



THE HEART OF PERFORMANCE

The Institute
for Healthcare Leadership
is a division of
Six Seconds EQ Network

EMOTIONAL INTELLIGENCE CERTIFICATION

*“Emotional intelligence isn’t a luxury
you can dispense with in tough times.
It’s a basic tool that, deployed with finesse,
is key to professional success.”*

– Harvard Business Review, April 2003

In this course you will...

- Learn mechanisms to increase personal, team, and organizational performance.
- Understand the powerful “Know Yourself, Choose Yourself, Give Yourself” model and approach to increasing and applying EQ.
- Review the latest research on the brain, emotions, and performance.
- Take home dozens of proven EQ exercises and learning tools.
- Strengthen your own emotional intelligence.
- Experience Six Seconds’ learning design to enhance the effectiveness of all your training.

Emotional intelligence (“EQ”) is the ability to use emotions effectively, and it’s the foundation of high-performing relationships. This course builds your capacity to develop this core ability.

“The certification helps increase personal and organizational performance.”

– Renee Remy, Training Manager, Roche Palo Alto

Learn from the leaders in the field how to raise emotional intelligence in yourself and others. Gain an in-depth understanding of emotional intelligence as you develop new tools to apply immediately.

This is the only course of its kind – ideal for people seeking to incorporate emotional intelligence (EQ) into training or into their leadership to increase engagement.

Five full days of hands-on, dynamic instruction, activities, practical projects, networking, laughter, and learning. This workshop is highly active, brain-based, and experiential. The content is based on 35 years of practical teaching experience and the *Self-Science* curriculum featured as a model in Daniel Goleman’s 1995 bestseller, *Emotional Intelligence*. Certified Associates are delivering programs in over 20 countries and all US states.

A recent group said the program increased their EQ toolbox by 68%, and when asked if the course would help them improve performance at work, they said it was 9.35 out of 10. Delegates call it “life changing and affirming,” and “a transformational experience for everyone serious about emotional intelligence.”

The seminar follows Six Seconds’ Know yourself, Choose yourself, Give yourself model for learning to develop and apply emotional intelligence. Participants experience an EQ learning environment and learn how to use a range of effective tools that can be adapted to a variety of audiences.

“This course gave words to the inner strength I knew as instinct or spirit. This program is energizing, powerful, and life changing.”

– Sharon Wright, RN,
Clinical Health Educator

“If you truly desire to make EQ an integral part of your life, take this course. It is life changing and affirming.”

– Lynn Quinn, RN

TOPICS INCLUDE:

Why EQ? *If IQ increased by 25 points last century, why are people still having so much trouble succeeding?*

Defining EQ. *There are many different definitions of emotional intelligence – what does it really mean?*

Emotional Literacy. *How do people gain the vital power and information contained in feelings?*

The Brain. *What's the neuroscience behind emotional intelligence, and how do I use a Six Second Pause to shift out of reaction?*

Patterns. *What keeps people repeating dysfunctional behaviors, and how do we change that?*

Choice and Values. *How do I help people align personal and organizational values?*

Optimism. *What skills to empower people to take charge of their futures in the face of stress and change?*

Intrinsic Motivation. *Why don't incentives and employee-of-the-month programs create lasting change?*

Empathy. *What does it take to really connect with someone, understand them, and build a solid foundation?*

Noble Goals. *How can I help people discover their sense of purpose and assist them to live that in their daily lives?*

"This course gave me the tools to use to elevate the performance of people in my hospital."

– Tim Woods,
Training and Development Specialist,
University Hospital

"This program helps bring to light the 'root causes' of people problems in organizations."

– Bernadette Zucker
System Director Staff Development
Norton Healthcare, KY

Contact Todd Everett,
Program Manager

Phone: (510) 847-3498

Email: todd@6seconds.org

www.HealthEQ.com

FACILITATORS:

Joshua Freedman is a leading expert in implementing emotional intelligence in organizations. He is Director of Programs for Six Seconds EQ Network, Chair of the International NexusEQ Conference, Editor of 'EQ Today' magazine, and coauthor of four books on teaching EQ. Joshua co-developed Six Seconds' EQ Certification Training which he has delivered as a master trainer on five continents to hundreds of consultants, managers, educators, coaches, psychologists, and change-agents seeking practical tools for learning and teaching emotional intelligence. A prolific writer and an accomplished speaker, Josh inspires heart and wisdom for audiences and clients around the world.

Tom Wojick is a trainer, consultant, and coach with over 18 years experience as a senior executive in health care, and a Senior Consultant for the Institute for Healthcare Leadership. Tom developed and implemented an Institute for Mind/Body Medicine associated with Harvard Medical School, and is an adjunct faculty member at the University of Richmond's Robins School of Business Management Institute. In his leadership roles his philosophy was to engage his management teams in developing leadership potential and in implementing employee and customer programs that focused on creating cultures and climates of commitment, loyalty and service excellence.

"Joshua Freedman is a recognized authority on how to teach and learn emotional intelligence. Josh knows how to translate cutting-edge research into applicable tools. His warm and engaging style makes him a favorite among diverse audiences."

– Peter Salovey,
Dean, Yale University

"Tom Wojick is a knowledgeable, gifted facilitator who also teaches every day by the way he lives his life. He is fully present to each interaction, and maintains that unique skill of affirming others while challenging thinking and behaviors to stimulate growth."

– Nancy Wilde, MSN
Vice President, Patient Care Services,
Community Memorial Hospital