

WOW Retreats!

PEOPLE PERFORMANCE

...why Emotional Intelligence sets star performers apart from their peers and what to do about it.

What sets star performers apart from the rest?

Intellectual ability? NO!

Technical know-how? NO!

PEOPLE PERFORMANCE? YES!

Research has made it clear. People skills are not just fluff. People skills count for big results! IQ is great. TQ is fine. But it's EQ that distinguishes the biggest winners. In fact, plenty of research shows that those with superior self-management and social skills are far more productive than the rest. They don't just get along better; they actually produce more and better results.

Take Harry for example. Harry is a lead technician in a tech firm. Does Harry have the strongest technical skills? Harry is very good, but there are those in Harry's company who can surpass him in technical capability. Yet, when clients have questions or concerns, Harry is who they go to. When colleagues struggle with priorities and client challenges, Harry is the sounding board of choice. In fact, if anyone asked, "Who is the most influential person in this company?" there is no doubt that Harry's name would come up more often.

Wouldn't you like a company full of Harry's? It is possible.

Send your employees at all levels through **PEOPLE PERFORMANCE** training as a first and very powerful step.

WHO: Anyone at any level who could sharpen his or her people skills.

WHAT: **PEOPLE PERFORMANCE** is a 1 or 2 day workshop which can be delivered in half-day or full-day segments, depending on your company's needs.

HOW: **PEOPLE PERFORMANCE** combines the best workshop activities to prepare participants to apply this vital skill set in the real world. Participants will learn the art of managing self and relating to others via video segments, small group activities, role plays, and demonstrations, laced with a small amount of lecture.

RESULTS: Define Emotional Intelligence and recognize the value of EI at work and in life.
Apply skills for recognizing and managing one's emotions.
Practice methods for motivating self and others.
Use tools for tailoring self-talk.
Discover how to deepen empathy.
Learn ways to persuade others to your views.
Know when and how to reveal vulnerability.
Listen to defuse strong emotions and search for "win-win" solutions.
Probe for the information and feelings that count most.
Bolster the underlying attitudes that support strong relationships.