

**American Management Association's  
Moving Ahead:  
Breaking Behavior Patterns That Hold You Back**

***Learning Objectives***

- Identify and Analyze Self-Defeating Behaviors
- Evaluate Your Professional Image as Seen Through the Eyes of Coworkers, Customers, and Senior Management
- Assess Your Personal Self-Talk to Take on a More Constructive and “Can Do” Attitude
- Comprehend the Emotional Hard-Wiring Behind Your Reactions
- Use a Five-Step Process for Emotional Triggers or “Highjackings”
- Exhibit Self-Control in Your Responses to Other People and Frustrating Situations
- Evaluate and Increase Your Emotional IQ to Better Handle Interpersonal and Team Relationships
- Apply Strategies That Allow You to Choose Reactions, Instead of Them Choosing You
- Identify the Role of Empathy in Becoming More Productive with Others and Self
- Accept Your Responsibilities in Communicating Effectively with Others
- Practice and Apply New Skills to Increase Your Ability to Build Rapport and Influence with Others
- Develop Skills in Flexing Your Responses to Others’ Behavioral Style Preferences and Communication Style to Build Productive Working Relationships

***Creating a “Moving Ahead” Attitude***

- Identify and Analyze Self-Defeating Behaviors
- Evaluate Your Professional Image as Seen Through the Eyes of Coworkers, Customers, and Senior Management
- Comprehend the Emotional Hard-Wiring Behind Your Reactions
- Use a Five-Step Process for Emotional Triggers or “Highjackings”
- Assess Your Personal Self-Talk to Take on a More Constructive and “Can Do” Attitude

## ***Moving Ahead from Emotional Self-Management to Emotional Intelligence***

- Describe the Components of Emotional Intelligence
- Assess Your Level of Emotional Intelligence
- Apply Emotional Intelligence Tools to Better Handle Interpersonal and Team Relationships
- Identify the Role of Empathy in Becoming More Productive with Others and Self

## ***Moving Ahead Using New Behaviors***

- Categorize Your Present Behavioral Patterns
- Accept Your Responsibilities in Communicating Effectively with Others as a Conscious Communicator
- Evaluate and Practice Strategies to Increase Your Use of the Three Vs
- Practice and Apply New Skills to Increase Your Ability to Build Rapport and Influence with Others
- Synthesize the 3 Vs, EQ, and Positive Attitude to Create New “Moving Ahead” Behaviors

## ***Moving Ahead to Work Effectively with Others***

- Assess Your Behavioral Style Preference and How to Maximize Your Style’s Strengths and Minimize Its Weaknesses
- Develop Skills in Flexing Your Responses to Others’ Behavioral Style Preferences Using EQ and 3 Vs in Order to Build Positive Working Relationships

## ***Setting Your Plan to Implement and Reinforce Behavioral Change***

- Establish a Plan for Continued Reinforcement and Practice to Make a Positive and Permanent Change