

**EMOTIONAL INTELLIGENCE WORKSHOPs – CREATING THE FOUNDATION**

## Customized coaching and workshops for practitioners and administrators looking to deepen their EI (emotional intelligence); unlocking the hidden potential in their practices through improved communication,

## relationship management and visionary leadership.

There *really* is a collective space where you can get real and practical about how to build an inspiring practice that thrives! Where you can share openly about the challenges of everyday scenarios.

A place where you are encouraged and supported with proven solutions and strategies.

Discovering and tapping into *your*own emotional intelligence is the foundation of positive practice management. This program is designed to give you the tools and strategies you need to be the leader you want to be. Engage with your staff, patients, and physicians with innovative levels of awareness and authentic communication.

Affirm your personal leadership developing richer emotional intelligence in your staff

by cultivating a culture of artful listening and trust.

**How to Encourage, Affirm and Balance Your Practice**

In today’s practice, it is impossible to over-communicate. It is imperative that you can clearly explain ideas and messages, quickly and effortlessly as you make often rapid-fire decisions affecting your daily work.

Every program is intensely interactive focusing on approaches that can be immediately implemented upon returning to your practice. For those new to the concepts, we begin with an introduction to emotional intelligence. We explore individual awareness and relationship management.

We will identify common cues that set us off and methods for successfully balancing dynamics in the most *productive and positive* way.

**We Engage In Real Life Scenarios** (and get honest here), reflecting on how things can get off-track if we aren’t aware of how our management style may be influencing our teams.  A variety of scenarios are examined and discussed as we tackle proven methods for managing staff – whether that means addressing performance issues or boosting your most valuable players.

Participants also mentally work through individual challenge worksheets, enhancing your own self-awareness. Learn to uncover ways of aligning with your staff, patients and physicians that change the dynamic in your practice.

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**Most Popular Topics in Our Emotional Intelligence Workshop**

Each 1.5 to 3.5 hour session is customized with topics that are specific and personalized for *your*practice: working together to for the most immediate and lasting impact.

* Communication, Body Language and Mirroring
* Instruments for Leadership
* Developing Personal Leadership
* Evolving Leadership in Your Staff
* Maximizing EI to Hire the Best Staff – and Keep Them!
* Customized Customer Service – Handling Difficult and Angry Patients (and co-workers)
* Provider and Administrator Collaboration
* *And*…Per Practice Request

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**INDIVIDUAL EMOTIONAL INTELLIGENCE COACHING & TRAINING**

## One-on-one emotional intelligence coaching, focused on effective communication and real-time,

## situational feedback for healthcare professionals

Why might a healthcare professional need Emotional Intelligence (EI) Training? The experience of running a practice is full of ever-changing demands, new challenges and people who need you (and expect you) to be your best. At any given moment, you might be feeling elated that things are running smoothly. Then the next moment, you might be feeling overwhelmed, stuck or frustrated by reoccurring problems. Add to that: tough personalities, old habits and high expectations…and you may begin to feel lost and anxious. You are not alone**.**

**One-on-one EI coaching is designed to maximize support – Receiving *personalized* direction**

Each session builds core emotional intelligence skills *much better prepared to adapt to changing environments or to overcome specific obstacles,* and the foundation for future growth.

Sometimes you need a balanced, independent perspective to help see you through exceptionally stressful or unusual circumstances. Ongoing coaching sessions ensure you have someone practical, knowledgeable, and capable in your corner. Your coach becomes your sounding board, helping you make a specific action-oriented, emotionally checked-in plan to achieve your goals.