



The Second Stage of Emotional Intelligence.... and Beyond

EIQ-2 Certification

Emotional Intelligence is the single most important determinant of personal and professional success. The Success Dynamics International Model begins with assessment; targets needs and areas for improvement; and facilitates learning and training for excellence at all levels. Success Dynamics' EIQ-2 certification provides state-of-the-art, active, experiential learning developed to train experts in emotional intelligence. Through a blended-learning approach, concentrated development gives participants the tools to perform, train, and coach at the highest levels. Completion of the program equips participants to facilitate training with access to appropriate EIQ-2 tools.

In-depth development is provided over the EIQ-2 Emotional Intelligence Model emphasizing Emotional Self-Awareness; Emotional Self-Management and Regulation; Dynamic Initiative and Motivation; Empathy and Communication; and Relationships and Interpersonal Connection. EIQ-2 offers soft skills and emotional intelligence with an integrated approach to performance excellence. The first level of certification is in Peak Performance Processes. This covers:

1. The Empathy Principle™
2. EIQ-2™ Emotional Intelligence
3. EIQ-2™ Second Stage Emotional Intelligence: Influence and Sales and
4. EIQ-2™ Second Stage Emotional Intelligence: Leadership

The second stage of certification is Organizational Excellence. This training includes:

1. TmEIQ-10™ Team Emotional Intelligence
2. ESO™ Emotionally Smart Organizations and
3. EIQ-2CRM™ Customer Service and Relations Management

Our design taps into business expertise, psychological savvy and the best in adult learning. It integrates individual, team and organizational emotional intelligence to optimize performance at all levels. Emotional Intelligence is flexible. It can be improved. The EIQ-2 system provides an array of tools focused on growth and meaningful results. It uses assessment to chart a path to long-term success.

Training support include manuals, PowerPoint, bibliographies, experiential exercises, short versions of assessments, access to continuing coaching and regular updates.

EIQ-2 Peak Performance Processes Certification Agenda

Certification in the EIQ-2 takes a two days for each level of e-learning and in-class or webinar components. Workshops may vary but follow the same overall structure:

Module	Learners will be able to:
Module 1: EIQ-2 Overview, Framework and Administration	Initial Interviews and Goal Setting Emotional Awareness: Feelings, Triggers and Emotional Logic Positive and Negative Emotions The Brain and Emotions: Science and Performance Multiple Intelligences Discover emotional intelligence—what it is, the biological basis, and the four core EIQ-2 skill model EIQ and Peak Performance Applications and Benefits of an Integrated Model Scales and the Seven Assessments
Module 2: Dealing with Empathy	The Empathy Mix Attitudes: Affective, Behavioral, Cognitive Types of Empathy Empathy Loop Emotional Logic Empathetic Communication and Soft Skills Empathy and EIQ-2 The Empathy Principle Assessment debriefed Coaching and Development Strategies
Module 3: Using Best Practices to Customize EIQ-2	Active Learning and Adult Development Assess Current Situation; Define Concerns and Opportunities; Propose Development Using Bloom to Create Objectives ADDIE and Kirkpatrick to Plan for Targeted Results Setting Personal, Professional and Organizational Goals Training and Coaching for Peak Performance Ethical Application Relationships between Personal, Professional, Team and Organizational Success EIQ-2 Performance Model Coaching and Development Strategies

Module 4: EIQ-2 Emotional Intelligence	EIQ-2 Emotional Intelligence Model Scales and Applications of EIQ-2 Coaching, Questions and Feedback Cultivating Long-Term Positive Impact From Feelings to Cognition and Performance Benefits of Applied EIQ-2 EIQ-2 Assessment debriefed Coaching and Development Strategies
Module 5: EIQ-2: Second Stage Sales/Influence	Emotional Intelligence Second Stage: Influence and Sales The Emotional Process The Second Stages and Beyond: What do they Mean? Influence and Emotional Intelligence EIQ-2 Influence and Sales Subscales Promoting Emotionally Intelligent Influence Emotional Intelligence Second Stage: Influence and Sales Assessment debriefed Coaching and Development Strategies
Module 6: EIQ-2: Second Stage Leadership	Emotional Intelligence Second Stage: Leadership Leadership Effectiveness and Emotions Leadership Styles: Tasks and Relationships Personality and Relationships Emotions and Motivation Problem Solving and Decision Making EIQ-2 Leadership and Emotional Subscales Emotional Intelligence Second Stage: Leadership Assessment debriefed Coaching and Development Strategies Using the Right Tools Reports to Results

EIQ-2 Organizational Excellence Certification Agenda

Certification in the EIQ-2 takes a two days for each level of e-learning and in-class or webinar components. Workshops may vary but follow the same overall structure:

Module	Learners will be able to:
Module 1: TmEIQ-10 Emotional Intelligence in Teams	Group Interaction and Team Building Relationships and Communication Team Emotions and Personality Team Life Cycles Characteristics of Peak Performance Teams Group Emotional Intelligence and Performance Team Emotional Intelligence Contagious Emotions
Module 2: TmEIQ-10 creating Emotionally	Leadership, Influence and Teamwork The TmEIQ-10 Model: Perspectives, Processes and Impact Team Perspectives: Affinity and Diversity; Positivity; and Identification Team Processes: Communication; Collaboration; Motivation; and Change Management Team Impact: Responsiveness; Resolution; and Celebration Performing as an Emotionally Intelligent Team Facilitating Continuing Learning, Development and Improvement The TmEIQ-10 Team Emotional Intelligence debriefed Coaching and Development Strategies
Module 3: Emotionally Smart Organizations ESO	Organizational Emotional Intelligence Individual and Group Emotional Intelligence Organizational Culture and Climate Emotionally Intelligent Processes, Procedures and Systems Leveraging Emotional Intelligence at All Levels Intervention for Superior Engagement and Performance
Module 4: Emotionally Smart Organization ESO Subscales and Effectiveness	Subscales: Shared Destiny; Team Emotion; Knowledge Deployment; Mental Models; Participation, Utilization and Engagement; Strategic Vision; Culture, Climate and Group Dynamics; Learning and Development; Alignment and Congruence; Situational Analysis and Response; Shared Memory Systems; Credibility and Integrity; Fun and Energy; and Change Management Emotionally Smart Organization Assessment (ESO) debriefed Coaching and Development Strategies

Module 5:	Understanding Customer Decision Making
EIQ-2: Emotionally Powered Customer Service and Relations Management EIQ-2CRM	Developing Relationships and Emotional Connections Leveraging Contact Points Emotional Power of Personalizing Creating Customer Loyalty Communication Trust and Credibility
Module 6: EIQ-2 Customer Service Leadership	Transforming Problems into Opportunities Listening to and Understanding Clients Transforming Satisfied Customers into Fans Standards of Excellence Subscales: Attitude; Listening; Asking Questions Subscales: Partnering; Negotiating Conflicts and Differences; Communication and Problem Solving Customer Service and Relations Assessment EIQ-2CRM debriefed Coaching and Development Strategies

Who Should Attend?

Directors, VPs, C-level Executives

Learning and OD leaders at the Director, VP and C-level attend to experience the program first-hand in order to build an organization-wide learning strategy that incorporates emotional intelligence. They attend to plan return on investment, linkages to existing competency models, and global outreach and large-scaled implementation. Learning executives utilize the subject matter and leader materials for one-on-one coaching for high potentials and to provide sessions for key audiences.

Managers, Human Resource Leaders

Managers in learning and development, human resource team members or managers with training responsibilities for their staff, attend for a wide array of reasons that span the management function: from strategy implementation like planning pilots and rollouts, to understanding the curriculum at a higher level in order to manage their training staff, to facilitating sessions of their own and learning to debrief assessments in one-on-one sessions.

Consultants and Coaches

External consultants and coaches typically attend because they either have a client with an upcoming emotional intelligence need, or they want to add new offerings to their toolkit. Consultants utilize the subject matter and leader materials not just for program facilitation, but for one-on-one coaching in The Empathy Principle; EIQ-2; Second Stage EIQ-2 Sales and Influence; and Second Stage EIQ-2 Leadership.

Senior Trainers

Trainers with extensive industry experience attend so they can immediately facilitate discovering Emotional Intelligence programs, become the subject matter expert in EIQ skill development, learn how to debrief the EIQ-2 assessments, and network with colleagues.

Academics/Educators

Professors understand that skills like emotional intelligence are valued by businesses and many MBA programs are incorporating emotional intelligence into the curriculum. Adjunct professors also teach courses to working professionals, while professors of psychology, communication, and even a few specialty majors, like nursing and engineering are incorporating emotional intelligence skills in undergraduate level coursework. In primary and secondary education, empathy, emotional intelligence, leadership and influence empower students to become life-long high achievers.

2 Levels of Certification (each includes frame able completion certificate):

- ***Peak Performance Processes***
 - *The Empathy Principle™*
 - *EIQ-2™ Emotional Intelligence*
 - *EIQ-2™ Leadership*
 - *EIQ-2™ Sales and Influence*

Each module includes coaching materials:

- One Page Teaser Test
- Short Assessment
- PowerPoint Deck
- Quotations
- Development Activities

2 Day Train the Trainer: \$1,275.00

- ***Organizational Excellence***

- *TmEIQ10™ Team Ten: Creating Emotionally Intelligent Teams*
- *EIQ Smart Organizations™: Organizational Development and Performance*
- *EIQ-2CRM™: Customer Service and Relations Management*

Each module includes coaching materials:

- One Page Teaser Test
- Short Assessment
- PowerPoint Deck
- Quotations
- Development Activities

2 Day Train the Trainer: \$1,275.00

Take both modules: \$2,250.00

In the fields I have studied, emotional intelligence is much more powerful than IQ in determining who emerges as a leader. IQ is a threshold competence. You need it, but it doesn't make you a star. Emotional Intelligence can.

~Warren Bennis~