The De Anza Classified Senate
Staff Development Committee and
The Office of Staff & Organizational Development

*present:*

**I Have a Customer Who . . .**

*Fri., January 31; 12:00 – 4:00 PM*

*Room MLC–113*

Emotional Intelligence (EI) has nothing to do with IQ, or how clever you are, but everything to do with how self-aware you are and how you interact with others. “Only 36 percent of people tested are able to accurately identify their emotions as they happen.” This means that two thirds of us are typically controlled by our emotions and are not yet skilled at spotting them and using them to our benefit. We enter the workforce knowing how to read, write, and report on bodies of knowledge, but too often, we are challenged to manage our emotions in the heat of the difficult situations we sometimes face. Good decisions require far more than factual knowledge. They are made using self-knowledge and emotional mastery when they’re needed the most.

This workshop is designed to give an overview of Emotional Intelligence, and develop ways to foster EI in yourself, and use on the job. In this two-part workshop you will take an inventory to assess your strengths and areas for growth. Then you will create examples of customers who have triggered a strong emotional response and develop strategies to address similar situations, as they may occur again in the future.

*Enrollment is limited to 25 participants.*

*A light lunch will be provided.*

To register, e-mail: staffdevelopment@fhda.edu.