




Presents.....



Developing as A Leader Workshop Series Leading Teams with Emotional Intelligence & Managing Difficult Conversations

- **Leading Teams with Emotional Intelligence** is a blended learning interactive program designed to help managers improve business results by managing the emotional intelligence of their teams.
- **Managing Difficult Conversations** will help managers identify and adjust the thought patterns that we typically fall into when approaching a difficult conversation. Managers can then begin to uncover the real data and reasoning underlying disagreements, and thus start to build consensus and partnerships.

Leading With Emotional Intelligence		Managing Difficult Conversations	
<ol style="list-style-type: none"> 1. Learn to recognize, regulate, and improve the emotional dimensions of team behavior 2. Understand and appreciate the impact of a leader's emotional intelligence on workplace climate 3. Establish group norms to build a foundation for team collaboration that in turn drives high performance 4. Manage emotional relationships with other groups for improved productivity 5. Understand the key components of emotional intelligence that leaders need to be successful: 		<ol style="list-style-type: none"> 1. Understand that avoiding difficult conversations, or handling them poorly, often results in suppressing crucial information and leads to bad business decisions 2. Discover how we use "mental models" to make sense of the world around us and learn how these models influence how we select and interpret information and reach conclusions 3. Learn how to identify five nonproductive thinking habits and shift towards five alternative, productive thinking habits 	
Features		Program Structure, Content, Tools & Pricing	
Key Subject Matter.	Wrapped between lectures, discussions, role play and assessments, the workshop will include:		
	<p style="text-align: center;"><u>LEADING TEAMS WITH EI</u></p> <ol style="list-style-type: none"> 1. Analyzing Your Team's Emotional Intelligence: 2. Improving Your Team's Emotional Intelligence: 3. Assessing and Enhancing Your Own Emotional Intelligence: 	<p style="text-align: center;"><u>MANAGING DIFFICULT CONVERSATIONS</u></p> <ol style="list-style-type: none"> 1. Assessing Your Workplace Mental Models: 2. Reframing "Be In Control" Thinking: 3. Using the "Left-Hand/Right-Hand" Exercise: 4. Interactive Case Study: 5. Group presentations 	
Delivery Methodology	<ul style="list-style-type: none"> - One (1) Interactive 6-hour workshops covering both topics supported by the on-line content, tools and applications plus One 3-hour review session within 2-3 weeks. - Online access to all the tools, tips, articles and course content for 6 months. 		
Certification	A Harvard Business Publishing Certificate of completion.		
Workshop Dates	Tuesday, May 18 (9:00 AM to 4:00 PM) & June 1, 2010 (9:00 AM to 12:00 Noon) Tuesday, October 19 (9:00 AM to 4:00 PM) & November 2, 2010 (9:00 AM to 12:00 Noon)		
Venue	The Manpower Centre, 1 Eureka Road, Kingston 5, Jamaica, WI		
Cost	US\$400.00 (1 ½ days of Workshops, break & lunch, online access for 6 months)		
Facilitator Team	 Dawn Fuller-Philips	 Paul B. Bryan	 Fay Pape-Sukhu

Contacts For More Detailed Information and Registration:

Jenille Sukhu	(876) 946-1360-1	jsukhu@kworksconsulting.com
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REGISTRATION FORM

Course Title: 2010 Developing As A Leader Workshops

- Leading Teams with Emotional Intelligence and Decision Making
 Influencing & Motivating Others and Managing Difficult Conversations
 What is a Leader and Managing Change

Course Venue: The Manpower Centre, 1 Eureka Road, Kingston 5, Jamaica, WI

Workshop Dates:

Company:		
Address:	City:	Country
Manager:	Tel #:	e-mail:

Kindly accept registration for the following individuals

	Participant	Email Address
1		
2		
3		
4		
5		

Please make your draft/cheque payable to Knowledgeworks Consulting and return your completed registration form with payment to:

Knowledgeworks Consulting
 84 Lady Musgrave Road, Kingston 10
 • Ph: (876) 946-1360-1
 • Fax: (876) 946-1359
Attention: Jenille Sukhu

Full payment is due seven (7) days prior to the start of each workshop.

CANCELLATION POLICY

Applicants will be refunded 50% of total fee paid, if their written notice of cancellation is at least 7 days prior to the date of the programme. There will be no refund for cancellation made within two (2) days of the program start date. Substitutions may be made at any time.

The programme facilitators reserve the right to cancel the programme at any time, if there is insufficient enrolment. In that event, full course fee paid will be refunded.