



EMOTIONAL INTELLIGENCE: MANAGING EMOTIONS TO ENHANCE RELATIONSHIPS

Description:

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.

Learning Outcomes:

- Discover four core abilities that determine one's level of emotional intelligence and the impact it has on performance in the workplace.
- Better control your emotions and reactions—which impacts your decision-making ability and behavior—with those you interact with both professionally and personally.
- 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 Stock is one of the most in-demand and top-rated female speakers in North America today because of her ability to inspire behavior change and achieve positive outcomes. As a former director of learning and development and 25 years of speaking experience, her trusted clients include the US Army, Motorola, Berkshire-Hathaway, US Bank, the Society for Human Resource Management and Subway, to name a few.

As a Certified Speaking Professional® (CSP)—Tracy has earned the highest honor in her profession held by only 12 percent of speakers *worldwide*. She is also a prolific and best-selling author, with six published books and numerous other products.

Tracy is a dynamic, passionate speaker who is committed to energizing workplace culture, enhancing employee engagement and empowering high performance by helping organizations to inspire behavior change and *achieve positive outcomes*. When looking for a memorable speaker who understands client's needs, delivers on her promises, and drives energy and success to your event, Tracy Stock is your solution.