

# EMOTIONAL INTELLIGENCE...

*The secret of life & leadership success!*

Have you ever said or done something you later regretted because you felt angry or frustrated at the time? Probably most of us have and maybe multiple times! This one-day course will provide you with a 'toolkit' of practical ideas, tips and techniques that will make you understand and manage emotions in an effective and positive way... immediately!

## COURSE TOPICS:

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- ✓ Exactly what is emotional intelligence?
- ✓ The four critical elements to becoming more emotionally intelligent:
  1. How to recognise and respond well to others and their emotions
  2. How to manage your emotions rather than them managing you!
  3. The importance of recognising your emotions as they arise
  4. How to develop and maintain constructive relationships with others

## WHO'S IT FOR?

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- Leaders and Managers
- Those who find it difficult to develop and maintain relationships
- Anyone who wants to enhance their interpersonal skills
- Anyone eager to learn how to become a more effective leader



**Christine Wilson**

*B. Ed*  
VIC Course Facilitator

## YOUR FACILITATOR

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Christine Wilson has been working in the area of adult learning and development for over 20 years. She has worked across the community, university, government and private sectors and with audiences spanning front-line staff to executive leadership teams. She has a deep passion for enabling thriving workplaces by providing people with a better understanding of their strengths and current limitations. Her workshops are highly interactive and help people break through obstacles to superior, professional performance. Chris has a Bachelor of Education and accreditation in MBTI, Genos Emotional Intelligence Inventory and Human Synergistics Lifestyles Inventory.

For more information visit our website  
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