



Emotionally Intelligent Leadership

This workshop supports participants to recognise and accept people as individuals and to embrace the many benefits of different personalities and the strengths each personality type brings to the team.

The core message 'Don't Get Mad ... Get Curious' is a simple but powerful strategy that demonstrates the accountability of each individual for the results they get in life.

An awareness of habitual behaviour patterns, of how body language and tone of voice dramatically impact on the success of any communication, is key to developing the ability to change those results. Additionally, picking up on what's happening with others is essential to the creation of a good working environment.

Challenging, fun and highly interactive, the aim of this workshop is to give participants a different perspective on how they view their situation in life, to assist them to own their part in creating current results and to provide concrete strategies to support them to get better results.

At the completion of this workshop, participants will have:

1. Developed a greater awareness of their own emotional intelligence and how to use this awareness to better effect in their leadership roles
2. Recognised their ability to adapt their leadership style to different situations and different individuals
3. Determined concrete strategies to inspire and lead their teams, especially in a climate of change

PART 1 - FOUNDATION SKILLS FOR LIFE

- The four learning styles and why every leader should know them
- The tragic consequences of 'Pointing The Finger of Blame'
- The reason people see things differently and how to work with that
- The Tree - a simple and effective way to grow your vital Foundation Skills
- Accountability: our actions determine the results we get
- The OK Not OK Matrix

PART 2 - PERSONALITY PROFILING

- Expand your understanding of why people do what they do
- Embrace the differences and see the benefits to your team

PART 3 - THE COMMUNICATION CODE

- The one thing people say they do, but rarely do
- Understand the real meaning of assertive communication
- Why words are not the meaning of your message
- One play on words which totally alters what you thought you said
- Three ways your communication changes under stress

PART 4 - FEEDBACK IS YOUR JOB

- Why performance issues can be difficult to address
- An effective feedback model that delivers your message clearly
- Inspire your people; catch them doing something right, then tell them. Praise, so easy to do yet not often done.

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