Prod1.htm>

You will receive a registration confirmation via e- mail.

Workshop Fee:

\$2,195/person

Select **CJW1** for early registration (by October 12, 2007) or for registering two or more people from the same organization

\$2,395/person

Select **CJW2** for normal registration

Learn what past participants have said about the workshop:

- ◆ "Able to transfer the learning immediately back to the workplace in highly emotional areas such as performance discussions, dealing with organizational change and team building. The learning in the workshop and the ability to follow up with Chuck was immensely helpful!"
- ◆ "I have been to a number of Emotional Intelligence workshops. If you can only go to one this should be it! ... All of us who attended felt moved by the workshop and left feeling far more knowledgeable and confident in our ability to apply Emotional Intelligence to our lives!"
- ◆ "Dynamic, transformational, life-changing, rigorous, and highly beneficial in both the workplace and at home!"

Two business executives describe Chuck's consulting work:

John Caparella

Chief Operating Officer

Gaylord Entertainment Inc., Florida

"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... Chuck is a commensurate professional who refreshingly challenges my thinking and helps stretch the organization to new heights."

Garry Hurlbut

Vice President of Information Technology

Kaiser Permanente, California

"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."

For a chance to see and hear Chuck speak about the four abilities of EI click on each of the four wolves in the following link.

<http://www.farmval.com/CJW/cjwolfe.htm>

To hear & see a senior leader from AIG talk about his experience being coached by Chuck Wolfe, go to www.cjwolfe.com/aig.avi

Gain knowledge & power from knowing your emotional abilities

People who experience the MSCEIT often feel like a veil has been lifted. It helps them understand why certain strengths they have are difficult for others to duplicate and why some emotional abilities are harder for them than for others. Just like analytical intelligence, the Mayer Salovey Caruso model of EI measures ability and potential. Knowing how you score, what the scores mean, and how it applies to what is important in life is a very powerful learning experience that can lead to more effective performance.

Emotional Intelligence is a major part of the puzzle of human behavior and knowing one's scores and potential can have a significant impact on performance. The lower your scores the more it is important to understand what they mean. You will want to build on compensating strategies and learn how to develop new ones. If you are high in EI this workshop will help you to teach others what you intuitively have been doing and it will increase your knowledge about how to leverage these strengths.

Learning about Emotional Intelligence and the Emotion Roadmap:

We focus on the Mayer-Salovey theory of EI - a unique, powerful, and very useful model. The model includes two major branches and four abilities. The two branches are Experiential and Strategic. The four abilities are identify, use, understand and manage emotions. Following is a somewhat simple explanation of the Emotion Roadmap followed by an example of how you might use the Emotion Roadmap in a business setting.

Identify emotions: The Emotion Roadmap begins by helping to identify emotions you are feeling, and what others are feeling.

Use emotions: The next step is to decide what emotions you want to feel based on what you are trying to do.

What you are feeling reflects your current situation and what you wish to feel is your ideal future state.

Understand emotions: Next the Emotion Roadmap requires thinking about how to get from where you are to where you want to go. This is the understanding emotion part of the model. What do you know about yourself and the key people you are dealing with? What might make you and the others feel the way you want? What do you know about the science of emotions and how emotions work that will help you with your planning.

Managing emotions: The last part of the Roadmap is managing emotions and it involves executing your plan based on what you are able to do and what you are willing to do.

Who Should Attend:

HR Managers & Professionals	Leaders & Managers with Vision
Leadership & Executive Development Coaches	General Managers, Division & Department Heads
Organization Development Consultants	Superintendents, Principals, Counselors & Teachers
Training & Development professionals	University/College Administrators & Faculty
Career Development & Outplacement Counselors	Psychologists, Social Workers

The Location:

The workshop will be held at the Mashantucket Pequot Museum & Research Center: "Southeastern Connecticut's magnificent Native American museum offers a world of discovery and fascination for history, science, nature and art enthusiasts." It is located on Pequot tribal land, which also includes the world-famous Foxwoods Resort. The Museum is separate from the casino. It is a unique environment for a unique workshop, and we are proud of our affiliation with the Museum.

[Directions and Lodging](#)

Daily Schedule:

- Continental Breakfast is available at 8:30 each day and lunch is provided at the Museum
- Day 1: 9:00 AM - 4:30 PM (approx.)
- Day 2: 9:00 AM - 4:30 PM (approx.)
- Day 3: 8:30 AM – 12 Noon

Dress is business casual for all events.

The Workshop features Charles (Chuck) J. Wolfe



Chuck is president of Charles J. Wolfe Associates, LLC a result-driven consulting firm dedicated to improving personal and organizational performance. He and his firm provide keynote speaking, leadership development, executive coaching, team building and organizational development services. Chuck is also an internationally sought-after speaker and has published and been quoted in a number of journals.

One of his key programs, the Emotional Intelligence: Critical Skills for Success Workshop, is currently translated into numerous languages including Spanish, French, German, and Mandarin and is being conducted frequently in North America, Europe and Asia.

Chuck has created a unique methodology, the Emotion Roadmap, to help individuals and organizations achieve high performance. The Emotion Roadmap is applied in organizations through coaching, leader development, managing

change, high performance and teambuilding consulting and workshops. The Emotion Roadmap is featured in a chapter he wrote, "The Practice of EI Coaching in Organizations: A Hands-on Guide to Successful Outcomes" which appears in Educating people to be emotionally intelligent. Ed. By R. Bar-On, K. Maree, and M. Elias (Portsmouth, NH: Greenwood Publishing Group, 2007).

In the 1990s Chuck joined the Mayer, Salovey & Caruso (MSC) team to lead the way in applying the MSC scientific model of EI to the workplace. Chuck and David Caruso co-developed the MSCEIT Certification Workshop.

Chuck and a major client, Kaiser Permanente, one of the world's largest health care providers, are prominently featured in the video, "**Emotional Intelligence**," developed & introduced in May, 2001, by CRM Learning, a leader in producing training media.

Chuck has found unique ways to apply EI strategically for a diverse client base. Recent examples of his speaking, consulting and training regarding Emotional Intelligence follow:

EI and Managing Change:

- Webinar for Council on Education in Management - Unleashing the Power of Your Workforce: Strategically Leveraging Emotions to Dramatically Improve Performance and Productivity -
- Army Management Staff College in Fort Belvoir, Virginia. Taught EI Critical Skills for Success Workshop to leadership faculty.
- Gaylord Palms Resort and Convention Center in Orlando, Florida. Taught Emotional Intelligence Critical Skills for Success Workshop to organizational leaders.
- US Coast Guard and Department of Homeland Security Senior Leadership Forum (Applied to the development of a new culture and team development)
- Gaylord Opryland Resort & Convention Center (Applied to the development of a world class Food & Beverage Department)
- Anthem Blue Cross and Blue Shield (Applied to merger with Wellpoint)

Emotionally Intelligent Performance Discussions:

- Concord Hospital, New Hampshire (performance & talent management)
- Gaylord Palms Resort & Convention Center (Individual & teams)
- Countrywide Finance Presidential Advisory Council, (Sales excellence)

Emotional Intelligence and Executive Coaching Applied to:

- AIG American General (Organizational & individual change)
- Gaylord Entertainment (Change, Performance and Innovation)
- ING (Strategy development)
- Cigna (Team building)
- Kaiser Permanente (Leadership development & succession planning)

Emotional Intelligence in School Districts and Universities:

- University of Pennsylvania, Wharton Graduate Leadership Program (EI and career and leader development)
- MIT Sloan School of Management (Guest speaker EI & Negotiations)
- Yale School of Management (Guest speaker on EI Coaching, team & leader development)
- Oklahoma University: Keynote speaker for Educators & Business Leaders
- South Dakota School of Mines and Technology (Applied to retention of college students and entrepreneurial teams)
- Long Island, New York (integration of Emotional Intelligence and Emotional Literacy throughout an entire school district. This systems approach to EI in schools was done in partnership with Yale University.
- EI and school leadership for The Yeshivah of Flatbush in Brooklyn, NY

Selected Publications

- Charles J. Wolfe and David Caruso, "Emotional Intelligence and Leadership Development" in Leader development for transforming organizations. Ed. by D.V. Day, S. Zaccaro, & S. Halpin (Hillsdale, NJ: Erlbaum, 2004).
- Charles J. Wolfe and David Caruso, "Emotional Intelligence at work," in Emotional intelligence in everyday life: a scientific inquiry. Ed. By J. Ciarrochi, J. Forgas, & J. Mayer (Philadelphia: Psychology Press, 2001).
- Charles J. Wolfe, "Results of Emotionally Intelligent Actions at Kaiser Permanente," Competency & Emotional Intelligence, Summer 2001, Volume 8, No. 4, pp. 25, 26.
- Charles J. Wolfe, "Assessing, Developing, & Coaching Executives Using the MS model of Emotional Intelligence" (London, Linkage Conference, 2000)

His work has been cited in Tom Peters' newsletter "On Achieving Excellence," "Bricker's Bulletin on Executive Education," the American Society for Training and Development's "Management Development Journal" and "Training Magazine."

NEW PUBLICATION

"The Practice of EI Coaching in Organizations: A Hands-on Guide to Successful Outcomes" - 2007

Workshop participants receive a free copy of this chapter via e-mail.

Cancellation Policy: If you cancel more than 3 weeks before the scheduled start, we will refund your money, less a \$395.00 administrative fee. **We regret that no refund for cancellations will be made for any cancellations made three weeks or less before the actual event.** However you may transfer your registration to a member of your organization up to 24 hours in advance of the conference. We reserve the right to cancel workshops up to two (2) weeks prior to the scheduled date. In case of conference cancellation, Charles J. Wolfe Associates' liability is limited to refund of the conference registration fee only. Charles J. Wolfe Associates reserves the right to alter this program without prior notice.

Directions & Accommodations:

I-95 (Exit 92 in Connecticut), to Route 2. Please call 1-800-Foxwoods for additional hotel information regarding other directions and reservations. The closest airport is in Providence, Rhode Island. There are buses from Logan airport in Boston, and a train/bus connection from NYC. If you fly to Bradley Airport in Hartford, you will need to rent a car. There are three hotels to choose from on tribal land. We also provide a list of nearby B&B's and hotels below.

Two Trees Inn: Rustic, quiet, no casino and closest to the museum.

Great Cedar Hotel & Grand Pequot Tower - Both are newer hotels with an active atmosphere that includes gourmet and casual dining, world class shopping and the Foxwoods Resort Casino.

For Further Information contact:

Chuck Wolfe:

phone (860) 658-2737 or e-mail cjwolfe@cjwolfe.com

Other Accommodation Choices

Hilltop Inn

Route 2 (A few miles south of the museum.)
N. Stonington, CT
(877) 965-0500
(860) 535-0400
www.hilltopinnrt2.com

The Inn at Lower Farm

119 Mystic Rd (Rt 201)
N. Stonington, CT
(860) 535-9075
A very nice 4-room B&B. www.lowerfarm.com

Abbey's Lantern Hill Inn

780 Lantern Hill Rd
Ledyard, CT
(860) 572-0483
7 room basic B&B, 1/2 mile from the Museum. (Not all rooms have AC.)

Comfort Suites - Norwich

275 Otrobando Ave
Norwich (Norwich also has the famous Norwich Inn & Spa)
(860) 892-9292
About 20 - 30 minutes away.

Red Brook Inn

Old Mystic, CT
(860) 572-0349
An 18th century B&B.

Mystic has a number of traditional motel properties, and it takes about 30 minutes to get there from the Museum. These motels tend to book early as Mystic is a popular tourist destination. General information on the area can be obtained at www.mysticmore.com or www.mysticchamber.com.

As always, if you would prefer not to be on this mailing list please let me know by **identifying your name and the e-mail address you wish to have removed and putting the word "remove" in the subject area.**

Have a great day!

Warm regards,
Chuck Wolfe

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