

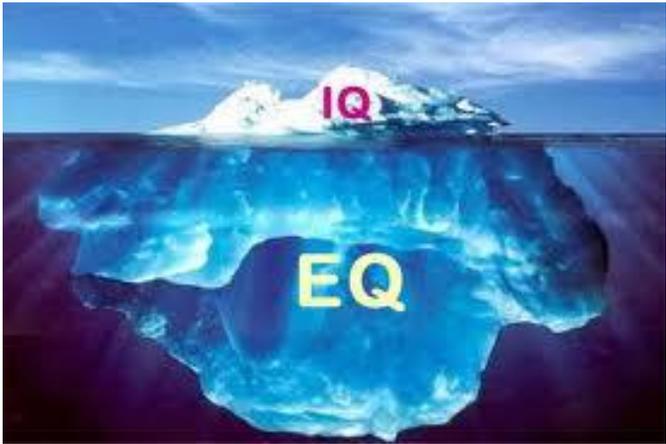


# RAISE YOUR EQ For Administrative Professionals

You needed IQ to succeed in school...but you need emotional intelligence or EQ to succeed as an administrative professional and in life.

If you look at the most successful people on the planet, it's their EQ that helps them to rise to the top. There are many people with the same IQ as Oprah Winfrey and Bill Gates but it's their EQ that separates Bill and Oprah from others.

The good news is that while your IQ remains pretty constant throughout your life, you may improve your EQ substantially. As an administrative professional your Emotion Quotient can set you apart from others.



### WHAT YOU WILL COVER

- ★ How to identify the root cause of your feelings, de-escalate your emotions and prevent them from interfering with your day
- ★ What subtle body language and tone can unknowingly cause conflict with others
- ★ Methods for beating procrastination
- ★ How to reframe your thoughts and feelings about the 'hard' tasks
- ★ Gracefully exit when you're feelings are out of control

### HOW YOU WILL BENEFIT

- ★ Calm yourself down in the presence of someone who is annoying you
- ★ De-escalate an argument and transform it into a discussion.
- ★ Feminine and Masculine style differences and how to communicate most effectively with both styles
- ★ Generational differences (learn the different values and styles of radio-agers, baby boomers, Gen-Xers, and Gen-Yers so you can be a 'star' with all your co-workers!)
- ★ Tools for working successfully with individuals from other cultures
- ★ How to approach someone regarding an issue in such a warm, positive, non-combative way that they don't even know

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Make your reservation before March 28 for  
**Early Bird Special Price \$99.00**

**Standard \$125.00**  
**CONTINENTAL BREAKFAST INCLUDED**

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**When:** April 28, 2016 9:00 AM – 4:00 PM  
Doors open at 8:15 for sign in & registration

**Where:** Fallon Federal Building  
31 Hopkins Plaza  
Baltimore MD 21201

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