

You Make Me So Mad!

Managing emotions in the workplace

Have you ever had a conversation with someone that made you so mad? You just wanted to scream, throw something or just burst in to tears? Well, you are not alone! And this is the program for you! In this dynamic, high energy, and highly interactive program the audience will learn what emotional intelligence is really all about. Where do those pesky emotions come from? What is the process to manage them effectively? And how do you deal with all those other people that just drive you crazy?

Researchers and business experts agree that people with high emotional intelligence are consistently the top performers in their organizations. They're more resilient and flexible when things get tough, and are held in the highest regard by their bosses, peers, co-workers, and others. Julie will share why emotional intelligence is far more than just a handy set of "people skills," and why many executives feel it's the one skill you must have to be successful in today's workplace!

Learn real world skills to manage your emotions, deal with other people's emotions and never lose your cool again!

The audience will take away:

A clear understanding of what the emotional process is and how to manage it.

The skills to handle others' emotions so they can resolve issues rather than escalate them. Even with our Members!

A new understanding of what emotional intelligence is, the 4 key components involved, where they have the power to make changes, and how to let it go!



Julie D. Burch

Julie Burch *is* Speaks!
www.julieburch.com

2120 Carrington Ave || Flower Mound, TX 75028 || 214-679-2717

www.employeeeducationandtraining.com