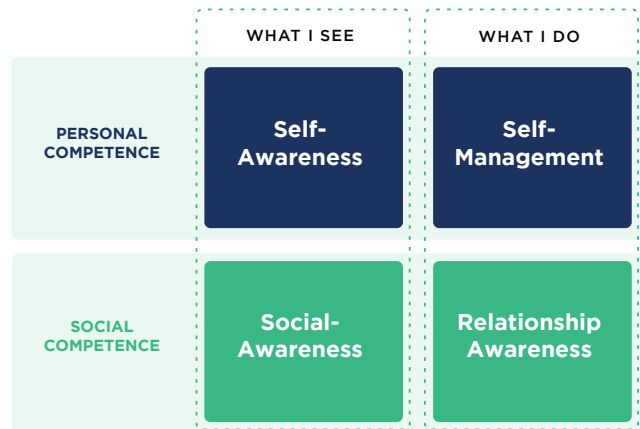


## EQ IN ACTION

### NAVIGATING EMOTIONAL CONVERSATIONS

Emotional conversations are difficult when we are unaware of the emotions involved and when we are unskilled at managing them. Our ability to navigate difficult conversations depends on our emotional intelligence skills, especially relationship management. Relationship management focuses on identifying and meeting the needs of the relationship – your needs, the other person’s needs, and what’s required of you both to succeed in the situation.

A systematic approach to navigating difficult conversations effectively focuses on why the conversation is difficult, not on the topic of the conversation itself. Emotional intelligence reminds us of what is underneath and impacting the observable moment. What’s underneath difficult conversations? Emotions. We can uncover and manage emotions effectively when we enhance our EQ skills and attend to the needs involved in difficult conversations.



***“Tough conversations are inevitable; forget running from them because they’re sure to catch up to you. EQ skills make these conversations a lot easier to navigate.”***

Dr. Travis Bradberry & Dr. Jean Greaves,  
Emotional Intelligence 2.0

#### COURSE DETAILS

In this 2-hour interactive session, participants practice tough conversations through an EQ lens and walk away with application tools and a simple job aid to approach difficult conversations more effectively, building confidence and trust, reducing stress, and achieving better results.

#### LEARNING OBJECTIVES

- ✓ Understand how EQ impacts emotional conversations.
- ✓ Learn techniques to make conversations more effective.
- ✓ Explore typical mistakes in emotional discussions.
- ✓ Practice and gain confidence in approaching emotional conversations.

#### LEARNING OUTCOMES



##### Increased empathetic understanding

Better understand emotional challenges (yours and others) to promote more compassionate and supporting interactions during emotional conversations.



##### Enhanced communication effectiveness

Participants will get practice leading a difficult discussion allowing them to develop communication skills for more meaningful and productive conversations.



##### Improved conflict management

Participants will acquire practical techniques for managing conflicts that arise during emotional conversations, leading to better outcomes and strengthening relationships.

#### GET STARTED

**Click here** to learn more about EQ in Action, our new suite of programs designed to address critical challenges in any organization, or contact us at 1-888-818-SMART.