

Agility: The New Mindset for Today's Virtual Worker

Webinar | Training



Attitude



Customer Service & Sales



Leadership Development



Team Building

Working from home requires a new set of emotional and interpersonal skills. In order for companies to survive today's turbulence they must create an agile mindset within their culture, whether employees are working together or virtually. Budget cuts and reduced staffing will add to the emotional impact of relationships with employees, managers and customers. Emotional intelligence (EQ) is a person's ability to understand and manage their own emotions within a situation and use this insight to communicate appropriately. An agile approach to workplace interactions is an empowering and engaging experience for everyone involved.

Objectives

This powerful program is designed to help participants:

- Learn the difference between EQ and IQ, and the value of having a high EQ
- Discover how emotional intelligence affects work performance, physical and mental health, and relationships
- Understand the five skills of developing greater emotional intelligence
- Identify eight mindsets for seeking comfort with change and building agility

Format

This interactive program utilizes experiential learning techniques such as self-assessment and group discussions, while also providing practical tips for improving your emotional intelligence.

Ideal Size

Webinar: Up to 150 people

Training: Up to 36 people

Length

Keynote: 30-90 minutes

Training: 3 hours

Agenda

- The impact of emotional intelligence (EQ)
- Five skills of EQ: **Self-Awareness, Motivation, Empathy, Social Skills, and Self-Regulation**
- Discover your DiSC style and natural mindsets that shape your responses and interactions with others
- Recognize the value of other mindsets to stretch beyond what comes naturally:
 - * Dynamic
 - * Outgoing
 - * Empathizing
 - * Receptive
 - * Composed
 - * Objective
 - * Resolute
 - * Self-Assured
- Gain actionable strategies to become more agile to social and emotional situations

Target Audience

Any professional with a desire to understand how the health of their emotions affects the relationships of their colleagues and customers.

Typical Uses

In-services, team building, and professional development

Material Options

- *Everything DiSC® Agile EQ* profile
- *Attitude: The Choice is Yours* book
- Attitude Control Band & Power Card
- Handouts