

ACTION DESIGNS – Workshops, Seminars (always customized to meet your needs)

EQ: At the Heart of Business

Why are organizations from the US Navy and Marine Corps to FedEx and American Express utilizing emotional intelligence? EQ is the foundation for highly effective workplace relationships – a key component in building trust, influence, and engagement. Find out the critical skills and core competencies built on hard core scientific data that have bottom-line value for leadership, sales, and customer service.

The EQ Leader: Using All Your Smarts

Are you using all your smarts? Find out the key competencies for world class performance, for bringing your best to what you do. Research shows that the most influential individuals – those who get things done and build relationships at the same time – are those who have high EQ. Emotionally intelligent leadership creates higher productivity, better customer service, greater sales, and longer retention. Emotions drive people. People drive performance. Got EQ?

EQ Fundamentals – “Boot Camp” - We are our most powerful when emotions and thought work together. What is EQ and how can it impact our lives, the workplace, and our prosperity? Participants will have practical tips and techniques that enable them to have better control of their work and personal life.

EQ Leadership – “The Heart of Leadership” - An EQ approach equips managers and leaders to increase performance by working “from the inside out.” It takes GUTS to take a hard look at yourself and begin to understand your internal drivers and behavioral choices. EQ Leaders are authentic. They are “Service Leaders” and they have the power to create a workplace that explodes with productivity, passion and profitability.

EQ and Change – “The Inside Path to Change” – NO Wimps Allowed! The world is not changed by those who are unwilling to take risks. Designed for change agents and others responsible for facilitating organizational change, this powerful program introduces a highly effective model for continuous improvement. Addressing change on three levels (organizational, relational, and individual), the program provides vocabulary, tools, and vision for accelerating change.

EQ Teams – “Creating Highly Effective Teams” In this powerful experiential, action – oriented course, managers and team leaders use an EQ focus to identify the core elements of highly effective teams. Participants examine their roles and focus on accountability as both a team leader and team member. Participants develop personal action plans aligned with other team members.

EQ and Communication – “Are You Listening or Waiting to Talk?”: Research shows that the most influential individuals – those who get things done and build relationships at the same time – are those who master the art of communication. Honest, straight talk and active listening between individuals is

Positive Performance LP

fundamental for relationships and organizations that want to create continuous and sustainable growth. “Do you have the courage to ask those tough questions?” and “Do your peers and employees have to the COMFORT LEVEL to give you an honest answer?”

EQ and Values: *“Is Your Attitude Worth Catching?”* - Scientific research now confirms what we always knew: “emotions are contagious.” Negative emotions can increase stress, create personal and workplace havoc, and diminish productivity. Participants in this workshop will examine the scientific research around self-talk and optimism, learn ways to reclaim a more constructive and productive mindset, and see the results of the application.

Additional and Customized Programs Available:

- **The Spirit of Service (internal & external customer service)**
- **Relationship Selling: EQ for Sales Professionals**
- **Consequential Thinking and Decision Making**
- **FUN WORKS: Inspiring Creativity in the Workplace**