

PRACTICAL PRINCIPLES FOR MANAGING EMPLOYEES

Enhancing Your EQ

The highly acclaimed seminar that provides real world insights to help you read, understand, manage, and use the hidden information that emotions convey



Challenged by emotional outbursts? Unable to overcome resistance to your good ideas? Are there times when it would be helpful to know what your coworkers were thinking?



**You need
Enhancing Your EQ
— Practical
Principles for
Managing
Employees.**

Think your emotional intelligence is a score on a paper and pencil test that somehow predicts your ability to succeed? Think again. Emotional intelligence is the ability to

recognize, understand, manage, and use emotions and their associated energy and information to further goals and agendas. Yet most of the popularly available information on the subject describes the behavior of emotionally intelligent people and fails to provide tools that can improve your skill. This seminar fills the gap. In one enjoyable day, we give you plain language tools and real world insights to help you read, understand, and work in smarter ways with

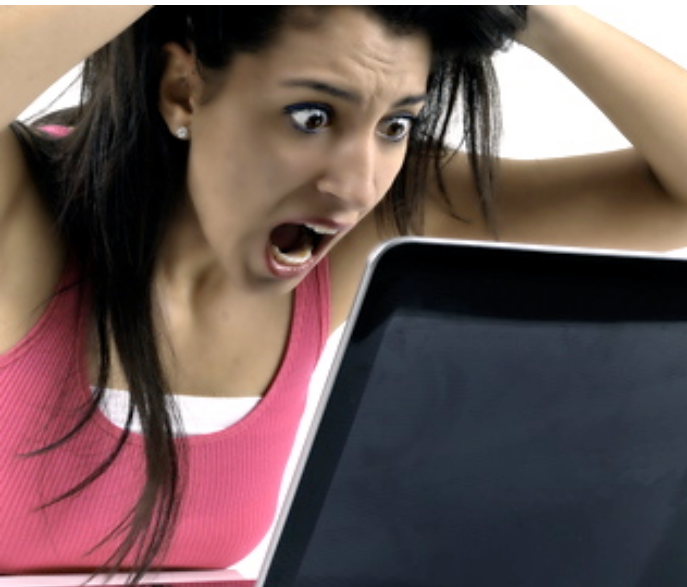
the emotional fabric of the workplace.

Register for the next class shore up your current knowledge and gain important information few people have — all in a practical format you can use right away.



“Very Knowledgeable instructor. It will help in communicating information effectively and in understanding all that is behind employee reactions.”

Vice President, HR



Here are just a few of the companies that have sent employees to this seminar

Verizon Wireless ◀ UT Physicians ◀ City of Houston ◀ Chevron ◀ Sterling Bank ◀ Houston Country Club ◀ CenterPoint Energy ◀ KFC ◀ Woodlands Hospital ◀ Harris County Flood Control District ◀ Nalco Company ◀ Valero Energy Corporation ◀ MD Anderson Cancer Center ◀ Freeport LNG Development ◀ Upper Trinity Regional Water District ◀ Davita ◀ Hercules Offshore ◀ Halliburton ◀ Weatherford International ◀ Jacuzzi Brands ◀ Hess ◀ World Healing Center Church ◀ Cabot Oil & Gas Corporation ◀ HMBI ◀ Raffa ◀ Whole foods ◀ The MASH Program ◀ Quanex ◀ Klein Independent School District ◀ Arruth ◀ Member's Choice Credit Union ◀ Colonial Savings ◀ W.O.W Consulting Group ◀ Seneca Resources ◀

Brinker ◀ G & A Partners ◀ Prime Communications ◀ Plains Exploration and Production Company ◀ Kelley Services ◀ Academy Sports and Outdoors ◀ Koch Supply and Trading ◀ Manhattan Construction ◀ Expo Chemical ◀ EOG Resources ◀ The Center ◀ Primeway Federal Credit Union ◀ Personnel Decisions International ◀ CU People, Inc. ◀ Strategic Employer Services ◀ The Tribune Company ◀ Alliance Data Systems ◀ EHRA Inc. ◀ Insperity ◀ Autism Treatment Centers of Texas ◀ Kaiser Permanente ◀ Memorial Hermann Healthcare System ◀ NovaStar Financial ◀ The Toro Company ◀ University of Phoenix ◀ Oregon Center for Applied Science ◀ Freddie Mac ◀ Diversco ◀ FedEx ◀ Jenkins and Gilchrest ◀ Haggard Clothing Company ◀

Enhancing Your EQ

The Content

WONDER IF

ENHANCING YOUR EQ IS RIGHT FOR YOU? TAKE THIS SIMPLE TEST...

True or False?

- People sign off on a proposal because of the numbers. Managing the emotions of others is not useful when selling ideas to internal clients.
- Feelings and thoughts are not related. You can get a good picture of what is going on by listening to what people say and ignoring subtle indicators of feeling that most do not see.
- Listening over and over to same story from someone builds the relationship. A burden shared is half a burden.
- There is not much that you can do about getting your hot buttons pushed.
- Having a strong feeling about something always means you are right.
- Shaping the emotional context of a meeting is not something successful people consider.
- Creativity, productivity, openness and access to new ideas are not impacted by how you feel.
- Successful management of workplace emotions to advance goals and agendas is a skill that people in business usually receive in their upbringing and education.

All are false. Learn the rules and principles that govern the interrelatedness of thought and feeling — and powerful tools for managing emotions. Register for Enhancing Your EQ today.

PARTIAL SEMINAR AGENDA

(9AM to 4:30PM)

ENHANCING YOUR EQ: PRACTICAL PRINCIPLES FOR MANAGING EMPLOYEES

- Head and Heart - what 2500 years of philosophical and scientific exploration teaches us about emotions
- Most of what is known about emotions has been discovered in the last 20 years: key conclusions of emotion research and what it tells us about managing the workplace.
- Emotion and its relation to persuasive credible arguments
- Seven (7) hidden principles that govern our emotions, our thoughts, and our human nature
- The nine (9) ways emotions are generated
- Emotional mistakes in the workplace and their impact
- Five (5) tools for managing personal emotions for greater productivity
- Feelings, whoa, whoa, whoa, feelings. Emotional triggers and their management
- Loss and its predictable consequences
- A four-step counseling process to keep emotions from spinning out of control
- Subtle signs and signals - How to read what you need to know when people try to hide it
- Three (3) powerful leadership techniques for managing the emotions of others
- Wrap up



DALLASHR
Advancing the value of HR.

Enhancing Your EQ Attendee Reviews

Actual quotes from attendees like you

Great tools to implement in the workplace with my colleagues. I will be able to control my emotions better and help others with their emotions.

Industrial Relations Advisor

Excellent class. The material put emotional intelligence in perspective. The material gives “how to” more than “what it is”! Thanks!

Diversity Development Specialist

Well done. Instructor knows the subject matter very well. Kept it very interesting.

President

It provided me with the tools to address current conflicts in my work environment involving several employees.

Professional Development Manager

Some of this seems like common sense, yet when we hear it, we realize that we haven't thought it through like this before. Great perspective!

Payroll and Benefits Specialist

I gained tools that are readily applicable in my day-to-day management and employee interaction.

Sr. HR Generalist

It will help me achieve win-win outcomes. It will also help me to defuse emotional situations. It will help me retain my professional posture during emotional situations.

HR Director

I really enjoyed the day. It was good reinforcement of the ideas that I use and rely on heavily. The tools were very practical and certainly in line with my training as a psychologist. Thank you!

Learning and Development Consultant

Concise. Delivered a lot of information on the emotional intelligence topic in a useable fashion.

Business Consultant

Very useful in today's workplace environment.

Benefits Director

It will impact the way I interact with my customers and how I view information brought to my attention.

HR Generalist

“Interesting topic that has not been discussed very often. Offers unique insight. An additional tool in the HR tool box.”

Associate Superintendent



Who should attend

Executives, Directors, Managers, and Supervisors ● HR Practitioners wanting to improve their ability to understand and use the information emotions convey ● Anyone with HR responsibility wanting to improve workplace effectiveness



Enhancing Your EQ Your instructor

About Your Instructor —

Jim Vance, SPHR is a former Human Resource Director and Training Director who came from an engineering and operations background. He has served as a top presenter for a national seminar company and is a speaker, trainer, and consultant who has addressed business audiences in over thirty states. He regularly presents seminars on a variety of HR topics, including Relationship Management, Guiding and Leading the Change Process, and HR 101. Vance is also a Master Practitioner in neurolinguistic programming, and a trained hypnotherapist who provides valuable insight into the principles that govern emotions. He is coauthor of the books *Magnetic Leadership* and *Human Resource Strategies that Work*, and has been featured with Ken Blanchard in the anthology *Speaking of Success*. He is president of Advanced Business Resources, a Houston-based management and communication training company.



About DallasHR

The Dallas Human Resource Management Association is a not-for-profit professional organization representing a broad spectrum of the Greater Dallas business community. An affiliate of the 250,000 member Society for Human Resource Management, DALLASHR is one of the largest chapters in the nation. DALLASHR has earned SHRM's Superior Merit Award every year since its inception, and is a winner of the prestigious Pinnacle Award.

When, Where, How Much

- ◆ March 28, 2014
- ◆ 9:00 AM to 4:30 PM
- ◆ Check in begins at 8:15 AM
- ◆ Consult www.dallashr.org for seminar location
- ◆ Participant manuals, breaks, catered lunch provided
- ◆ Reservations required
- ◆ Register early, space is limited
- ◆ Full seminar — \$300 members, \$500 non-members



This seminar has been pre-approved by the Human Resource Certification Institute for 6 general credit hours toward SPHR recertification or 6 credit hours toward PHR certification.

