

# Working with EQ

## Seven Session Program

Discover what Emotional Intelligence (EQ) is. Discuss how EQ differs from the “intelligence” measured by IQ tests. See how thinking patterns and emotional states influence your success at work and in life. Hear how to change emotional “programs” that block success in your job. Gain hands-on experience using relationship management tools. Increase your personal power and influence at work.

### What you'll learn to do in this course

You'll come out of this session with tools for getting great results at work. Eleanor Shakiba will bring theory to life and tell you how to succeed. You'll talk through examples and enjoy practical exercises. You'll walk away with practical tips for applying what you learn in real life situations. At the end of the course, you should be able to:

- Discuss the Emotional Intelligence (EQ) model
- Understand the link between brain function and EQ
- Track connections between perceptions and states
- Shift out of unresourceful states
- Change negative self-talk
- Take a solution-focused approach to problems
- Shift perceptions during conflict
- Understand the role of amygdala in emotional control
- Respond assertively in tough situations
- Set boundaries in difficult situations
- Maintain your personal power during change
- Plan ahead to continue your development

“think  
learn?  
succeed”

“Smart training for clever people”

### What others have said about the course...

“Interesting and definitely strikes a chord – can identify with the material.”

“Excellent way to re-adjust your self perspective and that of your environment.”



**Book your training NOW**

Call Eleanor Shakiba on 0433 126 841

Download course information at  
[www.thinklearnsucceed.com.au](http://www.thinklearnsucceed.com.au)

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### Topics you'll cover

#### Week One: How EQ makes you smarter

- EQ: your formula for success
- A user's guide to the brain
- What's your EQ?
- Getting into a state

#### Week Two: Change your thinking

- Mapping your states
- Tracking your thoughts
- Stepping into positive states
- Don't talk to me like that!

#### Week Three: Individual Coaching

#### Week Four: Boost your influence

- Rapport – your key to influence
- Using rapport to influence others
- The You...Me...Us approach to conflict

#### Week Five: Prevent amygdala hijacks

- Flight/fight/freeze reactions
- Staying calm in tough situations
- Set boundaries in difficult situations
- Think beyond stress

#### Week Six: Individual Coaching

#### Week Seven: navigate change

- Fear...hope and change
- Responding others' reactions
- Power and change
- Planning for the future

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### What others have said about the course...

“Useful concepts to assist in gaining a fresh perspective on situations or how to interact with people so as to stay energized and achieve goals.”

“Eleanor was excellent. Of all the uni professors, school teachers I've had her delivery and content knowledge was the best.”

“Fabulous instruction and taste of EQ.”

