

Services Offered by Melba W. Benson, Ph.D. in Developing Emotional Intelligence

Training: Emotional Intelligence and Success

Emotional Intelligence has been defined in many ways, but on the most basic level it is the ability to:

1. Accurately identify and understand your own emotional reactions and those of others.
2. Regulate your emotions and use them to make good decisions and act effectively.

Leadership and personal success take more than technical skill and cognitive competence. The higher the management level, the less important technical skills and cognitive abilities are and the more important competence in Emotional Intelligence becomes. In fact:

Close to 90% of leadership effectiveness is attributable to Emotional Intelligence.

Lack of Emotional Intelligence can sabotage the intellect and ruin careers, but the skills that make up Emotional Intelligence can be improved.

You will learn how to:

1. Be aware of your feelings and use that knowledge to make good decisions.
 2. Manage distressing moods – calming yourself when you are anxious and handling anger appropriately.
 3. Have empathy or awareness of what others are feeling.
 4. Interact well with others.
 5. Stay motivated and optimistic despite setbacks.
-

Brief Course: 6 hours
Complete Course: 12 hours

For further information, contact Melba W. Benson, Ph.D.
Metro 817-265-2820
mwbenson@aol.com

Individual Coaching

In a radically changing world with ever-increasing demands, all of us are called upon to constantly improve our skills, work style, and behavior.

Many organizations are realizing the benefits of attempting to work with existing employees and managers instead of terminating them, risking lawsuits, finding interim replacements, recruiting new people, and starting over again.

Individual coaching helps people – especially managers – grow and develop faster and more effectively.

Individual coaching can help people:

- Improve performance in key areas.
- Correct flaws that are decreasing their effectiveness, limiting their chances for advancement, and could possibly lead to termination.
- Develop new areas of expertise.
- Come to grips with huge changes in the way we work.
- Get through big transitions.
- Learn how to motivate rather than command, communicate with workers and elicit their opinions, and coach others.
- Brainstorm ideas and make better decisions.
- Achieve better balance in life.

Individual coaching can be particularly beneficial in developing:

1. Emotional Intelligence Skills
2. Supervisory/Leadership Skills
3. Oral and Written Communication Skills
4. Organizational Skills/Time and Life Management
5. Speech Improvement/Presentation Skills
6. Speedreading/Information Management

For further information, contact Melba W. Benson, Ph.D.

Metro 817-265-2820

mwbenson@aol.com

Team Building: Working Together Effectively

In today's information and technology-driven environment, more and more work is being done in teams.

Working together doesn't come easily, and teamwork doesn't come naturally.

Being able to build effective working relationships is one of the most important factors in determining success and satisfaction on the job.

You will learn how to:

1. Communicate effectively to keep each other informed and disagree without taking things personally.
2. Reach the agreements needed for working together effectively.
3. Understand and build teamwork and diagnose the problem when teamwork breaks down.
4. Recognize what is going on in times of conflict and what needs to be done to resolve the situation.
5. Raise issues and engage in conversations that make things happen without alienating others.
6. Seek out the kind of personal feedback that will help you see yourself more clearly and make necessary corrections.
7. Make more satisfying connections with friends and colleagues at work.

For further information, contact Melba W. Benson, Ph.D.

Metro 817-265-2820

mwbenson@aol.com