

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/2144

Developing Your Emotional Intelligence

Leverage emotional intelligence training to position yourself for personal, team, and organizational success

Without strong and effective relationships in business, today's fast-paced, team-based and global work environments can't function with peak efficiency. Maximum results will not be achieved. Emotional Intelligence (EI) competencies are at the heart of effective workplace relationships and productivity. Today we use EI as an integrated set of skills that underpin highly effective, fast-reacting and innovative organizations.

This emotional intelligence seminar emphasizes the practical application of EI concepts rather than just focusing on theory. Through your active participation, you will learn and practice the EI skills that are the core of achieving personal awareness, connecting with others, managing stress, engaging healthy conflict and collaboration, and exhibiting resilience and optimism.

How You Will Benefit

- Recognize and consciously use emotional data that shapes your professional behavioral responses
- Identify and manage emotional behaviors that impact your work-based relationships and situations
- Integrate empathy to promote strong team player attributes and communication
- Apply emotional insights to decipher and better manage yourself within the organization
- Implement emotionally intelligent insights to improve personal decision making and professional contributions

What You Will Cover

Expanding Emotionally Intelligent Personal Awareness

- Identifying and naming emotions and their levels of intensity
- Analyzing emotions from their cognitive and physiological manifestations
- Recognizing emotional igniters and applying emotionally intelligent regulation strategies

Developing Relationships and Personal Impact through Emotional Intelligence

- Identifying the impact our emotional intelligence has on connecting with others
- Applying emotionally intelligent communication skills to relationship

- building and maintenance
- Practicing listening skills that build and maintain empathy

Demonstrating Emotionally Intelligent Stress Management and Resilience

- Recognizing stress as a complex set of emotional and physical responses that can have varied results
- Practicing proactive stress management techniques to stay emotionally well balanced
- Defining resilience and how it impacts effectiveness at work

Achieving Healthy Conflict and Collaboration Through Emotional Intelligence

- Recognizing the central role of relationship development and maintenance in achieving healthy conflict
- Identifying emotionally intelligent strategies for maintaining healthy conflict
- Demonstrating a collaborative attitude at work through application of emotional intelligence

Bringing It All Together

- Synthesizing emotionally intelligent competencies to address complex EI challenges and opportunities

Who Should Attend

Anyone who wants to maximize their performance, as well as personal and business success, by increasing emotion management and self-understanding through Emotional Intelligence skills.

Special Feature

Senior managers and leaders who want to apply EI skills to their leadership roles should register for Leading with Emotional Intelligence (seminar #2133).

Schedule

- [2] days - \$2,345 Non Members
- [2] days - \$2,095 AMA Members
- [2] days - \$1,984 GSA

Credits

1.2 CEU

Need help? Contact 1-877-566-9441 or visit www.amanet.org/2144