



Developing Emotional Intelligence

*Join us for this 3-hour virtual workshop
open to non-supervisory staff!*

September 12, 2023 | 9:30am-12:30pm

Instructed by Janelle Tarasewicz, Principal Consultant, Aperture EQ

DESCRIPTION: Emotional intelligence is the ability to recognize, manage, and positively manage our emotions. Self-awareness is a critical tool to understanding how emotional intelligence helps strengthen decision making, conflict resolution skills, and team dynamics. People who have a high level of emotional intelligence are better prepared to stay calm, flexible and focused when workplace crises hit and panic threatens to set in. Studies have shown that emotional intelligence can have a profound effect on a person's ability to create more rewarding, collaborative and satisfying workplace relationships. This, in turn, leads to greater productivity, reduced stress and anxiety, higher levels of performance and a greater sense of teamwork and camaraderie — all critical components of a successful, productive workplace. Discover how to expand your capacity to help create an environment that fosters emotional intelligence and a high degree of safety and trust.

Learning Objectives:

- Understand how your emotions affect others — and how their emotions affect you.
- The importance of empathy in communicating, understanding, listening, establishing rapport and relationship building.
- Overcoming the personal beliefs that might be holding you back.
- How to master the art of listening and hear what's not being said.
- How your nonverbal cues affect the message you're trying to send — and how to interpret what others are saying with their body language.
- Learn tips and tactics to improve emotional intelligence – in yourself and among groups.
- Developing a team culture of emotional intelligence and psychological safety.
- Use emotional intelligence to navigate learning, growth, and change.

In order for attendees to feel comfortable exploring the course, we are offering a session exclusively for staff who do not supervise employees and another session for supervisors, to make sure supervisees are not in the same class as their supervisors and vice versa.

AUDIENCE: This workshop date is open to staff who do not supervise employees only (WCRP members only).

REGISTRATION CAP: Limited to 30 attendees.

VIRTUAL WORKSHOP EXPECTATIONS:

- There is a high level of participation and interaction, therefore, attendees will need to join from devices with camera, microphone, and chat capabilities.
- Group attendance is not permitted for this workshop due to the interactive nature. Attendees will need to sign into the virtual event from their own devices individually.
- This workshop will not be recorded, and recording is not permitted.

REGISTRATION & FEES: This workshop is available to WCRP members only, at no charge. Attendees must pre-register to attend. **\$25 no-show fee may be assessed if cancellation notice is not received 24-hours prior to the workshop.** To learn more, visit [WCRP's Registration and Fees, Invoicing and Cancellation Procedures](#) webpage.

Attendees must pre-register to attend. Register online at www.wcrp.info: Hover over the Member Services tab and click on Training to access the list of current offerings. The online registration form is accessible under each training title; select the link to be directed to the WCRP Events & Training Online Registration Form, then carefully select the event you wish to attend and complete the online form. A waitlist will be enabled when a specific training is full and we encourage you to sign up in the event of a cancellation.

QUESTIONS?

Contact the WCRP Member Services team: MemberServices@wcrp.wa.gov or (360) 292-4490