

REAL EQ[®]

Managing Emotion to Improve Results[®]

“REAL EQ helped me to increase my own proactive positivity and have a greater impact on my team. My team, particularly during very busy/difficult times of transition, finds itself in a negative mindset, and I am now better equipped to help others shift into more productive mental states.”

Manager,
Cox Automotive, Inc.

Do negative feelings impact your effectiveness? Is it challenging to connect when emotion begins to replace rationality? Are you surprised when people become defensive in certain situations? Do your own emotional reactions impact the power of your messages? Can you calmly see past the emotional reactions of others and restore rationality? Can you effectively resolve conflicts that arise from disagreement?

If you would like to improve your skills and the quality of your leadership, then becoming more emotionally intelligent would greatly benefit you. Your ability to create a culture of engagement based on respect and trust will help you create results that you and your organization desire.

Emotional intelligence can be learned! It can greatly improve the quality of your life and your ability to work with and manage others. Because organizations don't work, people do, your ability to manage your own emotions—and the emotions of others—is a vital leadership skill.

What is Emotional Intelligence?

Emotional Intelligence (EQ) is the ability to recognize your emotions and the emotions of others and to manage them to achieve results. You might ask yourself a simple question: “Do I have my feelings, or do my feelings have me?” In other words, if you *are coming across as* disrespectful in how you speak and act with others or find that you're losing your focus and desire to engage, this is an opportunity to increase your emotional intelligence.

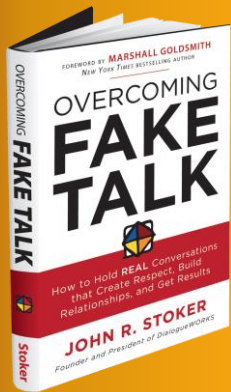
Managing Emotion to Improve Your Results Training

The REAL EQ training is designed to increase individual personal awareness so that individuals can recognize how their thinking creates their emotions. Once participants have increased their mindfulness and gained an understanding of the source of their feelings, they will learn several skills for surfacing and suspending the thinking that creates those emotional reactions.

After working on the personal awareness component of EQ, the course content turns to increasing the effectiveness of relationships. Participants will learn how to recognize nonverbal, verbal and emotional cues from others. Most importantly, participants learn how to defuse defensiveness in others while they identify hidden needs and values behind those emotions. These skills enhance collaboration, resolve conflict, build engagement, and create viable solutions.

When leaders and employees become more emotionally intelligent, there is an increase in candor, openness, learning, and effectiveness. Team collaboration and contribution are





REAL EQ: Managing Emotion to Improve Results® was developed by Dr. John R. Stoker, author of the book **Overcoming FAKE TALK**, available now in bookstores and online.

“I used to wonder why, when attacked, I always felt compelled to fight back. REAL EQ helped me understand which personal values I was perceiving to be violated.”

Manager,
US Dept. of Energy



improved, enhancing problem-solving and decision-making. Emotional intelligence aids in creating a culture based on respect and trust, allowing people to speak their minds and offer insights without fear of retribution or retaliation. EQ is essential to conflict resolution, because people work together to create solutions to complex problems.

What Will You Learn?

The REAL EQ training will help you master a variety of skills that will help them improve their relationships in both your personal and professional life. You will learn to:

- Assess the current level of your EQ.
- See how your thinking process creates your emotions.
- Identify the assumptions or “mental models” behind your emotions.
- Understand the physiology of emotional reactions.
- Surface the violated personal values that trigger your reactions.
- Assess the accuracy of your thinking and the feelings behind your thoughts.
- Identify the mindsets that most frequently impact behavior negatively.
- Distinguish between the observations and interpretations that underlie your thinking and give rise to your feelings.
- Shift your negative emotional reactions to more positive emotions.
- Manage your movements and vocabulary to change how you think and feel.
- Recognize behaviors that signal the presence of “undiscussables.”
- Defuse defensiveness in yourself and others.
- Identify the “resistance signals” people display that foreshadow an impending emotional reaction.
- Uncover the values that often go unidentified when conflict arises.
- Identify positive values hidden by an individual’s negativity.
- Create an action plan for improving and developing your emotional intelligence.

What are the Benefits of This Training?

Understanding the basis of your emotional reactions and learning to manage your emotions will improve your effectiveness with people. This will help you create respect and trust in your interactions with others.

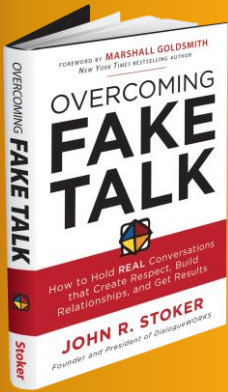
Teamwork is greatly improved when EQ is high. Individuals engage openly and respectfully to share their views. Learning is increased, which means the quality of problem-solving and decision-making are improved. When conflict arises, people know how to restore rationality, so contribution and cooperation continues.

Organizations that promote EQ are more efficient and effective, reducing redundancy and rework. Workplace culture focuses on the positive, promoting value for each individual, their views, and their contributions. Engagement and retention are high because people work at their highest level to produce the desired results.

In any interaction there is a possibility that someone will react negatively. Learning how to shift those responses to the positive will not only help to increase rapport and connection among individuals, but will also help to create the kind of relationships and results that everyone is seeking.

Duration

This is a one-day, in-person or live online course. To best meet the needs of your organization, the course can also be adapted for delivery live, online in an hourly format.



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What's Next?

Emotional Intelligence will help you, your team, or your organization improve productivity and accountability, resolve conflict, increase engagement, and build respect and trust. The course will have a great impact on your leadership and effectiveness.

To discover how **REAL EQ: Managing Emotion to Improve Results** can help you or your organization, call 1-801-362-4046 or email us at info@dialogueworks.com.

REAL EQ® Participant Materials

REAL EQ Self-Assessment

Each participant has the opportunity to complete a self-assessment prior to class that provides insight into the mental models that impact his or her own thinking process.

REAL EQ Participant Manual

Each participant receives a detailed participant manual which aids in learning the principles and allows them to practice the skills taught in the course. The participant manual contains illustrations, explanations, quotes, and reference material that enhances the course training.

REAL EQ Tool Cards

Each participant receives a set of tool cards that conveniently summarize the principles and skills for holding REAL Conversations.

REAL EQ Cues & Do's

Cues and Do's are a series of email lessons that participants receive weekly for a specified number of weeks following the completion of their training. Each lesson presents a principle, detailed explanation, and a number of “cues” or behaviors that participants should recognize from the training. The email also offers some “do's,” or plans of action an individual may choose to implement.