

SERVICE EQ



YOUR ABILITY TO READ THE CUES OF OTHERS IS CRITICAL TO DELIVERING MEMORABLE SERVICE. RESEARCH SHOWS THAT EMOTIONAL INTELLIGENCE, OR EQ IS THE STRONGEST PREDICTOR OF PERFORMANCE AND CAN MAKE ALL THE DIFFERENCE BETWEEN DISAPPOINTING, SATISFACTORY, AND EXCELLENT CUSTOMER EXPERIENCE. EQ IS A SET OF EMOTIONAL AND SOCIAL SKILLS THAT INFLUENCE THE WAY WE PERCEIVE AND EXPRESS OURSELVES, DEVELOP AND MAINTAIN SOCIAL RELATIONSHIPS, AND COPE WITH CHALLENGES. ACCORDING TO THE HARVARD BUSINESS REVIEW, EQ SETS APART NEARLY 90 PER CENT OF HIGH PERFORMERS FROM THEIR PEERS WITH SIMILAR TECHNICAL SKILLS.

THIS INTERACTIVE TRAINING WILL PROVIDE YOU WITH STRATEGIES FOR UNDERSTANDING, LEVERAGING AND DEVELOPING YOUR EQ BOTH IN YOUR WORK AS WELL AS IN YOUR PERSONAL LIFE.

WHO SHOULD ATTEND

- Managers
- Supervisors
- Employees
- Students

SESSION DETAILS

- 90-120 minutes eLearning course
- Complete an EQ survey to determine your EQ level
- Receive tips for how to develop your EQ
- Certificate upon completion

COURSE COMPONENTS

- Overview of Emotional Intelligence
- EQ and Self-Awareness
- EQ and Self-Control
- EQ and Empathy
- EQ and Building Relationships
- EQ and Decision-Making

CONTACT US TODAY FOR MORE INFORMATION

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