

EMOTIONAL INTELLIGENCE IS NOT AN OXYMORON!

*November 2009 CEU Educational Event**

- approved for 0.2 CEUs -

It is our emotions that power our performance and the results we get. This interactive two-hour workshop will introduce AICI members to the practical, personal, and professional framework of emotional intelligence. We will explore and demystify how our emotions impact our personal and professional relationships and success.

Presenter



Donna Chevrier,
AICI CIP

Donna Chevrier is celebrating 25 years as an image consultant with 15 years as an AICI certified professional. Her earlier psychology training and fascination with behaviour prompted her to explore emotional intelligence when it was introduced in 1997. In 1999 she became qualified as a certified, emotional intelligence trainer/ coach and in 2005, earned her certification as an Emotional Power® trainer/coach. With worldwide studies indicating that emotional intelligence accounts for 80% of our success, Donna looks forward to sharing with her colleagues, how this new science affects our work in the image industry.

At the end of the session, participants will be able to:

- Identify four E.I. intensions that can increase success as an image professional
- Discuss three E.I. attitudes required to build mutually satisfying relationships
- Name three E.I. factors that help you to effectively manage conflict resolution.
- List two E.I. behaviours that enhance your negotiation skills
- Name four E.I. skills that will strengthen your stress tolerance
- Discuss three E.I. competencies that support us when managing change

The words *skills, competencies, attitudes, factors, intensions and behaviours* may be used alternatively when discussing emotional intelligence.

*This educational event will be worth 0.2 CEUs. Attendees will create a list of what they have learned as a result of this course and complete an evaluation.

Mon, Nov. 16 2009

7:00 pm – 9:30 pm

George Brown
College
Casa Loma Campus
160 Kendal Avenue
Toronto, ON
M5R 1M3

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RSVP to

Christie Ressel,
VP Programs,
905-988-9017 or

Christie@

personalpowerimage.com

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TORONTO CHAPTER