

# Emotional Intelligence

## Growth Through Learning

In today's competitive and dynamic healthcare climate, it is critical to develop leadership skills to help team members reach their full potential. Our goal at Philips Healthcare is to educate today's leaders who are transforming tomorrow's healthcare.

### **Philips Leadership Excellence-PLE101**

Given the increased competitive pressures of a global market place and increased demands in customer requirements, professionals have found they must sell differently and to different decision makers than they did in the past. These new requirements can result in a wide range of feelings and frustration. This requires learning how to manage tension and increase personal (emotional) comfort in adapting to various challenging situations and challenges.

This one-day workshop enables participants to learn and understand the impact of emotions in the workplace. Participants will develop a greater awareness of emotional reactions and those of their direct reports. Also, participants will learn how to communicate with their direct reports in ways that help them to manage their emotions more effectively.

## Emotional Intelligence (PLE101)



### Course objectives.

Upon completion of this course, the participant should be able to:

- Understand what emotional intelligence is
- Explore the case for emotional intelligence as it relates better customer and colleague interaction
- Develop timely awareness of emotions “in the moment”, especially while working with internal and external customers
- Manage emotion and using the “right” emotion to enhance business effectiveness
- Apply your emotional intelligence protocol to the appropriate situation so that progress is made and resistance is contained
- Increase perceptual sensitivity to detect and respond to subtle customer signals
- Identify and responding to the critical incidents that trigger unproductive behavior and actions
- Create a personal action plan for immediate application

### Participants Receive

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual

### Pre-Work

Completion of the Emotional Quotient Assessment

### Faculty

Training Edge Facilitator  
Philips clinical service specialist

### Locations

Course may be held in Philips central locations in Alpharetta, Georgia; Bothell, Washington; and Cleveland, Ohio. Other locations may be offered.



### For more information

Contact a Philips ultrasound clinical services coordinator at 800-522-7022 and visit our education catalog at

[www.learningconnection.philips.com/ultrasound](http://www.learningconnection.philips.com/ultrasound)

