



THE BULLING TOWNE GROUP, LLC

Manage relationships, understand strengths, and make better choices by understanding your EQ and using it to be a top-notch performer.

1 DAY WORKSHOP

DISCOVERING EQ: EMOTIONAL INTELLIGENCE

END RESULTS INCLUDE

- Learning what EQ is and why learning more is good for business—and your personal and professional development
- Developing a practical EQ action plan with goals and strategies
- Improve employee retention



PARTICIPANTS RECEIVE

- Access to online video clips of EQ in action
- Comprehensive workbooks, including the assessment Emotional Intelligence Appraisal® (single or multi-rater)
- Workshop sponsors receive guidance and coaching on implementation best practices and how to translate new behaviors and methods into daily norms

Whether you're aware of them or not, **emotions are embedded in everything you do, think, and say.** This is true when you're on the job and throughout your life. Emotional Intelligence (EQ) is the measure of how you handle yourself and others on the job.

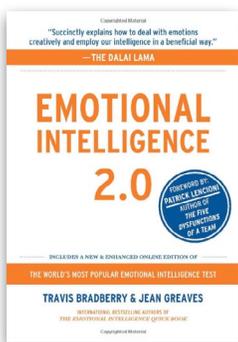
EQ consists of four core skills:

SELF-AWARENESS	Your ability to understand your emotions in the moment. How are you feeling now—and why?
SELF-MANAGEMENT	Manage your reactions to emotions by making better choices and responding to challenges and opportunities productively.
SOCIAL AWARENESS	Becoming aware of the emotions of other people including unspoken cues and the mood in the room.
RELATIONSHIP MANAGEMENT	Manage relationships by building, strengthening, and deepening your connections with people.

People who focus on developing stronger EQ skills benefit from the following:

- Increased ability to handle stress by better understanding why stress occurs—and its triggers
- Making decisions that benefit them and their goals (and avoiding knee-jerk reactions)
- Adapting faster to change
- Influencing others in more effective and natural ways
- Handling conflict productively

EQ is linked to performance, and unlike IQ, you can increase your EQ. According to research by the authors of *Emotional Intelligence 2.0*, EQ is the single biggest predictor of performance in the workplace. Help you and your team exceed goals by learning more about emotional intelligence.



This workshop has been developed by the authors of the best selling book Emotional Intelligence 2.0. Our coach-facilitators are all certified by TalentSmart to deliver this program. The program materials include numerous entertaining and insightful video clips to demonstrate the concepts of EQ.

WORKSHOP DETAILS	
Workshop Size	12-24
Workshop Length	One day, depending on client needs and customization
Workshop Skill Level	Appropriate for all levels

SAMPLE OUTLINE FOR 1 DAY WORKSHOP	
Introduction, Roles & Expectations; What is EQ; Video Clip #1	60 min.
The Business Case for EQ; Emotions at Work; Video Clip #2	60 min.
Debriefing Your EQ Assessment Results	15 min.
Personal Competence: Self-Awareness and Self-Management; Video Clips #3 & #4	90 min.
Social Competence: Social Awareness and Relationship Management; Video Clips #5 & #6	90 min.
Close: Action Planning; EQ Mantras	30 min.



LEILA BULLING TOWNE

Executive Coaching, Learning, and Organizational Development

Leila Bulling Towne is an executive coach who specializes in helping leaders decide what to say and how to say it. She coaches executives to speak with authority and authenticity, whether they are communicating to employees, the board, or customers. In other words, she makes it easier to be the boss.

Her clients range from well-funded Silicon Valley startups to Fortune 500 companies. Leila's global facilitation and coaching experience includes working in France, Germany, the Netherlands, Switzerland, the United Kingdom, Australia, Singapore, Taiwan, India, South Africa, and China.

Leila facilitates executive retreats and offsites and certified workshops for the books *The Five Dysfunctions of a Team* (Lencioni), *The Leadership Challenge*® (Kouzes and Posner), and *The Radical Leap* (Farber). She and her team also develop and lead workshops on core management skills, behavioral interviewing, transition to leadership, coaching for leaders, and teambuilding with the MBTI®. They also guide companies in the development of corporate universities and create custom high-potential employee programs.

Office +1.415.744.1991
 coach@bullingtowne.com
 www.bullingtowne.com