

# Emotional Intelligent Managers



**Outline:** The 3 day workshop looks at the strategies and applications for working in a world of change management and maximising the potential of the staff team.

**Aim:** The ability to thrive in the accelerating world of change and uncertainty.

<p><b>Agenda:</b></p> <ul style="list-style-type: none"><li>• Emotional side of business success</li><li>• Learned optimism – see the doughnut not the hole</li><li>• Controlling negativity – talk yourself out of defeat</li><li>• Art of letting go &amp; anger control</li><li>• Complex decision making &amp; emotions</li><li>• Surveying the emotional landscape – increasing sensitivity</li><li>• Investing in understanding before being understood</li></ul>	<ul style="list-style-type: none"><li>• Empathy and developing trust – get what you give</li><li>• Building stress immunity</li><li>• Surviving company politics – navigating the dark side</li><li>• Assisting difficult customers for continuous improvement</li><li>• Healing the wounds of change &amp; valuing and managing diversity</li><li>• Conflict resolution – resolving to resolve</li><li>• Planning for later :what we do now leads to where we will be</li></ul>
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## **Presented by Catherine Logue**

*Catherine has been involved in the business sector for 40 years. Working in the training sector she shares her experiences and workable applications with her participants. She delivers nationally accredited courses as well as designing and delivering workshops for the corporate sector. Her talent in facilitation has seen her present overseas in Los Angeles, Montreal, Auckland and Las Vegas. Nationally her clients include Australia Post, Dept of Transport, University SA, University Adelaide, PMA Australia, PMA International, IPI USA, ESCOSA, Southern Health, City of Tea Tree Gully, Pacific National and Haigh's Chocolates..*



## **Presented by Helene Bentley**

Helene has been conducting training for the past 18 years, both in Australia and South Africa. She holds her Diploma of Vocational Education Training and Training Design & Development. She is a competent author and instructional designer. Helene also lectures in law studies with University of SA. Her talent to offer participants practical examples and case studies has ensured the training is maximised for the business operation.



For further information or course requirements please email: [di@trainingforlearning.com](mailto:di@trainingforlearning.com)