



THE VOICE BUSINESS
SPEAK WITH CONFIDENCE

Emotional Intelligence For Managers (EQM)

Great for anyone... who wants to successfully manage other people.

Purpose:

In business today people want more than just efficiency, they want "emotional value"- the positive feelings that good product, good service and good management bring. This in turn reflects directly on your business's bottom line. Good management of your people, your time and your resources brings good monetary rewards. Excellent emotional awareness and management of yourself and others is the prerequisite for this type of "emotional value".

In this course you will learn what it takes to communicate "good feelings" and develop meaningful lines of contact - even with a difficult staff member or boss. You will discover how the way you behave now may be helping or hindering the process of communication. We will take a good look at body language and how it is used to build rapport and good relationships, as well as listen to your voice and improve how you use it to communicate your ideas. Understanding and awareness of how to manage the emotional context in which you work in one-on-one conversations, small group meetings, team based interactions and through your telephone and email messages, will be covered in depth. After this training session you should expect to feel a lot more confident and positive about your ability to deliver outstanding "emotional value". Just see how your company will value YOU now!



What you will learn:

- **Staff Speak** - breathing, diction, vocal variety and projection - making what you say more caring, persuasive and interesting - so that others can understand you when you try to help them.
- **Movement Skills** - don't let your body undermine your message. Learn how to "centre" your body movement to help control your emotions. And, learn how to read the cues of others.
- **Emotional Value** - discover what it is and how you can become great at delivering it.
- **Looking after yourself** - It's important to realise that you can only deliver great management if you feel good about yourself and the other person. Even when it doesn't appear to be that easy. Learn how to get a grip on your emotions and attitude so that you work well solving the problem and helping the person. At the same time, be able to conduct yourself in such a way that the difficult staff member or boss learns to respect you, no matter what.

Scheduled Emotional Intelligence For Managers (EQM)

Course	Code	Duration	Location	Cost (inc gst)	Type
Emotional Intelligence for Managers	EQM	1 x 8 hr workshop	Australiawide	\$6295	per Group

Class Time

Classes are available weekdays between
6.00am-6.00pm

Workshops are from **9.00am-4.30pm**

Questions?

Email:

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Head Office

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Course Materials

CDs.Mp3 and Work notes included

Post Course Evaluation.

A Certificate of Completion will be awarded to
each successful candidate.

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