



**Schulich**  
School of Business  
Executive Education Centre

Register for one or both of these consecutively scheduled modular programs.

Save \$750 when you take both together!

*A modular one-two combination that will help turbocharge your leadership effectiveness...*

# Maximizing Leadership Impact with Emotional Intelligence

# Thriving in Disruptive Times with Leadership Resilience

## Emotional Intelligence

June 1 - 2, 2020  
December 7 - 8, 2020

## Leadership Resilience

June 3 - 4, 2020  
December 9 - 10, 2020

## Our Participants Say it Best:

*This course is one I believe all leaders should eventually take. It was as advertised. Very impactful, gave very specific feedback, and allowed us to take realistic action plans back into our organizations*

**Jeffrey Correa**  
Regional Service Manager,  
GN Johnston Equipment

*Amazing views into building resilience within yourself @ in your team. Will definitely utilize these tools in my current @ future roles.*

**Irene Neves**  
Account Director,  
Sun Life

*This course helped me to identify who I am / aspire to be as a leader. There were some key concepts I was unaware of that will help me to excel.*

**Shawna Boynton**  
Digital Channel Manager,  
GlaxoSmithKline

*Go from good to great with these techniques for masterful leadership.*

**What is the secret of the most effective leaders?** They are distinguished by an added dimension: **their ability to connect with staff in ways that demonstrate authenticity, empathy, credibility, reliability, and confidence no matter what the situation.** Our specially-designed two-program series gives participants the full spectrum of knowledge, tools and techniques needed to add this dimension to their leadership tool-kit.

**Who will benefit from these techniques for masterful leadership?** Featuring a combination of group discussion, hands-on individual and team exercises, self-reflection, guided feedback and action planning, **these two leadership development programs are perfect for managers, supervisors and directors** at any level who are interested in stepping up their leadership acumen for enhanced effectiveness.



2 X 14 CPD

Register Today / Complete Details

<https://seec.online/12662>



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# Maximizing Leadership Impact with Emotional Intelligence

Create a customized development plan for leadership growth.

## Maximize your leadership effectiveness and management influence using advanced EQ techniques.

Emotional Intelligence refers to a set of emotional and social skills and competencies that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use the information in emotions in effective and meaningful ways. This program explores how you can **leverage 15 EQ competencies and apply current EQ tools and techniques to enhance performance and productivity in your organization.** You will learn how to increase your leadership capacity and overall performance by benchmarking, leveraging and setting plans for intentionally developing your EQ.

### Top Take-Aways

1. Complete the five stages towards assessment, strategic engagement and **targeted development of your own EQ** to more effectively address your workplace challenges
2. Define the **critical role of your EQ** in today's increasingly complex and changing working relationships
3. Assess why emotional competencies are "**essential capabilities**" for anyone who manages or leads
4. Conduct a self-assessment to pinpoint your EQ management strengths and growth edges, then create a **customized development plan**
5. Learn how to engage EQ skill and competency practices to achieve **dramatic improvements** in employee attitude and performance levels

### Why Attend?

"EQ significantly impacts the bottom line. Our research study found that 48% of the skill set that contributes to outstanding leadership and management performance is comprised of EQ skills and competencies."  
– MHS Study

Participants will **master the five skill stages** to develop their own EQ and the emotional competencies of their staff:

1. Setting the stage – understanding EQ
2. Self-awareness and self-management competencies
3. Putting the power of EQ into coaching, collaboration and positive influence
4. Strategic leadership – applying EQ to address your workplace challenges
5. Moving forward – setting clear action plans for ongoing EQ engagement

### Overview of Learning

#### Setting the Stage: Understanding EQ in Yourself and Workplace

Emotional Intelligence is not just about managing emotions: it involves engaging a distinct combination of emotional, personal and interpersonal skills and competencies that are essential to your leadership and management success. This module anchors the concept of EQ with a detailed assessment of your EQ strengths and opportunities for growth.

- Defining the 15 key EQ capabilities of outstanding leaders
- Conducting a scientifically-based emotional intelligence self assessment

#### Self-Awareness and Self-Management Competencies

How well we understand ourselves is the basis of successful self-management. This module teaches emotional self-awareness, so you can choose effective leadership behaviours to benefit yourself, individuals you work with and the organization as a whole.

- Developing advanced awareness of your EQ strengths and growth edges
- Evaluating specific applications of EQ to success in your career – and where to best focus your energy

#### Putting the Power of EQ into Coaching, Collaboration and Positive Influence

This module teaches you to apply EQ through three critical leadership competencies: coaching; creating powerful collaborative teams; and positively influencing others.

- Developing a non-anxious leadership presence
- Strategically managing the moods of groups and teams

#### Strategic Leadership – Applying EQ to Address Your Workplace Challenges

An organization that collectively exhibits effective EQ builds capacity for sustainable organizational change and performance. This module explores how to apply your EQ to address your unique needs and challenges.

- Influencing even when you do not have authority
- Supporting the effectiveness and success of your change initiatives



# Thriving in Disruptive Times with Leadership Resilience

Resilience is good for more than just personal well-being.

Learn to thrive and support your team in a VUCA (volatile, uncertain, complex, ambiguous) world.

Resilience has positive business outcomes for teams and organizations, especially during times of change. Research has shown that high levels of resilience can **deliver valuable work-related outcomes and improve job performance** by helping people recover faster from difficulties, reduce stress and develop positive attitudes.

This workshop presents a model of resilience that supports leaders in **recovering from setbacks and rebounding to higher levels of success**. The business-focused content supports participants in enhancing their personal resilience so they can strengthen their overall well-being and adaptability in order to **drive innovative solutions and better business results**. It also equips leaders with the **tools to coach and support their teams** in strengthening their resilience across eight validated components of resilience.

## Top Take-Aways

1. **Adapt positively** to pressure, setbacks, challenges and change to achieve and sustain higher levels of personal effectiveness
2. **Leverage your resilience strengths** to manage stress and help your team manage their stress levels
3. Apply tips and techniques to build personal and team resilience in **key areas of development**
4. **Coach your team in productive ways** to deal with difficult situations and seek support
5. Reflect, reframe and redirect your efforts to feel a **greater sense of control and security** in times of change and challenge
6. Enhance the components of resilience to think, work and communicate **faster and smarter**
7. Leverage creative thinking to be **more adaptable and ingenious** in problem solving

## Program Outcomes

By the end of this workshop, you will be able to:

- Explain the benefits of **increased resilience** for individuals, teams and organizations
- State the model of resilience to help you **recover and rebound**
- Identify resilience strengths and how to **enhance areas for development** based on individualized questionnaire results
- Apply tips and techniques to **improve your resilience 'muscle'** in eight targeted areas
- Enhance your resilience to be able to **lead in a VUCA (volatile, uncertain, complex, ambiguous) world**

Future-proof your entire organization and maximize the benefit by attending in whole teams!

## Overview of Learning

### Definition & Importance of Resilience

- Definition of resilience
- Why is resilience important?
  - Impact on individual, team, organization
- The need for resilience "training"
  - Resilience building as a skill and muscle
  - Continuous improvement

### The Resilience Questionnaire™ Debrief

- Interpretation of results
- Overview of the eight components of resilience
- Group discussion on High, Medium, Low rating against 8 components
- Personal reflection and journaling

### Circuit Training to Build Mental and Emotional Resilience

- Model of Resilience
- Experiential Activities (individual, peer work, small group) that focus on the 8 components of resilience
- Building block design to expedite internalization and practice of key components
- Workbook exercises and journaling

### Moving Forward – Setting Clear Action Plans for Ongoing EQ and Resilience Engagement

- Integrating new ways of thinking and acting to enhance your leadership effectiveness back at work
- Building on your strengths and identifying strategic areas for development
- Clarifying your vision of success and developing a customized development action plan
- Understanding what and who may impede your ongoing development

Get the whole picture.

Preview complete course content and instructor bio online.

[Complete Details / Register Today](https://seec.online/12662)

<https://seec.online/12662>



*Learning shouldn't stop at the end of your formal education in high school, college or university.*

Because few of us have the same job for life, we constantly have to re-invent ourselves, learn new skills and adapt to the changing marketplace and business environment. Today's professionals and executives must be able to quickly develop and fine-tune personal business skills to adapt and grow.

The Schulich Executive Education Centre is a strategic business unit of the Schulich School of Business at York University in Toronto. Our role within the school is to provide lifelong learning for the development of professionals and executives long after their full-time education has been completed and they are in the work force.

**All SEEC Programs Feature:**

**Just-in-Time Learning for Immediate Application**

Executive and Professional Development at Schulich is focused, practical and immediately applicable to the skills you need and the task at hand. Select from a wide variety of relevant management topics at SEEC today, and use the new skills and techniques you learn at the office tomorrow.

**Advanced Curriculum Structure**

Our programs combine a variety of modalities to ensure optimal program effectiveness, relevance and retention for adult learners. They include mini-cases, break-out sessions, simulations, role-playing and other interactive events to reinforce the concepts being taught.

**Outstanding Faculty**

Our accomplished faculty is drawn exclusively from both practitioners and academia, and each is an acknowledged leader and innovator in their field. Their professional activities, research and work experience allow them to bring a wealth of insight and cutting-edge knowledge to the program.

**Risk-Free Learning**

SEEC Open Enrolment programs come backed with a 100% satisfaction guarantee.



**A Lasting Memento**

Participants receive a handsomely-framed Certificate of Course Completion.



**Upcoming Sessions, Locations, & Fee**

**Emotional Intelligence Program**

June 1 - 2, 2020 (Nadal)  
December 7 - 8, 2020 (ELC)  
\$2,450 + applicable taxes

**Leadership Resilience Program**

June 3 - 4, 2020 (Nadal)  
December 9 - 10, 2020 (ELC)  
\$2,450 + applicable taxes

**Take both programs and save!**

\$4,150 + applicable taxes – SAVE \$750!

**Locations:**

Schulich Executive Learning Centre (ELC)  
York University, 4700 Keele Street, Toronto

The Miles S. Nadal Management Centre  
222 Bay Street, 5th Floor, Toronto

**Program Registration Details**

**Programs run** 9:00 a.m. - 4:30 p.m. each day. Program fee includes instruction, all seminar materials, lunches, refreshments, but not hotel accommodations.

**Special Team Savings:** Save \$150 each when two or more team members from the same organization register for this program at the same time.

**Please Note:** Fees, dates, speakers and applicable taxes are subject to change. SEEC's liability is limited to reimbursement of paid tuition fees. One free transfer is permitted, provided written notice is received at least 15 days in advance of the seminar start date. Late transfer requests, less than 15 days in advance of the start date, will incur a \$100 fee. Additional transfers are \$200 each. Cancellations received in writing at least 15 days in advance of the seminar start date will receive a full refund. Written cancellations received less than 15 days prior to the seminar will be subject to a \$500 administration fee. Participants must attend all program days and fulfill all program requirements in order to receive a certificate. Complete registration details at [seec.online/](http://seec.online/) FAQ. HST# R119306736.

**Optional Accommodation**

To enhance your learning experience, participants receive a special corporate rate at the Schulich Executive Learning Centre Hotel (for programs held at the Schulich Executive Learning Centre), and area partner hotels (for programs held at The Nadal Management Centre). For details, please visit the **Contact and Locations** section of our website.

**Contact Us**

For program content and administrative inquiries, please call us at 416.736.5079 (1.800.667.9380 toll free), or email us at [exceedinfo@schulich.yorku.ca](mailto:exceedinfo@schulich.yorku.ca).

