



Using Effective Leadership Strategies in the Workplace

Using Emotional Intelligence to Create Positive Change

Robert K. Bitting, Ph.D., L.M.H.C.

Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way – this is not easy.

- Aristotle-

- I. The Case for Emotional Intelligence
 - A. What is Emotional Intelligence (EI) and why should I care about it?
 - B. The emotional brain
 - C. What are emotions for?
 - D. Anatomy of an “emotional highjacking”
- II. More on the Nature of EI
 - A. Sometimes being smart is dumb
 - B. Going with your gut
 - C. Foul moods, fouled thinking, and the power of positive thinking
- II. Exploring the Fifteen Competencies of EI
 - A. Self-regard and emotional self-awareness
 - B. Assertiveness and independence
 - C. Self-actualization and empathy
 - D. Social responsibility and interpersonal relationships
 - E. Stress tolerance and impulse control
 - F. Reality testing and flexibility
 - G. Problem solving, optimism, and happiness
- III. Emotional Intelligence Applied
 - A. Managing with heart
 - B. Stress makes people stupid
 - C. EI and dealing with diversity
 - D. Overcoming toxic emotions
 - E. Happiness – can it be built?
- IV. People Skills
 - A. Using your social radar
 - B. The Arts of Influence
 - C. Collaboration, teams, and the group IQ

V. EI Workouts to Build Effective Skills

- A. Open and friendly vs. friendship
- B. Picture yourself
- C. Yes, but...
- D. Control and empowerment

Contact Robert K. Bitting To Learn More About This Topic

Phone: (607) 587-8830

Cell: (607) 382-8383

E-mail: training@RobertBitting.com

Website: www.RobertBitting.com