

Patricia Clason, trainer, coach and author, has been inspiring others since 1975 with her wit and wisdom in the fields of Emotional Intelligence, Coaching, Leadership, Engagement and Ethics. For over 20 years Patricia has worked with government agencies in Wisconsin and nationally.



*Join her in these special workshops designed for these trying times. Priced to fit your training budget, jam-packed with valuable information in just a half-day session!*

## **Emotional Intelligence: The Key to Effective Relationships**

**June 23 or July 21 8:30 -12:00 \$75**

Understanding emotions and how they interact with the brain and the body is the key to better self-management, decreasing stress and improving your relationships with others.

This session will define the four key skill areas of emotional intelligence (EQ) and give you practical tips for improving your emotion management. You will complete the Emotional Intelligence Style Profile from HRD Press and develop an action plan for increasing your EQ.

## **Dealing with Difficult People Including Yourself**

**June 30 or August 4 8:30 -12:00 \$75**

There's always one, sometimes many, in every workplace. The difficult people we encounter challenge our patience, test our communication skills and seem to demand our attention, especially when we have more important things to do. How you handle them and yourself determines whether those trying situations escalate into war or result in peaceful resolution.

Learn to identify the triggers that make people difficult to deal with and learn neutralizing communication strategies. Humor will help us laugh at ourselves and our frustrations, while learning to take it lightly as we practice doing it differently. Your result will be an increased confidence in your ability to deal with difficult people and avoid becoming someone else's difficult person!

*All who attend either session will also receive a **BONUS** of an Assessment of your choice from HRD Press which can be completed online and includes a personalized report!*

***ATTEND BOTH SESSIONS FOR ONLY \$125!!!***

**LOCATION: Center for Creative Learning 1553 S 38 St #300, Milwaukee, WI 53215**  
**<http://www.lightly.com/map.pdf>**

***PREREGISTRATION REQUESTED!*** **<http://www.lightly.com/registration.php>**

**Call with your credit card number 414-374-5433 or payment may be sent to:**  
**Center for Creative Learning 2437 N Booth St, Milwaukee, WI 53212**

## EQ (Emotional Intelligence) – A Map for Personal and Professional Success

The amount of information and technology available to the average worker today is more than a worker experienced in a lifetime in 1900, and that information and technology will double in less than two years! The speed of life has definitely increased as has the stress we are under every day. A steadily growing body of research in the field of “what makes one successful” says that EQ (Emotional Intelligence) is the key both personally and professionally to a satisfying and successful life.

TalentSmart.com, leading EQ researchers, tell us we have 27 emotional reactions every day, 150,000 in a year. 60% of job performance is Emotional Intelligence, in all jobs. 15% of success is technical knowledge, 85% is people skills (EQ). This makes EQ an invaluable business asset, whether you are worker, boss or owner.

### What's Your EQ?

Rate yourself on the following statements, as honestly as possible on a 1 to 10 scale  
(1 = rarely true, 10 = almost always true)

- \_\_\_\_\_ I am comfortable with other's emotional expression.
- \_\_\_\_\_ I am comfortable telling others about my emotions and reactions.
- \_\_\_\_\_ I am good at gaining cooperation from others.
- \_\_\_\_\_ I express anger in safe and healthy ways.
- \_\_\_\_\_ I use both my emotions and my logical, rational mind when making decisions.
- \_\_\_\_\_ I am intrinsically motivated.
- \_\_\_\_\_ I can read others' emotional states and am usually correct in assessing their feelings.
- \_\_\_\_\_ I am self-motivated and excited about my life.
- \_\_\_\_\_ I am aware of my emotions and express them appropriately.
- \_\_\_\_\_ I handle conflict well and can assist others in resolution of conflict. **TOTAL SCORE** \_\_\_\_\_

10 – 30 = You need an EQ map and a course on how to read it!

30 – 50 = You are walking down the middle of the EQ road, not sure which direction to take.

50 – 80 = You are on the road to a high EQ and could use a little more direction

80 – 90 = You know where you are going and have good relationships with your fellow travelers

90 – 100 = Are you sure you were honest? If you were, have you consider writing a book?

If you are in need of direction, an EQ map, don't worry. Fortunately, EQ is a learned intelligence (unlike IQ). There are plenty of sources. Read a book – two of my favorites are *The Emotional Intelligence Quick Book* (comes with a free code for an online assessment) from TalentSmart.com, and *The Other 90%* by Robert Cooper. Take a class on Emotional Intelligence, offered locally by the Center for Creative Learning, or bring someone into your company to do an EQ training.

Building your EQ will make every area of your life easier, so get on the road!

**Patricia Clason, Director of the Center for Creative Learning**, is a professional speaker, trainer and coach, specializing in Emotional Intelligence and Ethics. Visit [www.lightly.com](http://www.lightly.com) for the current public seminars on EQ or to contact Patricia.

Great Web article “What is EQ?” <http://www.eqtoday.com/02/emotional.php>

Free EQ tests online <http://www.helpself.com/iq-test.htm>

<http://www.measuring-emotional-intelligence.com>