



FICSA WORKSHOP
WORKING UNDER PRESSURE:
EMOTIONAL INTELLIGENCE IN THE WORK PLACE
(SCBD Montreal, 8 and 9 October 2019)

PROVISIONAL AGENDA

Why do smart people fail? Why do technically brilliant individuals have trouble managing others and collaborating in a team? Why are support staff reluctant to manage upwards? It is not because they lack intelligence, know-how or technical skills. Far from it. What they lack is a critical level of Emotional Intelligence (EI) and the ability to manage their own emotions and others' when they are under pressure.

Hierarchies are being challenged and the traditional 'one boss and many workers' concept is changing. In the 21st century teams are asked to take on a variety of roles, and managers are expected to empower their colleagues on a daily basis. If we want to succeed, we have to be prepared to look at what we could be doing differently instead of hoping that others will change.

Objectives

Whether you are responsible for a small team, or simply want to increase your individual performance (or both), this two-day workshop will help you to understand how stress in the workplace affects *you*, as well as how you can break your negative patterns, replacing them with constructive responses. Not only will you improve your working relationships within your organization, but you will also strengthen your capacity to better communicate with external interlocutors, making it easier to fulfil your organization's mandate.

The workshop will include a presentation, videos, discussions, role plays and feedback.

Please note: Participants will be asked to complete some (short) pre-workshop exercises in preparation, to be provided via email.

Language: English
Duration: Two days
Target Group: Anyone who wants to understand how to better manage stress and pressure in the workplace, as well as to improve their working relationships
Number of Participants: Minimum 8 – Maximum 35
Requirements: A data projector with suitable sound system, flipchart and pens, notebooks and pens for participants



FEELGOOD COACHING AND CONSULTING

Using emotional intelligence to create brilliance



AGENDA DAY ONE

09:00	Introduction and outcomes
09:30	What is 'Emotional Intelligence'?
10:15	Understand how your emotions drive your behaviour under pressure
10:30	Break
10:45	What are your stress triggers?
12:00	Lunch
13:00	What happens when personal emotions affect professional performance?
14:30	Break
14:45	How can you better respond to tension and pressure?
15:45	Summary of day one and review of learning
16:00	END OF DAY ONE

AGENDA DAY TWO

09:00	Review of day one/questions and answers
09:30	Why do you do what you do? What motivates you to be here?
10:30	Break
10:45	Telling others what to do, and why it doesn't work any more
11:30	Managing upwards
12:00	Lunch
13:00	GROW – coach yourself and change your life
14:30	Break
14:45	Communicating for results
15:15	Your plan of action
15:45	Summary of day two and review of learning
16:00	END OF WORKSHOP