



the eQzine

What's EQ?

Try one of our free Training Demos and experience it for yourself!

A CEO asked me the other day, "What's EQ exactly and what can it really do for our organization?"

That was a great question with many great answers. I shared with him some of the key benefits of emotional intelligence (EQ) in the workplace, however, rather than explain it to him in words alone I offered, "Let me just come by and show you and your executive team what EQ is in a fun, upbeat and informative training. This one's on the house: No pressure, no muss, no fuss." He agreed.

We at PeopleSmarts would like to offer the same to you by giving you a free Training Demo.

What Exactly Is a "Training Demo"?

PeopleSmarts Training Demos are:

Informative and Interactive

PeopleSmarts believes learning is an active experience. Thus, all of our trainings balance content-rich instruction with hands-on application.

Convenient

Our Training Demos are designed to be offered in-house and can be scheduled during your team's lunch hour or as part of a longer (90-minutes to two-hour) in-service training.

No-Pressure

Our Training Demos are "stand-alone" demonstrations of what we offer. This means we abide by a strict "no strings attached" policy. While these demos are shorter versions of our workshops they are by no means watered-down "teaser" versions. Our Training Demos are content-rich and chock-full of practical EQ goodness. No hard-sell is needed: If you decide it's what you need these trainings sell themselves. So feel free to "try before you buy."

Relevant

Recruiting, developing and retaining top talent is one of the primary challenges for the 21st Century workforce. Managing and measuring performance is a key driver in determining

organizational success. PeopleSmarts Training Demos offer timely, research-based and field-tested solutions directly targeted at improving such workplace performance.

Custom Trainings

One of our dynamic and veteran trainers will work with you directly to discuss the needs for your organization's free Training Demo so that it addresses your unique environment.

Fun and Professional

All of our trainers are not only fun, upbeat and dynamic in their presentation styles, they are also seasoned professionals with decades of experience in organizational change.

Varied and Comprehensive in Scope

PeopleSmarts is a full-service training and development firm. Just some of PeopleSmarts' BizSmart Workplace & Management Training Workshops include:

"Emotional Intelligence: The 'Street Smarts' of Success"

Emotional intelligence (EQ) is the core skill set for all of what we do at PeopleSmarts for our clients. It is the crucial workplace skill set for the 21st Century and, unfortunately, the one most lacking. John Gottman, noted systems researcher reported, "Science has discovered a tremendous amount about the role emotions play in our lives. Even more than IQ, your emotional awareness [EQ] and abilities to handle feelings will determine your success and happiness in all walks of life." Participants will learn how EQ is critical to individuals and organizations seeking to improve performance in just some of the following areas:

1. Emotionally intelligent individuals are more successful in their various roles, whether as family members, students in school, or as an employee in the workplace,
2. Organizations that foster the development of emotional competencies in their people demonstrate outstanding performance,
3. EQ positively impacts critically important areas such as employee selection, customer satisfaction, conflict resolution, stress management, performance and ultimately the bottom line,
4. How low EQ leaders are expensive to organizations,
5. How to integrate EQ best-practices into the workplace.

"Pulling the Plug on Stress"

Stress is one of the single greatest drains on an employee's morale and a company's resources. Workplace stress affects productivity, customer service and satisfaction, employee morale and retention, ROI and the company's bottom-line. Further, personal and home-life stress affect workplace stress and vice-versa. Round and 'round it goes. Employees feel stretched with the demands of work and home and yet often state they don't have the tools/skills to effectively manage all the stress in their lives. This workshop will help you and your people learn how to pull the plug on stress, how to cool burn-out and how to implement practical stress management strategies that really work in daily life. Specifically participants learn:

1. How to use, instead of be used by, their own neurophysiology in practical day-to-day applications;
2. Recognize and identify life stressors;
3. Understand underlying causes of stress and function of stress;
4. Understand role of perception in stress;

5. Recognize physical, emotional, mental and spiritual consequences of long-term and chronic stress;
6. Learn ways to reduce stress and increase coherence, and;
7. Build resilience for future stressful life events.

"Creating a WorkSmart Culture of Success"

Culture. It's more than a buzz-word. It's the core ingredient of successful organizations large and small. Great cultures, or as we call them, WorkSmart Cultures, breed high employee morale, high retention and low turn-over, superior customer service, high ROI and very happy bottom-lines.

Participants will learn how to implement the four keys to building a WorkSmart culture which are:

1. Your #1 Job: Help everyone succeed
2. See the Problem/Own the Problem
3. Honor the Absent
4. Communicate: "You Matter"

"The Science of Happiness"

Everyone wants to be happy. The science of happiness delves into the significant health benefits of "plain old happiness" and the impact improved health has on a business' bottom line. A recent Harvard Business Review states, "A bonded group is one that performs well, as our colleague Fabio Sala has shown in his research. He found that top-performing leaders elicited laughter from their subordinates three times as often, on average, as did mid-performing leaders. Being in a good mood, other research finds, helps people take in information effectively and respond nimbly and creatively. In other words, laughter is serious business." This workshop is guaranteed to leave you feeling uplifted and ready to spread the joy to your co-workers. Participants will spend the workshop learning about

1. The science behind happiness and how it relates to emotional intelligence
2. How to generate happiness instead of waiting for it, and
3. Practicing exercises designed to infect happiness throughout the workplace.

"So You Want to Be a Supervisor... Reality Supervision"

Knowing how to do a job doesn't necessarily mean you know how to supervise other people who are doing the same job. Supervision requires skills, knowledge, and abilities that are different from the people you supervise. This workshop covers the basic skills and knowledge a new, or newer, supervisor needs to be successful in his/her position. The first step to being an effective manager of people is understanding your own styles and strengths and how these may be perceived by those you supervise. Workshop attendees participate in small and large group learning exercise to help them integrate new skills into their work setting.

"High Speed Connection: Igniting Employee Engagement"

How engaged are your employees? Research shows that teams who have highly engaged employees are 43% more productive than teams who have disengaged employees. There are six key motivational drivers that impact an employee's level of engagement. This workshop reviews those motivational drivers and how supervisors have the greatest impact on productive employees are. Participants engage in several small group exercises designed to help them

identify how to use the motivational drivers in their own worksites. Students will leave the workshop with a clear plan for igniting their employee's energy and increasing productivity in their teams.

Other BizSmart Workplace Success and Management Training Workshops include:

- Workplace Success Skills
- The smARTs of Delivering "Wow!" Customer Service with Difficult People
- Keys to Personal Success
- Managing Time, Information and Priorities
- Dynamic Communication
- Conflict Resolution
- Planning and Goal Setting
- Management Training
- The Three R's of Supervision Success
- Performance Management
- Coaching Essentials: Motivating and Managing People
- Difficult Conversations
- Building High-Performance Teams
- Influencing Change Through Vital Behaviors
- Strategic Planning
- Leadership at All Levels
- Navigating the Data Stream

Contact us today at 877.700.3305 or at info@PeopleSmarts.biz and we will help you customize a package that will fit your training and development needs. You may also visit PeopleSmarts.biz/Training/Demos for more information. We look forward to training with you.

Best,



Jonathan Sherman, LMFT
Director of Training and Development, PeopleSmarts
801.787.8014 | jonathan@PeopleSmarts.biz | PeopleSmarts.biz/Jonathan