

## Emotional Intelligence: Managing Emotions to Enhance Performance

### Program Overview:

Imagine if you couldn't understand when a co-worker was angry, your supervisor was frustrated, or a friend was feeling sad. The ability to understand, interpret, and respond to the emotions of others has a crucial impact on professional and personal success. Discover how achieving a greater understanding of and better managing our own emotions—while influencing those of others—can significantly enhance performance, build stronger relationships, and achieve higher levels of success for ourselves and the organizations we work for. (*half-day program*)

### Learning Outcomes:

- Understand the importance of emotional intelligence and the impact on performance in the workplace.
- Discover four core abilities that determine one's level of emotional intelligence and self-assess your current level in each respective area.
- Identify thoughts, behaviors and habits that can interfere with understanding and effectively managing emotions.
- Learn and apply key skills to further develop your emotional intelligence—enhancing your ability to perform at a higher level, increase self-confidence, and build stronger, more collaborative relationships.

### Biography:

Tracy Butz, Owner of Think Impact Solutions, is an inspirational speaker, captivating author and successful consultant. In addition to being a recognized speaker of the National Speakers Association, she has over 20 years of experience actively engaging both large- and small-size audiences from a wide range of industries including the US Army, Motorola, and Subway, just to name a few. She has also spent part of her career working as Director of Learning & Development, responsible for leading organizational development and talent management initiatives. Tracy truly delivers the tools for today's world, propelling her audiences to live more productive, passionate and purposeful lives.