

Communication and Emotional Intelligence for Managers

Leading Self; Leading Others

As a manager, your role is to help others succeed. This involves open, two-way communication: knowing how to listen properly, to understand, to support and encourage, and to provide constructive feedback. The way to become a better leader is to be honest in your own self-reflection, to seek feedback about your style, and to choose to improve your Emotional Intelligence (EQ).

This program is designed for managers who wish to enhance their careers by sharpening their leadership impact. In an engaging learning environment, you will deepen your understanding of how to be an effective leader and communicator **from the inside out**. The program's unique "**leading self**" focus will encourage you to reflect on *why* you communicate the way you do, and to make commitments to enrich your approach.

Takeaways

- Uncover and define your own leadership and communication style
- Increase your self-awareness and understand how your actions and words affect others
- Use communication as an extension of interpersonal skills and personal, self-regulated leadership choices
- Open the communication channels by listening with deep understanding
- Recognize what motivates others and communicate to them with empathy, according to their needs
- Inspire people by appealing to their values
- Deliver helpful and supportive feedback, and seek feedback for oneself

Audience

This program is suitable for any manager who wants to communicate and lead more effectively.

Program Content

Day One

- Connecting emotional intelligence, personal leadership and communication
- EQ foundations and what matters most
- Focus and self-awareness
- The communication process and individual differences
- Emotional self-regulation
- The importance of humility

Day Two

- Power and its effects, refining power
- Motivating yourself and others
- Giving and receiving effective feedback
- Developing and communicating empathy
- Social skills and integrity
- How to make a difference

Special Features

This program is designed to develop real-world skills, while deepening your self-awareness. It employs a dynamic mix of group discussions, activity-based development and feedback to help you reach your potential.

Program Leader

Tracey Gurton is a faculty member at the UBC Sauder School of Business. She has more than 18 years of experience teaching MBA, MM and BCOM programs in the areas of organizational culture, leadership, emotional intelligence, managing change, and trust on teams. She also delivers professional development programs to executives and managers in private and public organizations, with the objective of helping companies be a better place to work. Recognized for teaching excellence, she believes that a paramount responsibility in teaching, speaking, facilitation and consulting is to bring theory to life with practical examples and experiences.

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Tel. 604.822.8400 (toll-free 1.800.618.3932)