

DEVELOPING

# Emotional Intelligence

ONE-DAY SEMINAR



Learn how to interact, communicate and collaborate successfully with all types of people

## Take a peek at just some of what you'll learn:

- Gain revealing insights into what compels people to act the way they do
- Work more effectively with others — even difficult, high-strung personalities
- Learn to keep your emotions in check and help coworkers do the same
- Become more confident when interacting with colleagues, team members and superiors
- Determine your current level of emotional intelligence
- Defuse tense situations, mediate conflicts and improve relationships
- And much, much more!

See pages 4-5 for your seminar agenda!



EXPRESS CODE

**916270**

- Enroll Today
- [pryor.com](http://pryor.com)

This course qualifies for continuing education credits. See details on page 6.

 **FRED PRYOR SEMINARS**

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P.O. Box 738002  
Dallas, TX  
75373-8002

# 5 POWERFUL **benefits** YOU'LL GAIN

## 1 **Enjoy greater buy-in and cooperation from others**

Use the skills you've mastered here to persuade your coworkers, colleagues and team members to zero in on shared goals, work together more closely to achieve them and manage conflicts and disagreements more productively.

## 2 **Achieve greater control over your own emotional reactions**

Everyone suffers from emotional overload at some point — but we'll show you how to recognize when irrational thinking or negative beliefs are taking over, and give you proven tools you can use to quickly get your emotions under control and your thoughts back on a positive track.

## 3 **Increase your own personal productivity**

If you tend to feel overwhelmed when too many projects are “due yesterday” and get frustrated when responsibilities begin to pile up, this course will give you breathing room! You'll learn how to step back, take your emotional state out of the mix and use rational, positive thinking to adjust your attitude, calm down and take on your workload with renewed energy and smart prioritizing.

## 4 **Learn to problem-solve like a pro**

Conflicts and problems go hand in hand — when problems arise, conflicts over how to solve them are never far behind. This course will give you a variety of problem-solving techniques and tools to help you mediate conflicts, help others rein in their emotions and deal with all types of workplace issues.

## 5 **Be recognized throughout your organization as someone who is strong, confident and capable**

By powering up your emotional intelligence, you will become a person who others think of as a calm, influential leader, able to handle any situation with quiet confidence. You'll earn the recognition and respect of your peers and get on track for promotions, advancement and career success.

## **A special MESSAGE for managers and supervisors**

If you'd like your people to become more effective communicators, solve problems more easily, work together and support each other, this seminar is a perfect fit. Participants will learn to manage their emotional reactions to various situations, use empathy to better understand where others are coming from and send clear messages — both verbal and nonverbal — that are readily understood.

As a result of this training, you can expect to see less procrastination and heel-dragging, more collaboration and cooperation and greater accountability. Productivity and performance will show marked improvement, as will attitudes, workplace commitment and job satisfaction.

Think about this seminar as a one-day investment that will produce spectacular long-term results in your people, your department and your organization. You'll be absolutely amazed at the changes you'll see!

## Sign up now for one of the most powerful, transformational seminars you'll come across!

If you're looking for a way to improve your relationships across your organization, understand how and why others behave the way they do and achieve greater success in all your job-related endeavors, this seminar is one you don't want to miss.

Unlike your IQ, which is set by the time you are a teenager, your emotional intelligence (EQ) can be improved upon throughout your lifetime. When you attend **Developing Emotional Intelligence**, you'll gain the knowledge and skills you need to transform the way you interact with and respond to others.

### You will discover how to:

- Evaluate your current level of emotional intelligence
- Identify your communication strengths and weaknesses
- Overcome personal beliefs that might be holding you back
- Understand how your emotions affect others — and how their emotions affect you

Once you put what you've learned into practice, you'll be astonished at how much easier it is to build stronger workplace relationships, keep projects and workflow moving smoothly, work more effectively with diverse personalities, understand what motivates others — and enjoy greater success and satisfaction in your work.

This course will help you increase your ability to positively influence others, become a more intuitive leader and develop mutually beneficial relationships with all kinds of personalities.

### How does emotional intelligence correspond to workplace success?

Studies have shown emotional intelligence can have a profound effect on a person's ability to create more rewarding, collaborative and satisfying workplace relationships. This, in turn, leads to greater productivity, reduced stress and anxiety, higher levels of performance and a greater sense of teamwork and camaraderie — all critical components of a successful, productive workplace.

When companies hire based on emotional intelligence competencies — such as initiative, self-confidence and leadership — turnover rates drop, productivity levels rise and profits tend to increase.

## Super effective for team environments!

If your organization depends on teams to get things accomplished, this seminar is a can't-miss opportunity for dramatic improvement! Team dynamics depend on high levels of emotional intelligence, and what you learn here will give you the skills, tools and strategies to help any team function more effectively.

### Team dynamics

DEPEND ON

high levels  
OF emotional  
intelligence...

You will learn to communicate more openly, deal constructively with resistance and disruptive team behavior and understand the triggers that spark both positive and negative reactions. Whether you are a team leader or a team member, the skills you'll master will make team meetings, projects, presentations, discussions and collaboration that much easier.

# Seminar AGENDA

## WHAT **You** WILL LEARN:

### The definition of intelligence

- How to define intelligence: What determines a high IQ?
- Key characteristics of emotional intelligence

### Self-awareness and emotional intelligence

- Your personal style and how it affects your relationships with others
- Extrovert, introvert, thinker, feeler — Where do you fall among these four commonly recognized personality traits?
- How do your preferences impact your effectiveness with other people?
- Self-awareness: the first key step in developing a higher EQ
- The Self-Assessment Checklist will help you determine your current emotional intelligence
- The undeniable benefits of improved emotional intelligence
- How to seek feedback to improve your self-awareness

### Self-control and managing emotions

- How your right brain and left brain work together — and against each other — to affect your emotional reactions
- Leadership and emotional intelligence: how they are related
- Beliefs and their incredible effect on your emotions and behaviors
- How to handle irrational thinking and overcome negative emotions

### Attitude and motivation

- Techniques to identify your opportunities to grow and move forward
- Attitude, ability and motivation ... how emotions affect them all
- How to use motivation to overcome the negative thoughts that hold you back
- Maslow's Hierarchy of Needs Motivation Model — What's affecting your aims and drives?
- Optimism and pessimism — the role they play in your successes and failures
- Attitude adjustment: how to change your attitude from negative to positive (it can be done!)
- SMART goals and how they help you grow professionally and personally



CHECK-IN: 8:30 a.m. – 9:00 a.m.  
PROGRAM: 9:00 a.m. – 4:00 p.m.

### Social competency: Enhance your ability to understand and influence others

- The importance of empathy in communicating, understanding, listening, establishing rapport and relationship building
- The role of establishing rapport in building relationships
- Are you politically aware? Political savvy and its place in your professional success
- Keys to communicating effectively with all types of personalities
- How to master the art of listening and hear what's not being said
- Body language: how your nonverbal cues affect the message you're trying to send — and how to interpret what others are saying with their body language
- How to adapt your voice to convey the message you really mean
- Ways to use EQ for team-building: competencies of high-performing teams and their members
- Dimensions of emotional intelligence: an action plan for the future

# WHAT TO Expect

## Our 100% guarantee means you've got nothing to lose!

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident this seminar will provide the tools to develop and improve your emotional intelligence. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free!*

## Free Digital Resources for Every Participant



Your registration includes a variety of seminar resources that highlight pertinent information. These materials are offered digitally—making learning interactive and easily accessible. Reference these materials time and time again to recall key points and problem solve.



This seminar is sure to fill quickly — and there are only so many seats available! Visit us on the web at [www.pryor.com](http://www.pryor.com) to guarantee your spot!

## Don't wait to enroll!

## Registration Information

**Enroll Today!** Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

**Quick Confirmation!** To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

## Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

## Please Note

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.pryor.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- You will receive a Certificate of Attendance at the end of the program.

## Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 6 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

## Tax Deduction

If the purpose of attending a Fred Pryor seminar is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

## Continuing Education Units (CEUs)

Fred Pryor Seminars offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. **Questions or concerns should be directed to your professional licensing board or agency.**

## Continuing Professional Education (CPE)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have the final authority on the acceptance of individual course for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.nasbaregistry.org](http://www.nasbaregistry.org). Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 6 CPE credits.

## HRCI Recertification Credits (HRCI)

This program has been approved for recertification credit hours through the HR Certification Institute. For more information about certification or recertification, please visit the HR Certification Institute homepage at [www.hrci.org](http://www.hrci.org). This course qualifies for 5.5 HRCI recertification credits.

## Professional Development Credits (PDCs)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning are recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). This program is valid for 6 PDCs. For more information about certification or recertification, please visit [shrmcertification.org](http://shrmcertification.org).

## Completion & Continuing Education Certificates

To obtain a certificate documenting your completion and/or CEU, CPE, HRCI, PDC credits, please visit [www.pryor.com/certificate](http://www.pryor.com/certificate). Certificates will be available 10 days after your event has ended.

## Onsite Training Solutions

### Get the Results You're Looking For!

Bring our powerful, high-impact training programs to your organization and show your employees you're serious about their professional growth and achieving critical organizational goals and objectives.

### Choose From Over 150 Courses!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting and intriguing!

### Tailor the Training to Meet Your Specific Needs!

We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues and scheduling concerns.

### Maximize Your Training Budget!

Onsite Training allows you to train work groups, teams and entire departments for less than the cost of traditional public seminars or other training options. Give your staff the skills, knowledge and confidence they need to meet tough workplace challenges head-on, realize their full potential and perform at their peak.

For a free consultation, visit us online at [pryor.com/onsite](http://pryor.com/onsite) or call us at **1-800-944-8503**

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- Fax to 913-967-8849
- Mail your registration

**1**  **YES!** Please register me for *Developing Emotional Intelligence*, a one-day seminar. Group discounts available; see page 6 for details.

**2 IMPORTANT!** Please fill in VIP number as it appears on the address label.  
VIP \_\_\_\_\_ ( \_\_\_\_\_ )  
IF AVAILABLE

**3 ORGANIZATION INFORMATION**  
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City: \_\_\_\_\_ St: \_\_\_\_\_ ZIP: \_\_\_\_\_  
Tele: \_\_\_\_\_ Fax: \_\_\_\_\_  
Approving Mgr's Name  Mr.  Ms. \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Email Address: \_\_\_\_\_  Business  Home

**4 QUICK CONFIRMATION**  
 Please email or fax my confirmation to me within 48 hours.  
My email address or fax is: \_\_\_\_\_

**5 NAMES OF ATTENDEES** (Please list additional names on a separate sheet.)

**#1 Attendee's Name**  
Mr.  Ms.   
Job Title \_\_\_\_\_ City Event # \_\_\_\_\_  
# 2  
Email (required): \_\_\_\_\_  Business  Home

**#2 Attendee's Name**  
Mr.  Ms.   
Job Title \_\_\_\_\_ City Event # \_\_\_\_\_  
# 2  
Email (required): \_\_\_\_\_  Business  Home

**6 METHOD OF PAYMENT** (Payment is due before the program.) Please make checks payable to Fred Pryor Seminars and return form to: P.O. Box 738002, Dallas, TX 75373-8002. Our federal ID# is 92-2053228 (FEIN).

Please add applicable state and local tax to your payment for programs held in Hawaii (4.166%; plus applicable county surcharge), South Dakota (6.5%) and West Virginia (6%; plus applicable local tax).  
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 Check # \_\_\_\_\_ (payable to **Fred Pryor Seminars**) is enclosed.  
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