



Emotional Intelligence

According to management and leadership experts, one of the most critical skills successful leaders and managers possess is emotional intelligence. Emotional intelligence is described as the way one recognizes, understands and manages one's own emotions and the emotions of others. Low emotional intelligence can contribute to poor individual and team performance, low confidence, and ineffective communication. Conversely, high emotional intelligence in the workplace has been linked to higher sales and profitability, employee retention, and increased competency across the board.



67% of all competencies deemed essential for high performance were related to EQ. EQ mattered twice as much as IQ and technical knowledge to high performance, and EQ was the only "advantage" at the highest levels of leadership.

Source: Learning In Action Technologies, 2003

A study of 130 executives found that how well people handled their own emotions determined how much people around them preferred to deal with them.

Source: Learning In Action Technologies, 2003



Our Approach

With every program we deliver, we believe in measurable results and are committed to maximizing our clients' investments. This program incorporates a variety of techniques to ensure participant engagement. We use group-led discussions, Socratic methods, hands-on exercises, instructional videos, and role-playing throughout our training. We promote collaboration among learners by integrating real-life workplace challenges and problems. Key elements of this program include:



"One valuable takeaway from the training I use constantly is preparing for a one-on-one or group meeting, thinking about how I will be heard, and how to allow others to contribute. I am constantly reading the room."

- Chuck Derickson, Engineering Project Manager, ALOFT AeroArchitects

Program Topics

9, 1.5-hour Sessions

- **Introduction & What is Emotional Intelligence?**

- Identify and align around program goals and expectations.
- Evaluate the model of emotional intelligence as described by Daniel Goleman.
- Learn how to boost emotional intelligence and evaluate your interpersonal skills to build better customer relationships.

- **Self-Awareness**

- Become aware of your emotions and recognize how your emotions impact others.
- Accurately self-assess and self-reflect to build a strong sense of self.
- Understand how different environments and customers influence your emotional state.

- **Self-Management**

- Gain techniques to reframe your thinking to create stronger connections with customers and learn a proven process to insert a "measured response."
- Learn how to shift your mindset and leverage practical tools to drive your self-motivation.
- Implement self-management techniques for continuous improvement.

- **Social Awareness**

- Learn how to sense and interpret the signals a customer is sending through verbal and non-verbal communication.
- Examine ways to better understand your customer's needs through a needs assessment conversation.
- Understand the power of empathy in building long-term business relationships.

- **Relationship Management**

- Learn the keys to navigate personal conflict.
- Know how to identify, establish and respect other people's boundaries and expectations by implementing inclusive language and embracing DEI (Diversity, Equity, and Inclusion) principles.
- Understand how to positively influence your customer to meet their needs.

- **Identify Communication Breakdowns**

- Understand the harmful effects of ineffective communication.
- Examine the three common causes of communication breakdowns.
- Learn how to identify breakdowns when they occur in order to be a communication catalyst.

- **4 Phases of Effective Communication**

- Examine the five key considerations used to effectively prepare for a conversation.
- Understand the 4Cs: Connect, Communicate, Collaborate and Confirm.
- Master winning techniques to spark successful and positive communications.

- **Action Plan**

- Review key communication concepts.
- Identify top program takeaways.
- Create an action plan to track progress toward building positive business relationships.

About Us

Established in 2003, Nally Ventures is an entrepreneurial company founded by Mike Nally, a proven leadership coach and real estate developer. We are a results-oriented business committed to providing solutions in order to take organizations and projects to the next level. We provide an array of services that transform executives into world-class leaders, produce a new generation of highly effective managers and team members, and navigate the maze of real estate development. At Nally Ventures, we take tremendous pride in being a team our clients can trust, respect and rely on to foster new growth for their businesses.