

## PROFESSIONAL DEVELOPMENT PROGRAMS

SEPTEMBER 15, 2015

8:30 AM–4:30 PM

# EMOTIONAL INTELLIGENCE: BECOMING MORE EFFECTIVE IN REACHING OTHERS

Emotional intelligence (EI) and the impact it has on the personal and professional success of individuals has become one of the most talked about concepts over the last several years. This session provides an in-depth look at the domains and competencies of the Emotional Intelligence model, which will improve your ability to affect change in yourself and others.

Participants will learn how to recognize and identify emotions that drive behaviors. Once identified, participants will learn how to manage those emotions to be effective in personal and professional interactions. The key takeaway is how to positively influence a challenging situation or personality. Additionally, participants will learn about negotiation, power, influence, teamwork, development, and service orientation.

## THIS PROGRAM WILL HELP LEADERS:

- Describe how your personality style influences your coaching style.
- Use an analysis tool to identify the root cause of the performance issue.
- Demonstrate the first step of the coaching conversation.



**Abel Hernandez**

*Abel Hernandez has more than 30 years of leadership, management, corporate and career coaching, emotional intelligence, problem-solving and decision making experience. He is currently employed as the performance management specialist for the Dayton headquartered company CareSource. In his position, he guides the company in the development of performance management philosophy for all employees, is a corporate and career coach and is responsible for leadership education and training.*