

EXECUTIVE DEVELOPMENT PROGRAM

MARCH 13, 2013
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PUBLIC \$995
UD ALUMNI \$945
PARTNER \$870

THE HEART OF LEADERSHIP: HOW LEADERS ENGAGE WITH EMOTIONAL INTELLIGENCE

Emotional intelligence separates the great leaders from the mediocre ones. We can all recall a time when someone reacted in a way that seemed less than ideal.

Smart people can not only fail at inspiring and motivating teams, they can destroy interpersonal goodwill. Not everyone is a natural leader, but anyone can engage the emotions of others using emotional intelligence. Emotional intelligence is the capacity for recognizing our own emotions and those of others, for motivating ourselves and others, and for managing emotions in ourselves and in our relationships.

In this program, Melvin will present on the importance of emotional intelligence and the Emotional Intelligence Model which includes, Personal Competence (Self-Awareness and Self-Management) and Social Competence (Social Awareness and Relationship Management.) By mastering emotional intelligence, you will be able to improve relationships which in turn improves performance and results.

Participants will practice applying this critical skill through activities and exercises. You will leave this program with new knowledge and greater awareness of how to be a more emotionally intelligent leader.

THIS PROGRAM WILL HELP EXECUTIVES:

- Understand the principles of emotional intelligence and the importance of being an emotionally intelligent leader.
- Utilize the emotional intelligence competency model to improve relationships and performance.
- With the development of emotional intelligence through a process of intentional change.



Melvin Smith, Ph.D.

Melvin Smith, Ph.D., is an Associate Professor in the Department of Organizational Behavior and Faculty Director of Executive Education at the Case Weatherhead School of Management. He received his Ph.D. in Organizational Behavior and Human Resource Management from the University of Pittsburgh's Katz Graduate School of Business. Melvin also holds a B.S. degree in General Management and Accounting from Purdue University and an MBA in Marketing from Clark-Atlanta University.

Melvin's research and teaching focus on leadership and emotional intelligence in the workplace, as well as social exchange relationships, social networks, and the development and use of human and social capital in organizations. In addition, he has served as a visiting professor at ESADE Business School in Barcelona, Spain where he co-taught a senior executive education course on emotionally intelligent leadership.

Prior to completing his doctoral work at the University of Pittsburgh, Melvin spent over fifteen years in a series of sales/marketing management, and organization development positions with a number of Fortune 500 companies including IBM, Pepsi-Cola, and H.J. Heinz. Melvin has also provided training and/or consulting services to a number of organizations including Alcoa, Booz Allen Hamilton, Dealer Tire, Fifth Third Bank, H.J. Heinz, McKinsey & Company, NASA, PNC Bank, Progressive Insurance, as well as a number of trade associations.