



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

In an era of change and pressure, healthcare leaders are challenged to bring out the best in their people and to demonstrate outcomes. Emotional intelligence – the skills for tapping the power and wisdom of feelings – is a proven toolset that will help you:

- Engage employees to provide exceptional service.
- Inspire and motivate employees to work smarter and more efficiently.
- Strengthen relationships to build enduring loyalty.

“Leaders who guide with both head and heart foster environments that promote teamwork, collaboration, high quality nursing care, and desired outcomes.”

*– Joan M. Vitello-Ciccui
VP of Patient Care Services,
St. Anne’s Hospital, Fall River, MA*

“This program helps bring to light the ‘root causes’ of people problems in organizations.”

*– Bernadette Zucker
System Director Staff Development
Norton Healthcare, KY (following a
recent EQ Certification)*

EQ LEADERSHIP

BREAKTHROUGH SKILLS FOR
ENGAGING SUPERIOR PERFORMANCE

While many leaders possess the technical skills to succeed, exceptional leaders have a secret ingredient that inspires teams to world-class performance – “EQ.” Backed by solid research, leading organizations are developing emotional intelligence (or “EQ”) to dramatically improve performance.

This powerful one-day program improves healthcare leaders’ awareness and abilities to manage the “human side” of superior performance. Using a proven and exciting learning design, managers walk away with:

- Solid understanding of the four key competencies to increase performance.
- A roadmap to better manage their own and their employee’s emotional energy and reactions.
- Five proven techniques to increase motivation and engagement,

The workshop introduces Relationship-Centered Leadership™ (RCL), a powerful model for using and developing emotional intelligence as a key to creating committed employees, committed customers, and enduring value in the organization. RCL enhances your ability to lead and influence, and allows you to build a resilient, thriving organization where relationships are strong.

Relationships are at the heart of workplace performance, and emotional intelligence (EQ) skills are what makes effective relationships thrive. Andrea Jung, Chair and CEO of Avon Products, says “emotional intelligence is in our DNA here at Avon because relationships are critical at every stage of our business.” This program uses a powerful approach to teaching emotional intelligence – an engaging methodology that is interactive and inspiring – developed by the Six Seconds EQ Network, an international leader in the field.

AGENDA:

- **Leading Through Relationships.** Increase the quality of your organizational relationships by developing the four assets of Relationship-Centered Leadership.
- **Increasing Awareness:** Gain insight to your own and team members' reactions, motivation and decisions.
- **Articulating Purpose:** Tap the wellspring of your own and others' motivation.
- **Putting Values in Action:** Engage employees by identifying optimal behaviors.
- **Inspiring Authentically:** Strengthen your personal power.
- **Designing the Future:** Develop a tactical implementation plan.

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.

Outcome: Tools for improved leadership

Audience: Nurse managers and other healthcare leaders.

Length: 1-day plus follow-up assignment

Contact Todd Everett,
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www.HealthEQ.com

"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*