

**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 specially designed for state agencies during 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**

**July 15 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**

**September 16 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 and playful interactions 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 to avoid becoming someone else's difficult person.

*All who attend either session will also receive a BONUS of the Personal Stress and Well-Being assessment which can be completed online after the workshop and includes a personalized report.*

### **LOCATION:**

The trainings will be in Room F305 in the GEF-1 Building, 201 East Washington Ave, Madison, WI 53703. Enter by the E. Washington entrance and stop at the front desk to register. If you are a state employee, please wear your state ID badge.

**Here are some links that may help with directions.**

**GEF 1 - Visitor Entrance:**

[http://dwd.wisconsin.gov/dwd/gef1\\_entry.htm](http://dwd.wisconsin.gov/dwd/gef1_entry.htm)

**Driving Directions:**

[http://dwd.wisconsin.gov/dwd/gef1\\_driving\\_directions.htm](http://dwd.wisconsin.gov/dwd/gef1_driving_directions.htm)

**Downtown Madison Map:**

[http://dwd.wisconsin.gov/dwd/downtown\\_madison\\_map.htm](http://dwd.wisconsin.gov/dwd/downtown_madison_map.htm)

**Parking Info:**

<http://www.ci.madison.wi.us/parking/downtownMap.html>

**REGISTER ONLINE AT:**

<http://www.lightly.com/registration.php>

**We will call you for your Pcard number or payment may be sent to:**

**Center for Creative Learning**

**2437 N Booth St, Milwaukee, WI 53212**

**PRE-REGISTRATION IS REQUIRED!!!**