

## EMOTIONAL INTELLIGENCE FOR ADMINISTRATIVE PROFESSIONALS

Even the most efficient and skilled administrative professional must be able to keep emotions in check in order to achieve lasting career success.

Seminar #2147

### Overview

Successful administrative professionals manage workplace emotions and relationships with the same ease and skill as they handle their daily job duties. This new seminar provides emotional intelligence tools to help you achieve confidence, control, assertiveness and emotional flexibility at work.

### Schedule

We're sorry but this seminar is no longer available as an open enrollment seminar, but it can be delivered at your site. Please consider these alternative solutions to your development needs:

- [Explore AMA's other offerings.](#)
- Call 1-877-566-9441 to speak to a sales representative about bringing this or a similar seminar to your workplace.
- [Request a copy of AMAs most recent seminar catalog.](#)

### How You Will Benefit

- Recognize the impact emotional intelligence abilities have on your professional development and performance
- Assess your current emotional intelligence abilities and identify the four key emotional skills
- Develop a flexible emotional response style for handling challenging situations
- Be able to apply emotional intelligence to a broad variety of workplace activities
- Create an action plan for continued emotional intelligence self-development

### What You Will Cover

- Defining emotional intelligence and its importance in business
- Assessing your own emotional intelligence
- Defining and identifying emotions
- Analyzing your behavioral responses and emotions
- Understanding the link between emotional self-understanding and self-esteem
- Leveraging emotions and gaining emotional control
- Managing relationships using emotional intelligence
- Action Planning

### Who Should Attend

All administrative professionals who want to exhibit more professional and emotional savvy, express emotions and ideas more clearly, and enhance their self-confidence through emotionally intelligent behavior.

### Ways to Register

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email [customerservice@amanet.org](mailto:customerservice@amanet.org)
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)