

EMOTIONAL INTELLIGENCE **in the Workplace**

Communicate, motivate and promote creativity in the workplace

“The interest in emotional intelligence in the workplace stems from the widespread recognition that these abilities – self-awareness, self-management, empathy and social skill – separate the most successful workers and leaders from the average.” **Daniel Goleman**

Emotional Intelligence in the Workplace is a dynamic workshop based on Daniel Goleman’s *Emotional Intelligence* (EI) theory. It provides a variety of useful and practical tools which will increase effectiveness in working with colleagues and enhance interpersonal skills in the workplace.

This one day workshop offers invaluable insights and strategies that will maximise the ability of staff and managers to work productively together and improve communication.

Participants are guided through the five EI competencies in the workplace: self-awareness, self-regulation, motivation, empathy and social skills.

Key Learnings

- Understand how *Emotional Intelligence* promotes a supportive culture
- Respond flexibly to differing behaviour styles
- Enhance your communication skills
- Identify and harness the strengths and abilities within your team

Our trainers make the difference



Paddy Coombes

Paddy Coombes has a wealth of experience in leadership and training in both the community and public sector as a social worker and senior manager.

As an experienced facilitator, Paddy has designed programs and facilitated training in conflict management, managing unreasonable conduct, leadership, organisational and team development.

Paddy has worked extensively in many diverse fields and environments including; child protection, capacity building in the community legal sector, advocacy and therapeutic programs at Long Bay Correctional Centre and consumer rights programs for the NSW Ombudsman Office.

Paddy’s engaging and interactive approach imbues training sessions with depth and empathy, where participants walk away with the inspiration and clear direction necessary to turn knowledge into action.

She has an ongoing interest in mindfulness, meditation and reflective practice and leads Buddhist retreats as a member of the Sydney Buddhist Centre.

“I really enjoyed this workshop - such a positive development experience. The process clearly showed how each individual contributed equally to the value of their organisation.” Course participant

**Inhouse training is available on request.
Talk to us about your training needs today.**

\$ 240.00 MHCC members

\$ 290.00 Non-members

Course details may be subject to change.

Visit www.mhcc.org.au for date and location information

Please write clearly in CAPITAL LETTERS.
Please forward your completed registration form to training@mhcc.org.au or fax to 02 9810 8145

WORKSHOP DETAILS

Please register me for the following course:

Workshop / Course Title	<input type="text"/>
Location	<input type="text"/>
Workshop Date(s)	<input type="text"/>

CONTACT DETAILS

Full Name	<input type="text"/>					
	M	<input type="checkbox"/>	F	<input type="checkbox"/>	Other	<input type="checkbox"/>
Job Title/ Position	<input type="text"/>					
Organisation / Employer	<input type="text"/>					
Address	<input type="text"/>					
	<input type="text"/>					
	State				Postcode	
Email	<input type="text"/>					
Tel (M)	<input type="text"/>	Tel (W)	<input type="text"/>			

Do you require any support or assistance during training, eg; disabled access, audio loop. If so, please specify.

MHCC TERMS & CONDITIONS

Refunds

Please choose workshops carefully. Once registrations are processed refunds can only be made when:

- A workshop is cancelled, or the date is changed by MHCC
- A written request is received 14 days prior to the workshop
- A medical certificate is provided in the event of illness or misadventure

All refunds will incur a \$35 administration fee except where a workshop has been cancelled by MHCC.

Full or partial non-attendance of registered participants will incur the full registration fee.

Transfer / Substitution

You can transfer to another workshop/date (of the same value) on one occasion, pending availability, by notifying MHCC in writing seven days prior to workshop commencing.

Email: training@mhcc.org.au **Fax:** 02 9810-8145

Participant substitutions must be advised in writing five days prior to the workshop.

Workshop Cancellations

We make every attempt to ensure that workshops run. However, MHCC reserves the right to alter any arrangements, including cancellations if required. We will notify you of any cancellations and changes as soon as possible, usually this will be seven days prior to the workshop date.

MHCC is not responsible for travel-related costs that may be incurred as a result of cancellations.

In the event MHCC cancels a workshop, you can choose whether to transfer, on one occasion, to another workshop of the same value (pending availability) or receive a refund.

CONSENT

By completing and returning this form you are consenting to the collection of this information for the provision of training as well as accepting the MHCC terms and conditions outlined above. Please refer to the MHCC confidentiality and privacy policy at www.mhcc.org.au

Signature	Date	/	/
<input type="text"/>			

How did you hear about this MHCC training?

<input type="checkbox"/> MHCC Website	<input type="checkbox"/> Email	<input type="checkbox"/> Attended other training
<input type="checkbox"/> MHCC Event	<input type="checkbox"/> Word of mouth	<input type="checkbox"/> I would like to receive more information about MHCC

PAYMENT INFORMATION

ABN: 59 279 168 647

Payment Type

Visa <input type="checkbox"/> MC <input type="checkbox"/> Cheque <input type="checkbox"/> Invoice (Organisations only) <input type="checkbox"/>	Name of Org <input type="text"/> Org Address <input type="text"/> State Postcode <input type="text"/>
C/C number <input type="text"/> Expiry mm/yy <input type="text"/> <input type="text"/>	
Cardholder Name <input type="text"/>	Org email for Invoice <input type="text"/>
Signature <input type="text"/> Date / /	

Name of Org <input type="text"/> Org Address <input type="text"/> State Postcode <input type="text"/>
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Org is currently an MHCC member? Y N

Total Amount \$

PROMO CODE (if applicable)

For more information visit
www.mhcc.org.au/learning-and-development
or phone 02 9555 8388 ext 106