

Provider # 0005095

Course # 9626687

Certified for 1 CEU in
Human Resources or
ELE

Instructor:
Michael G. Zawaki

Upon completion Managers will:

1. Understand the physical, mental and social impact that negative emotions have on their bodies, minds, relationships and ability to pursue and achieve goals.
2. Learn how to moderate their own emotions to support their activities, enhancing their quality of life.
3. Have a better understanding of their emotions.
4. Be able to use their emotions as clues to what their body and mind are trying to tell them.
5. Acquire knowledge that can be used to help themselves and others perform at their best.

“Emotional Intelligence Your Life Preserver”



Overview

“To be successful in today's society, individuals need to have the necessary skills to make sound decisions and interact with each other. An individual's success at work is 20% dependant on your Intelligence Quotient and 80% on your Emotional Intelligence Quotient.”

Emotional Intelligence was designed for all Community Association Managers and Board Members wanting to enhance their ability to be aware of their emotions and the emotions of others using that knowledge to help manage the emotional expression to foster success instead of causing barriers.

General Overview

- IQ versus EQ
- Emotions and the Brain
- Four stages of EI
- Are you Emotionally Intelligent
- EI and the workplace