



DELIVERING SUSTAINABLE GROWTH WITH TRACTION



A COMPREHENSIVE TRAINING STRATEGY

Emotional Intelligence Training

*Thought Provoking
Action Oriented
Practical Guide*

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Is your thinking in sync with your emotions?

If not, would you like to:

- Understand EQ vs IQ
- Improve Workplace Relationships
- Improve Decision Making
- Manage Differences
- Create Win-Win Situations
- Get Personalized, Experiential EQ Training



INITIAL SITUATION SUMMARY

GENERAL OBJECTIVES:

- Learn the Essence and fundamental principles of Emotional Intelligence.
- Understanding how our mind works
- Understanding why EQ is a better indicator of success than IQ.
- Utilize emotional intelligence to foster better team work & communication.
- Enhance professional skills through the application of self-awareness, humility and empathy
- Improve relationships & create win-win situations
- Develop leadership ability & grow your influence with role-model behavior.
- Understanding of diverse types of emotions in the work place and how to manage them.
- Equip team members to handle difficult conversations with ease & grace.
- Having a behavior changing experience.



TRAINING LOGISTICS:

- Conduct **Pre-Training Assessments** for Customization.
- Training will be conducted on-site.
- Training in small interactive format for up to 25 Trainees per batch.
- **Follow-up activities** that help retention.
- **Free post training** off-line support to each individual trainee.



Our Vision

Create a workplace where:

- We “Get 100%, out of 100% of the Employees, 100% of the time” - James O. Rogers
- There is excellence in the workplace experience
- Productivity thrives
- Individuals adapt to unforeseen circumstances
- Senior team works toward a shared vision of success
- Team members feel recognized, and receive support within the organization.



Our Commitment

We understand that you are embarking upon a major initiative where your main focus is on improving emotional intelligence in your organization. We are also aware of the importance of this initiative.

This proposal is based on our current understanding of your organization and needs. We have yet to determine the specifics. At this point we don't know what we don't know.

We will customize it to reflect the findings of our analysis, talks and discovery.

We are ready to impress upon you that we have the drive and determination to fulfill your objectives for this project.



Encore's Philosophy

RESPECT the individual.

We recognize that every group includes a wide range of individuals with differing needs and abilities. We work to create and maintain an atmosphere of openness and trust, and we value each individual's contributions.

DO RIGHT by the customer.

We always do the right thing. We strive to make every interaction with ENCORE a positive, friendly, and warm one. We care about our clients and want them to succeed, so we are always prepared to go above and beyond for them. We work to add exceptional value to every program or presentation.

LIVE with integrity.

Integrity isn't a 9 to 5 job for us. We put our core actions into practice every hour of every day. Living with integrity also means that we operate with consistency: What you see is what you get. What we say is what we do.

PROVOKE thought.

We train for lasting change and results. We can't get that if we don't make our process an active one. We don't bring about change if we do the thinking for our clients; so rather than provide answers, we offer tools that help people figure things out for themselves.

ENCOURAGE positive disagreement.

Organizations that stuff offices full of people unwilling to give honest opinions can't grow and maintain their vitality. We train our clients to welcome conflict and teach them to use it as a constructive force. Open dialogue, different ideas, and fresh perspectives are welcome and desired in all of our workshops and engagements.

SHOW, don't tell.

We recognize the many different ways individuals learn, and listening is only a small part of the process. All of our programs include active, hands-on learning to help participants boost their performance.

Why Encore

- Not just a Vendor but a **Partner** in your progress
- Our pre-training Comprehensive Assessments
- Experiential and Active learning vs Passive Learning
- We make learning a Fun Experience
- We show not just tell
- We Provoke your members to think
- Behavior Changing experience



Our Approach

Strong teams are not created overnight. They aren't formed by policy, procedure, or measuring key performance indicators (KPIs).

High-performing cultures have alignment in values and mission. They build an environment where employees can bring their best to work in order to yield a high performing organization.

Our intention is to have a behavior changing transformation in your organization. We've seen organizations transcend their cultures and ignite success time and time again. Our goal is to provide an experience that builds confidence and gives the tools to begin one of the most important journeys in your organization's history.

A BLENDED TRAINING STRATEGY				
Define	In-depth Assessments	Pre-Training Interview	Build Response Mechanism	Identify KPI's
Design	Training Elements and Interactive Content	Secure Buy-ins from key Stakeholders	Produce Training Guide	Prepare Presentation
Deliver	Customized Training	Conduct Group Interactive Elements	Train-The - Trainer where required	Review Effectiveness with Stakeholders
Drive	Post-Training Assessments	Implement Post-Training Accountability Measures	Post-Training Live Follow-up Webinars	License Content

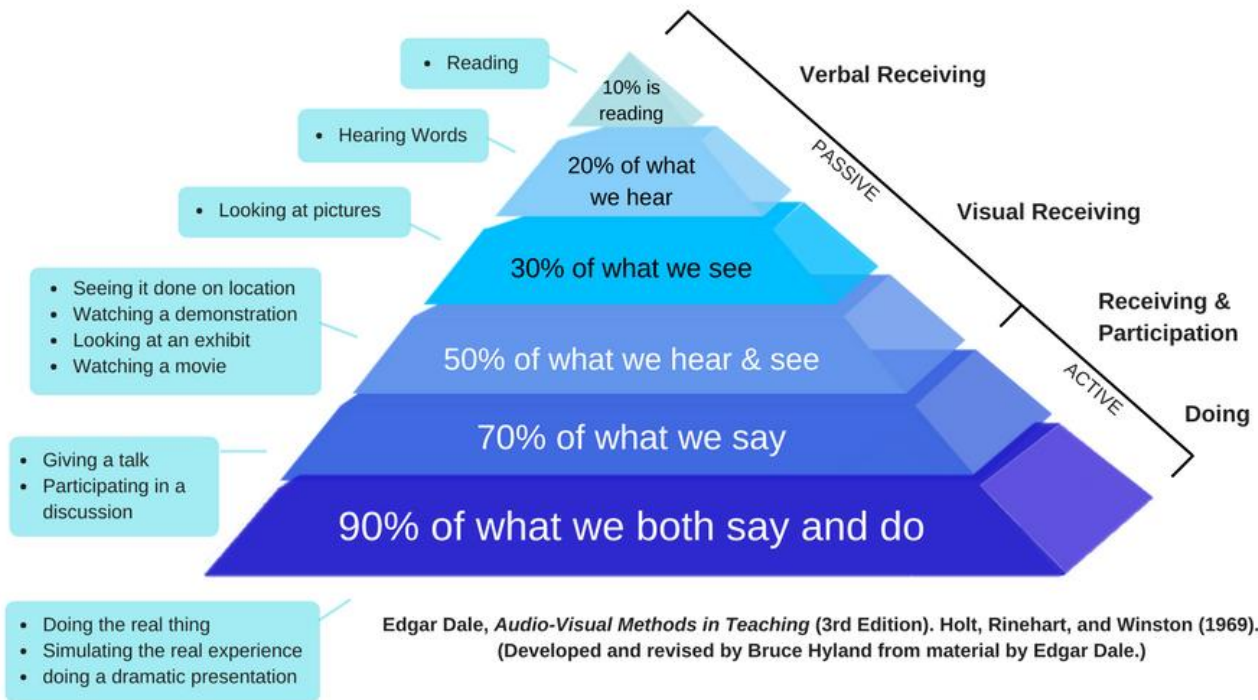


Encore's Unique Techniques

- Culture and language integration. We will integrate your company's unique language into our training. Terms and particular situations exclusive to your company will be implemented as well.
- We incorporate the best of the East and West with our Wholistic approach.
- As a small company we are agile and adaptable to your company's schedule and training needs.

Cone of Learning

We Tend to Remember Our Level of Involvement





Training Summaries

Emotional Intelligence

Explore the secret of emotional intelligence and how to use it most effectively to be an outstanding team player. Learn how to incorporate it into situations you face in the workplace and build a more positive work environment. Become aware how to use your emotions in the workplace and where they come into play.

True leaders do not always have the “assigned authority” to get done what needs to be done. Yet they still get the mission accomplished.

The ability to manage one’s feelings and express them in an appropriate and diplomatic way encourages people to work together towards a common goal, thereby increasing individual performance and organizational productivity.

Consider the current thinking on different forms of emotional intelligence. Explore how to grow your influence by understanding and choosing the critical factors that will make you more effective, avoiding non-critical distractions.

Participants will:

- Identify how to effectively use emotional intelligence
- Learn fundamental principles of emotional intelligence
- Identify the current uses of types of emotional intelligence in the workplace
- Examine the importance of 3 key attributes of emotional intelligence
- Incorporate the essentials of emotional intelligence into your daily activities
- Explore where emotions come into play
- Understand how to control your emotions to be more effective





Emotional Intelligence – Topical Outline

(Experiential activities throughout the training interaction)

INTRODUCTIONS AND WARMUP

- Review Objectives of this training
- Meet and greet – Warm up exercise
- How we learn
- How to create personal value
- How to have fun on the job

WHAT IS EMOTIONAL INTELLIGENCE

- Activity (Group)
 - Brainstorm what is EQ
- The Big Picture - Harmony of the mindset
- History of EQ
- Review Current Models and Thinking
- Key Attributes
 - Self-awareness
 - Empathy
 - Self Management
 - Social Intelligence – Growing your influence
- How mind works
 - 3 levels of brain
 - The two You's
 - Thoughts and memories
 - Multi-tasking
 - 4 functions of the mind
 - Different types of Intelligence

WHY IS EQ IMPORTANT?

- Activity (Group)
 - Brainstorm why the understanding of emotional intelligence is important
- Business world and EQ
- EQ vs IQ vs AQ
- EQ's relationship with performance and success

INDIVIDUAL BEHAVIORS

- The process
 - How we feel
 - How we think
- Synching of thoughts and intelligence
- Emotional Bank Account
- Examining self-destructive behaviors
- Assessing your EQ

EQ IN WORKPLACE – POSITIVE WORK ENVIRONMENT

- Activity (Group)



- Brainstorm how we can use EQ in our workplace effectively
- How EQ effects our work place
 - Toxic environment
 - Culture
 - Conflicts
 - Win-Lose situations
 - Relationships
 - Self-control
 - Decision making
- Where emotions come into play
 - Clients/customers
 - Work groups
 - Meetings
 - Interdepartmental interactions
- Culture of **POWER**
- Leveraging Positive Emotions
- Eliminating Negativity
- Behavior change
 - Role model Behavior
 - Habits

CULTURE

- What is culture?
- Bias, prejudice & stereotypes – how to deal with it
- Suspending judgements – getting the complete picture
- Valuing differences – unity in diversity
- Creating harmony in a fast-paced environment
- Fostering Goodwill – creating a positive energy
- Activity – PRO/CON

IMPROVING YOUR INDIVIDUAL PERFORMANCE

- Intra-personal skills
- Inter-personal skills
- Ability to choose:
 - Reaction
 - Response
- Right Mindset
- Mody's 5 A's
- Productive Thinking- 3 types
- Inventory:
 - Knowledge
 - Skills
 - Strengths
 - Weaknesses
- Finding Happiness
- Your personal Action plan

MANAGING YOUR EMOTIONS



- Positive Emotions and its effects
- Negative emotions and its effects
- 6 Universal emotions
- Common Triggers
- Using cognitive restructuring
- Power of slow and deep breathing
- Relaxation, meditation, and similar activities
- How mindfulness works
- Working Your Way Out of a Bad Situation
- Short-term approaches
- Long-term solutions
- Developing a positive psychology

UNDERSTANDING EMPATHY

- Understanding of others
- Beginning with you, not I
- Walking in the other person's shoes
- Starting with what they say
- Decoding body language
- Showing People You Understand Their Feelings
- Exploring Situations in Which Empathy Can Really Help You
- Exercise in Pairs - Understanding

COMMUNICATION SKILLS

- What makes communication effective
- Elements of face to face communications
- Different forms of communication
- Tone of your voice and Body language
- How to take charge of a conversation
- The power of inquiry
- Keeping communications SAFE
- Avoiding communication breakdowns
- Creating value in your conversations
- Listening for improved understanding
- Group Activity – Yes/And

SOCIAL INTELLIGENCE AND TEAMWORK

- Authority and responsibility
- Delegation without micro-managing
- Power of influence – Individual Activity
 - Identify your areas of concern
 - Build your influence (model)
 - Actions you can take to increase your influence
- Managing differences and conflicts:
 - Creating Win-win situations
 - Relationships
- Diluting Ego



- Taking Ownership
- Time management and handling priorities
- Group Activity – Win all you can

AWARENESS

- Staying in the present
- Mindfulness
- Taming the Shadow (Dark side)
- Individual activity – Focus and concentration

HUMILITY

- Absence of Ego
- Attachment to Objects
- Willpower
- Individual Activity

SUPERIOR CUSTOMER SERVICE:

- Creating positive first impressions
- Using power of observation
- How to be a customer advocate
- Steps to soothing unhappy customers
- Anticipating customer needs & creating win-win situations
- Pull vs Push Customer Service
- **Empathy is the key** to outstanding customer service
- External & internal clients
 - Understanding their mindset
 - Establishing rapport – Two way relationship

LEADERSHIP AND MANAGEMENT SKILLS

- Qualities of high EQ people
- Becoming an emotionally intelligent Leader
- Management by exception
- Power of delegation
- Building credibility - Ethos, Pathos, & Logos
- Pull vs push Leadership
- Handling pressure
- Activity - Understanding Ego

CLOSING

- Finalizing your personal SMART Action plan
- Recap and review
- Words of Wisdom
- Answer questions
- Class Debrief

Note: The above is just a representative of some of the topics we include in the training. It is much more than a day's worth of training. All topics will be customized to your situation and needs once we do a needs Assessment.



Interactive & Experiential Learning

Active Rather Than Passive Training:

Our training combines hands-on, interactive elements including group discussion, engaging group activities, visual aids, live speaking, and role-playing exercises. This active approach to training has been proven to increase understanding & retention for maximum results.

A Boutique Training Company:

We deliver a fully customized learning experience which aims at the heart of your specific needs and challenges rather than taking a one-size-fits-all, out of the box approach.

The key to learning that results in meaningful behavior change is creating an interactive session that uses learning techniques that actively engage participants. To this end our sessions use storytelling, humor and movement to enhance the dissemination and assimilation of core learnings. This is in addition to leveraging the following tools and methods to engage learning:

1. Group Discussion and Brainstorming – Facilitated discussion to provoke thought, encourage participant contribution, share resources and stimulate learning in a safe environment
2. Method Demonstration – Instructor demonstrates skill sets for participants to aid in understanding, to stimulate student interest and to provide a model to follow
3. Practice – Students put to action in real-time new skill sets
4. Cooperative Learning – Working in cooperative groups, gaining from each participant's efforts creating an atmosphere of achievement
5. Role Play – Requires active involvement of participants and provides a safe environment to test new skills
6. Individual and Small Group Activities – Learning through self-assessment and reflection and through peer collaboration to come to great understanding through participants' efforts
7. Visuals – Reinforces key learning points, improving audience participation
8. Case Studies – Review actual cases that demonstrate the challenges leaders face and the choices that are made.

***"Tell me and I forget.
Teach me and I remember
Involve me and I learn."***

-Benjamin Franklin-



Post Training Outcomes

There are a number of ways we can measure the efficiency of the training in the long run:

- Business Impact
- Behavior Observation
- Learning outcomes
 - Knowledge
 - Skills
 - Attitude
- Reaction – Participation Satisfaction
- Level of Interaction
- ROI
- Improvements in internal and external communications



We will assist in installing an effective measuring mechanism after our Discovery and assessment stage.

Optional Follow-up for Long-Term Effect

(A multi-layered post training approach to keep up the momentum after the training)

1. **Free** Executive meetings for review of feedback and monitoring mechanism till the completion of this program
2. **Free** post training off-line support to each individual Trainee up to 30 minutes when requested by them till the completion of this program.
3. **Optional** Live or Pre-recorded Webinars ending with an action item. Individual continuing learning at all levels to keep up the momentum This will include reinforcement of the universal principles and additional items that could not be included in the training.
4. **Optional** Half day onsite Supervisor and Department Leader coaching sessions. These sessions will train leaders to conduct training for their respective groups as needed for their department. This will be a tailor-made approach for the Organization based on the unique needs and outcomes expected.



How to Make Training Stick

Success Factors

1. Alignment of Vision, values and philosophy
2. Buy-ins across the board from senior management
3. How much ownership each employee will take
4. Motivation and role-model behavior coming from top to bottom
5. Defining individual roles in this initiative
6. Improved communication between all levels and departments
7. Class evaluations
8. Installing a system of quantifiable measurements (KPI's) to assess the progress
9. Accountability from all levels of the workforce
10. Transcending barriers and unexpected occurrences

Success Factor Ranking

Training That Sticks

Research has shown that management makes the biggest difference when it comes to the success of training their teams. Follow this chart to see where the priorities really rank.

	Before	During	After
Management	1	8	3
Trainers	4	2	9
Trainees	7	6	5

Management is the most important link in the process of helping employees retain what they learn from a company's training efforts.

**Bob Pike, 1992*



Benefits of our Offering

1. Robust pre-training Assessment
2. Thorough brainstorming with executives before the training
3. Experiential and Active training
4. Experienced Instructors

Benefits to your Organization

1. Manage Effectively
2. Positive Environment
3. Top-down Initiative with Role Model Behavior
4. Confidence that the Vision is Clearly Communicated
5. Harmony within the Organization
6. Positive behavioral change

Benefits to your Team

1. Positive Learning Environment
2. Experiential Opportunities
3. Thought Provoking Process
4. Works the Little Gray Cells
5. Improved Retention of the training





Next Steps:

To get the most out of this customized training program, follow these steps:

1. Read the topical outline in the previous pages
2. Give us a call to discuss
3. Discuss the pricing with us
4. Get the necessary approvals for this training
5. Select topics you believe are most important for your organization or let us plan a comprehensive package
6. Secure the delivery dates
7. Determine a discovery and pre-assessment call with our trainers
8. Now relax – we will do the rest.

**Don't hesitate to reach out if you have any questions!
Call us at 678-766-6666 to discuss.**

