

# OVERVIEW



## OBJECTIVES OF THE PROGRAM

- Build confidence in communicating with new people
- Connect with others quickly, in and outside your work circles
- Give effective appreciation
- Build a more positive outlook
- Listen for understanding
- Discover the secrets of influence
- Overcome resistance and conflict
- Learn how to say no
- Give negative feedback that gets results
- Develop your empathy skills
- Learn essential strategies to combat stress
- Make gratitude a habit
- Build your personal brand
- Create habits that last a lifetime

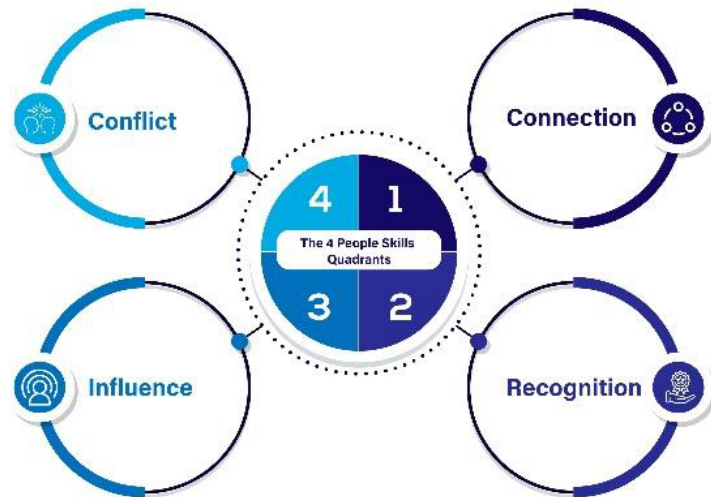
## FORMAT

- Live-online: 9 x 3 hour modules once a week for 9 weeks
- Program size: 10-15 people

## CONTACT

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## People skills and EQ



To be successful in today's agile world it takes more than technical skills. It takes emotional intelligence and a deep understanding of how to work effectively and efficiently with all types of people. I.Q. + E.Q.= The New Smart.

Constantly changing working conditions require collaboration in all directions. Understanding people is the key. We start by making solid connections with others, leverage the power of listening and recognition, influence others and overcome conflict. With focus we can get exceptional results with people.

### HOW DO WE GET THERE?

Through discussion, practice, and coaching, we will build the essential people skills and EQ we need to work with teams. Through simple changes in the way we communicate over time, we will see extraordinary results.

### WHY DOES IT WORK?

Adults learn best through experience and peer discussion. With relatable examples and common experiences, we can identify opportunities to make real progress quickly and permanently.

### WHY IT'S IMPORTANT?

The better we work with people the better our results. It's that simple. Most people focus on technical skills and neglect critical people skills and emotional intelligence. Skills that are practical. Skills we can use every day. Skills we all need.