



PROFESSIONAL
CONSULTING
& TRAINING
SERVICES

Using Emotional Intelligence (EI) to generate peak performance



'Soft Skills' with a 'Hard Edge'

This breakthrough seminar is for everyone who needs to get the most out of themselves and their teams.

The importance of EI to leaders

- EI differentiates truly outstanding performers from the rest.
- EI accounts for more than 80% of exceptional performance in top leaders.
- EI - not IQ, or advanced degrees or technical experience - is the single most important factor in the ability to build and sustain relationships.
- EI can be learned and enhanced - relatively quickly - through specialised assessment, training and coaching.

What people say about previous EI seminars . . .

***Absolutely refreshing approach to an
extraordinarily complex issue.***

Deborah Pett
Manager, Public Affairs
Department of Agriculture

The course was a dynamic learning experience. It helps you understand your own emotions and the emotions of others, in a practical sense. Sebastian is a good facilitator and very knowledgeable, which makes the course a great experience.

Yiota Arima
Internal HR Consultant
Australian Bureau of Statistics

Some examples of EI at work

Experienced partners in a multinational consulting firm were assessed using the EI competencies. Partners who scored above the median on 9 or more of the 20 EI competencies delivered 139 per cent more profit from their accounts than did other partners.

An analysis of more than 300 top-level executives from fifteen global companies showed that six emotional competencies distinguished stars from the average performer.

In jobs of medium complexity, a top performer is 12 times more productive than those at the bottom, and 85 percent more productive than an average performer. In the most complex jobs, a top performer is 127 percent more productive than an average performer. Competency research in over 200 companies and organisations worldwide suggests that about one-third of this difference is due to technical skill and cognitive ability while two-thirds is due to emotional competence.

At L'Oreal, sales agents selected on the basis of certain emotional competencies significantly outsold salespeople selected using the company's previous selection procedure. Turnover in salespeople selected on the basis of emotional competence was also 63 per cent less than those selected in the typical way.

The US Air Force used EI to select recruiters and found that the most successful recruiters scored significantly higher in the Emotional Intelligence competencies of Assertiveness, Empathy, Happiness and Emotional Self-Awareness. The Air Force also found that by using Emotional Intelligence to select recruiters, they increased their ability to predict successful recruiters nearly three-fold.

**References for these examples are available on request*

Who should attend this EI seminar

- Individuals responsible for managing the performance of others.
- Individuals responsible for developing and leading others.
- Anyone interested in enhancing their personal growth, professional development and ability to relate to others.

Why you should attend

This seminar/workshop will provide you with the understanding and skills required to identify and develop EI competencies. It will also introduce a leadership framework to assess current leadership competencies and a coaching model to develop leadership capability.

The seminar will also provide the opportunity for some personal insights.

What you will learn by attending this seminar

- ▶ How Emotional Intelligence contributes to higher levels of performance, innovation and creativity.
- ▶ The four dimensions that make up the EI set of competencies.
- ▶ How to recognise EI competencies and why they are important to performance.
- ▶ How to develop Emotional Intelligence.
- ▶ ECI (Emotional Competence Inventory) applications and deliverables.
- ▶ Targeted strategies and activities designed to recognise and develop EI competencies.
- ▶ How to integrate EI into your existing HR practices.
- ▶ A coaching model for developing Emotional Intelligence and leadership capabilities.
- ▶ A framework of leadership development for your organisation.

PTS (Professional Training Services)

provides futuristic thinking and innovative solutions to achieve new organisational possibilities. PTS presents clients with practical options that empower you to take confident and tangible actions to attain your vision.

Presenter

Sebastian Salicru is the Director of PTS. He has been training and coaching individuals and teams in developing and applying Emotional Intelligence-related competencies and skills in workplace settings since

1992. Sebastian is a Psychologist, Principal Founding Member of the Association of Business Psychologists, Nationally Accredited Workplace Trainer and Accredited User of the ECI (Emotional Competence Inventory).



Seminar Details

When	Wednesday 18 June, 2003 (8:30AM to 4:30PM)
Venue	Hyatt Regency 99 Adelaide Terrace, Perth
Investment	\$590 per participant (includes 10% GST, workbook, lunch, refreshments and parking) Registration desk opens at 8am

Registrations

Register on-line at www.pts.net.au or by posting or faxing the accompanying Registration Form. Registrations must be received by **Friday, 6 June 2003**. Major credit cards accepted.



PROFESSIONAL
CONSULTING
& TRAINING
SERVICES



PTS (Professional Training Services) Pty Ltd
PO BOX 1628
SUBIACO WA 6904
Telephone: 08-9380 8348
Fax: 08-9380 8300
Web site: www.pts.net.au
Email: info@pts.net.au