

Connecting the Dots Through



Learn to recognize and understand how your emotions drive your decisions, and how your decisions as a leader help or hinder your ability to inspire and effectively lead your team.

Instructor: Erin Smital, RN, Nursing Professional Development Educator, RWHC

Target Audience: Healthcare managers, leaders and supervisors, both experienced and new in their role.

Program Description:

Did you know our brains are hardwired to give our emotions the upper hand during stressful events?

It is vital for leaders to learn to respond and not react to challenging situations or high stress environments. Emotional Intelligence (E.Q.) is not your "personality" or your ability to show sympathy for others. Emotional Intelligence does have the ability to predict your success working with others, and does impact everything you say and do as a leader. Here is your chance to take control back from your emotions, make effective decisions, and enhance your relationship while improving your credibility with your team.

Objectives: The participant will be able to:

- Explain the core principles of Emotional Intelligence
- Identify the 5 basic feelings that drive a majority of our decisions as a leader
- Build tools to decrease our fight or flight reactions
- Understand the difference between empathy and sympathy
- Identify strategies to increase skills around:
 - self-awareness
 - self-management
 - social awareness
 - relationship management

Consider taking this workshop if the following are mostly true for you:

- You are having a hard time connecting and building relationships within your team
- You often regret decisions you have made in the heat of the moment
- You have increased conflict with co-worker/staff despite your best intentions
- You feel as though you are not as effective as you could be in your leadership role
- You struggle to manage your emotions and worry how you are coming across to others
- You want to strengthen your communication overall with others

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If you would like more information about the RWHC Leadership Series, please [email Education Services Manager, Carrie Ballweg](#), or call 608-643-2343.