

## LEADING WITH EMOTIONAL INTELLIGENCE

## **Program Description**

This competency-based, interactive leadership program will provide participants with an in-depth understanding of emotional intelligence, provide practical application techniques, as well as equip leaders with the ability to translate how Emotional Intelligence (EI) can create successful, differentiated organization outcomes that can result in improved customer experience.

Key areas of focus in the session are:

- What is EI?
- What are the positive results associated with EI?
- What hinders and what helps EI?

