Emotional and Social Intelligence

The Challenge

Have your technical specialists and experts been promoted to managers? Are they capable of engaging and develop employees? Is their preference to be the problem-solver?

Are your employees expecting a high level of interpersonal and flexible leadership from your managers while the managers are used to a hierarchical, experience based decision-making and influence process.

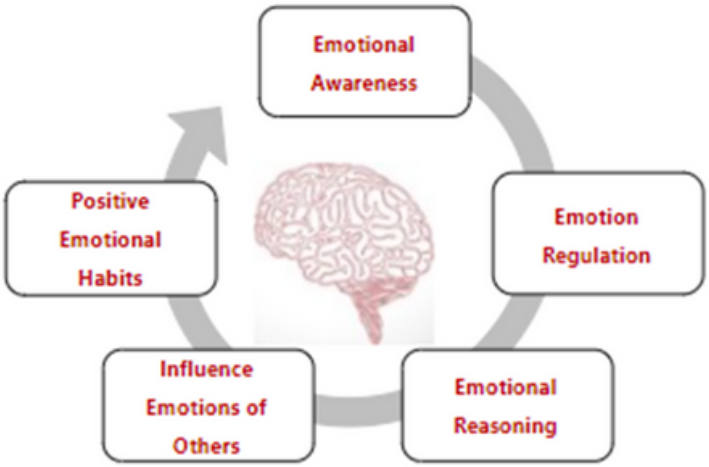
Using a neuroscience perspective, managers will better able to understand emotions and their impact on performance. They will learn strategies to shift themselves and others out of a "threat" state. Self-management, emotion regulation and our ability to handle stress are key skills for success and sustainable happiness. Influencing the emotions of others to motivate and inspire improves your ability to complete projects or perform as a team.

Kristen Hansen and her team have been accredited in the Genos International Emotional Intelligence assessment and previously facilitated as a Master Trainer for EI companies and the Australian Institute of Management providing Emotional Intelligence training

KEY SOLUTIONS & OUTCOMES

- Awareness of your own and others emotions by understanding the brains social motivators.
- Understand how the brain experiences and regulates emotion.
- Learn how emotion and our thinking interact and how to avoid poor decision-making
- How to stay calm under pressure: use a 30 second circuit-breaker reset technique.
- Build resilience using reappraisal techniques
- Improve your ability to influence stakeholders or team members

The Emotional Intelligence Wheel



The Social Motivators

- Learn how mindfulness can improve emotion regulation. Learn mindfulness techniques that are simple and easy to incorporate into busy schedules and understand how your brain changes positively with this practice.
- Utilise emotional reasoning techniques to make better, less biased decisions
- Learn how to form more emotionally intelligent habits through neuroplasticity - the brains ability to change.

EnHansen PERFORMANCE

For more information contact:
Kristen Hansen
CEO & Founder, EnHansen Performance
M: +61 414 504 797
E: kristen@enhansenperformance.com.au
www.enhansenperformance.com.au

Emotional and Social Intelligence

The presentation on the neuroscience of **resilience and emotional intelligence** was a powerful experience for my sales team. You got them thinking about how they can be **more resilient, effective and connected with their customers** – great result

Justin Melton
General Manager Sales & Marketing
Rockend

"Kristen's presentation on how to approach staff to get the best out of them was powerful. She struck just the right balance of science, humour and pragmatic suggestions. Understanding how to approach difficult conversations can be a lifetime's work, so having the frame of neuroscience in which to practice this provides for a very practical and useful approach."

Dr.Tahnya Donaghy
Executive Director, Strategic Policy Government of South Australia

"I took home valuable insights from every part of the workshop and have shared them with work colleagues and family. It is rare to get a course where you learn from all components." "The dynamic engaging nature of the speaker –she rocks!"

GE Healthcare, Evaluation 9.3/10

"The neuroleadership skills I learned by attending the TREAD workshop have become an essential part of my management style at the Garvan Institute.

I gained significant insight into the effect that stress can have on individual performance and productivity, and as a result I feel I am a better leader and manager, and I am more in tune with my team and internal clients.

Other significant personal insights I gained include how emotions are contagious and importance of encouraging the "reward" state in the team. These have all been fabulous skills to learn while operating in a competitive environment which emphasizes excellence in performance as standard."

Christina Hardy
Director, Business Development and Legal Affairs

I had always felt that when confronted with a stressful or difficult situation that it was always best to think before responding. The content not only supported this intuition but gave me the science and underpinning knowledge on how to utilise that instinct to achieve the best outcome, for both myself and others. Understanding the brain and how change affect it, was what resonated most with me and the rest of my team. Realising why the Amygdala has such an impact on people's responses and the overpowering influences it has on the Pre-Frontal Cortex (our decision- making capabilities).

Wayne McKenna
Superintendent, Zone Manager, North Coast Sector Ambulance Service NSW

"I found the session really useful. I was interested by the productivity/open mindset of reward vs threat state, the vision, planning, detail, problem, drama "ladder". I have made more of an effort to take breaks & get outdoors, including the deep breathing around trees. There were many other aspects I found useful & would highly recommend Kristen".

Ellen Whitfield
Administration Officer –HR/HSE BORAL

"I was introduced to EnHansen Performance through a leadership course titled "NeuroLeadership TREAD: Neuroscience sheds light on how to lead more effectively". As a senior manager, I was looking for a new way to engage with my staff, and through training & coaching I have been able to successfully adapt my style and move towards the use of 'thinking questions' to assist my staff arrive at solutions, rather than them being dependent on me to provide an the answer.

Understanding the way in which others think, respond emotionally, or are motivated has enabled me to stay calm when confronted with staff conflict and has improved my ability to work with others and coach them to achieve. My leadership has significantly improved as a direct result of utilising these strategies and my peers have commented on my confidence and calmness under pressure and the impact that has had on those working with me."

Rosemary Hegner
Director I Health Emergency Management Unit, Office of the State HSFAC