



## Emotional Intelligence Workshop

**Emotional Intelligence**, a term popularized by Daniel Goleman in his best selling book by the same name, describes the ability to harness a variety of emotional and mental competencies to improve our self-awareness, our social awareness, our self-management and our ability to manage our relationships with others. Emotional Intelligence helps individuals bring the best of themselves, their highest potential, to their careers and their personal life.

Researchers have found that **58% of performance on the job** is due to things like self-awareness, managing one's emotions, picking up on social cues and building effective, working relationships. Here is your opportunity to learn more about these skills and improve the #1 predictor of job performance.

### Participants will:

- Discover what Emotional Intelligence is and why it matters.
- Learn the critical emotional intelligence skills and how they affect all others.
- Learn to apply EI principles to challenging workplace situations.
- Learn techniques to increase their own Emotional Intelligence skills.
- Learn how to keep your emotional brain from hijacking your thinking brain.

**Karon Wright, M.A.**, founder of **Achievement Partners, Inc.**, is an experienced consultant, executive coach, seminar leader and speaker with over 20 years of experience in business and higher education. She is a frequently requested speaker and author on the topics of emotional intelligence and coaching. A certified Emotional Intelligence facilitator she utilizes the core emotional intelligence competencies shown to develop star performers in all her coaching and training programs.

**Competencies:** Interpersonal Savvy, Personal Learning, Composure, Self-Knowledge, Self-Development, Peer Relationships, Patience

**Date:** February 6

**Time:** 8:30-4:30

**Location:** England Evans Board Room, Bronco Student Center

## Target Competencies in ODT Programs

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Every job has key competencies – skills and expertise critical to performing well in the position. Competencies are often identified in job descriptions, position announcements, and performance evaluations. Although competencies vary widely across types and levels of positions, every job has some. Examples include Listening, Conflict Management, Time Management, Creativity, and Written Communication. When was the last time you identified the key competencies for your job, and how skilled you are at each? To assist you in developing yourself and others, where applicable ODT will begin listing competencies addressed by each of our programs. Watch for this new feature in our program listings, and start taking a more strategic approach to your development!

## Fierce Conversations® Workshop

From the bestselling book Fierce Conversations® comes a seminar that promises to transform the conversations that frame your career and your relationships. But what is a fierce conversation? The simplest definition of a fierce conversation is one in which we come out from behind ourselves, into the conversation, and make it real. While many fear real, it is the unreal conversations that ought to concern us because they are incredibly expensive.

Fierce Conversations® teaches attendees how to ignite productive dialogue that interrogates reality, provokes learning, resolves tough challenges and enriches relationships. The conversation IS the relationship. Careers and organizations succeed or fail one conversation at a time. You can't accomplish your work goals if there are conversations you've been unable or unwilling to have – with your boss, colleague, employee, customer or yourself.

You'll explore the Seven Principles of Fierce Conversation and their relevance to your professional and personal success:

1. Master the courage to interrogate reality.
2. Come out from behind yourself, into the conversation, and make it real.
3. Be here, prepared to be nowhere else.
4. Tackle your toughest challenge today.
5. Obey your instincts.
6. Take responsibility for your emotional wake.
7. Let silence do the heavy lifting.

As a participant in this one day program for staff, you'll have the opportunity to learn and practice two of the conversational models: Team and Confrontation.

Are you ready to think differently about the conversations you have? Are you ready to transform your behavior into more effective patterns? Don't miss this opportunity to learn and grow!

**Competencies:** Informing, Standing Alone, Directing Others, Self-Knowledge, Self-Development

**Trainer:** Expert from Fierce, Inc.

**Date:** March 20

**Time:** 8:30-4:30

**Location:** Ursa Major C, Bronco Student Center

## Writing Skills - Back by popular demand!

A potentially tedious topic made enjoyable. You'll learn to overcome writer's block, use a three-step process for writing memos, letters, reports, and e-mail, be more concise, and write clear, usable documents with less frustration and less wasted time. Participants will receive a copy of the trainer's book. This is one of our most popular workshops – don't miss it!

**Competency:** Written Communication

**Trainer:** Ronnie Moore, Moore Communications

**Date:** January 16

**Time:** 8:30 – 4:00

**Location:** Orion Suites, Bronco Student Center

To register for ODT programs e-mail [ljroth@csupomona.edu](mailto:ljroth@csupomona.edu) or call Loretta Roth at extension 2705

## Staff Development Academy One Returns!

This popular three-day program has been attended by over 200 staff in the last few years. If you haven't attended yet, don't miss this opportunity. Beyond absorbing the excellent content, you'll build supportive relationships with staff from across campus that will serve you for years to come. Training provided by Nightingale & Associates. What you will cover:

- Effective Communication
- Achieving Excellence in Customer Service
- Business Communication The Write Way
- Time Management: Allocating & Expending Resources
- Working Effectively as a Team



**Dates:** March 12, 13 and 14

**Time:** 8:15 a.m. to 4:30 p.m. each day

**Location:** Kellogg West Conference Center

**Competencies:** Listening, Negotiating, Presentation Skills, Customer Focus, Written Communication, Time Management, Building Effective Teams

## Need to Learn Microsoft Vista and Office 2007? You've Got Lots of Options!

Over the next couple of years, departments across campus will be switching to Microsoft's new office suite, Office 2007 (Excel, Word, etc.), and new operating system (Vista). To assist in the transition, ODT will be providing staff and administrators with a series of live (instructor-lead) workshops staggered over the next several months. NOTE: These sessions are "update" sessions only – that is, they will contain information on how accomplishing the most critical tasks in these programs differs in the new systems. Thus, the content will require participants to have at least a basic/working knowledge of the current system and programs (Office 2003 and Windows XP). We anticipate offering these programs beginning early in 2008. Watch for more information on dates, times, and registration.

If you prefer web-based training, you have many options. There are several tutorials and self-help guides that are FREE -- for instance, see <http://www.csupomona.edu/~ehelp/software/vista.html>. Alternatively, the CSU Office of Professional Development is offering a one-year subscription to unlimited training in Office 2007 for \$59/person – see <http://www.thesource.calstate.edu/elearning/index.asp> (they're also offering a package with more than software courses for \$119/year).

## Ask ODT

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Do you have a suggestion for a workshop?  
Does your department need training in a specific area?  
Do you have a burning question about training in general?

Send us your questions, and in subsequent newsletters we'll feature selected questions and answers!

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Visit us on the web:  
<http://www.csupomona.edu/~odt>

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