

Educational Services related to

**Redefining Personal & Professional Competence using your
Emotional SMARTS[®]**

Abstract for the two – day workshop

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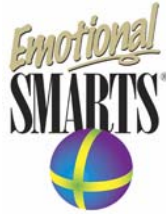
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A quote from Time Magazine says “IQ (intellectual intelligence) gets you hired but EQ (emotional intelligence) gets you promoted.” Terms of reference have changed around what constitutes business competence. Today’s business professionals need to integrate their intellectual intelligence with their emotional intelligence to make positive things happen for themselves, their families, their companies and others they care about.

This powerful, encouraging and insightful workshop assists participants to identify their strengths and weaknesses in the area of emotional intelligence. When we are emotionally smart, we are both willing and able to take responsibility for our psychological wellness as we manage change - change in our workplace; career; family structures; relationships; social structures; health, wellness and aging. Being emotionally smart is at the foundation of being able to function productively and positively in areas such as leadership, team building, customer sales and service, negotiation and managing conflict.



WORKSHOP OUTCOMES: At the end of two days, participants should be able to:

1. Describe the phases of growth necessary for organizations, departments, or even personal relationships to go through in order for them to be vibrant, productive, progressive and positive
2. Identify one's demographic status and expectations, and how where they are positioned, affects their attitudes, expectations and behaviours
3. Evaluate their proficiency in the 4 major cornerstones and 16 different characteristics of the emotional intelligence model, trademarked as "Emotional SMARTS[®]"
4. Analyze how business, personal and societal trends; thinking styles; and gender difference influences one's emotional intelligence in terms of relationship building; task completion; problem solving and decision making; negotiation and conflict management
5. Examine case studies to identify examples of individuals demonstrating their emotional intelligence in a variety of work and personal situations
6. Assess what they can do immediately after the workshop in terms of keeping themselves emotionally smart in their self management and relationships with others – both internal and external to the organization.

From an overall perspective, this workshop helps people take responsibility for their psychological wellness as they manage change, challenges and potential conflict in both their personal and professional relationships. In accepting this responsibility, participants identify and actively participate in their own growth and development. As a result, participants should be able to more effectively contribute to their workplace, home and community structures with the goal of having these areas become even more productive, prosperous and pleasurable places in which to work and live.



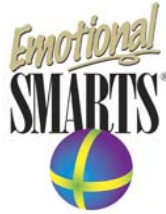
LEARNING METHODS AND VALUE ADDED ACTIVITIES:

This workshop is reflective, participative, thought provoking and fun so come prepared to leave unproductive attitudes and behaviours behind. The course content was created using adult learning principles and there is ample opportunity for individuals to work individually, in team, or in large groups.

In addition to the seminar binder, participants will be provided with a Self-Scoring Profile which enables them to identify their skill proficiency with regard to the Emotional SMARTS[®] model. This educational tool is for one's own personal learning and it does not have to be shared with anyone else – internal or external to the workshop. As well, participants are given a copy of the Emotional SMARTS[®] book which provides tips and techniques on how to improve one's emotional intelligence and obtain greater results for one's time, money, energy, resources and talent.

Individuals and organizations benefit in powerful ways from attendance at this workshop. Participants can expect to benefit through:

- A. Improved self-confidence and a greater sense of control over their personal and professional achievements
- B. Improved inter-personal relationships with authority figures, peers, subordinates and family members
- C. Greater self-awareness and self-management skills, particularly when faced with change, challenge or conflict
- D. Knowledge and skill development relating to leading edge research in the area of emotional intelligence.



Organizations can benefit though employees who are able to:

- a. Demonstrate greater leadership skills
- b. Constructively manage the human side of change and uncertainty
- c. Describe personal, societal and business trends that could affect product and service delivery
- d. Acknowledge the value of diversity in how individuals approach task completion; relationship building; problem solving and decision making; negotiation and conflict management
- e. Recognize methods of emotional self-management and impulse control in order to contribute more effectively to the team and organization.

This workshop receives outstanding reviews from a wide variety of diverse individuals from within high expectation organizations. It is often customized to address unique client needs and we are delighted with the response we receive from participants and organizational leaders on its success within their organization.

The Presenter: Dr. June Donaldson is a Calgary based expert in the area of emotional intelligence with her work and trademark, known as “Emotional SMARTS[®]”, distributed internationally. She is a certified Mediator and Arbitrator having taken her education through the Alberta Arbitration and Mediation Society. Dr. June receives outstanding reviews on her work and over the years has received many recognitions and Board appointments. To learn more about her broad range of educational tools and seminars; conference presentations, or leadership retreats, please contact us at 403 287 2244 in Calgary, Alberta, Canada. Thank you!.