



MAXIMISING EMOTIONAL INTELLIGENCE

Confidence | Performance | Influence

Attend and Learn how to:

- Read, interpret and manage emotions: yours and others
- Improve the way you motivate and inspire others to achieve better outcomes
- Be aware of cognitive biases and how they affect your thinking and performance
- Build empathy maps to improve customer and supplier relationships
- Identify the impact of EQ on job performance

THIS PROGRAM WILL EQUIP YOU WITH THE TOOLS AND SKILLS TO
ACHIEVE THESE OUTCOMES

Research has clearly demonstrated that excellence in Performance and Influence is so much more than knowledge and IQ. This innovative program, through introducing the latest in neuroscience, provides you with the knowledge and skills to improve your own performance and increase your effectiveness as a leader. It is brought to you by The Right Mind, a multiple award winner for Training Innovation in Australia.

Key topics in the program are:

- Understanding the key components of emotional intelligence (through analysis of your own MSCEIT report)
- Recognising the primary role of EQ in managing other multiple intelligences
- Recognising the role of emotions in our responses to events and how to manage
- Recognising biases and how to combat them
- Recognising and applying the three forms of empathy

The skills you will take away from this program are:

- Applying emotional intelligence to achieve better outcomes personally and organisationally
- Using your emotions for improved decision making
- Improved engagement with staff and customers
- Improved performance under high pressure and stressful situations
- How to create an action plan focused on developing your Behavioural EQ

“Men are disturbed not by events, but by the views which they take of them.”

Epictetus, around 2,000 years ago!

