



Instructor: Erica A.

# EMOTIONAL INTELLIGENCE

Course #: H5010L

Union Bank, 263 Dells Road, Littleton, New Hampshire

SEPTEMBER 17 & 24, 2019

5:30 PM—8:30 PM

## course description

Numerous studies have shown that what distinguishes outstanding leaders from average ones are emotional self-awareness and self-control.

"Emotional intelligence is the ability to understand your own and others' emotions and how they drive behavior, and then using that knowledge to motivate others.

"Most people make mistakes around emotional intelligence because they don't understand what's going on with other people," says Travis Bradberry, president of TalentSmart in San Diego, which provides emotional intelligence tests and training. "They don't even necessarily understand what's going on with themselves."

In assessments of more than 2 million workers, TalentSmart researchers found that "just 36 percent of people are able to accurately identify their emotions as they happen."

Looking for more details, [visit our website](#) for detailed course descriptions.

## how to enroll

Enroll online at our website, [CFTEA.org](http://CFTEA.org) under Professional Skills and Special Topics.

## how class works

Course sessions are interactive and run two consecutive weeks in a classroom setting.

## tuition

\$245 per participant for training and materials.

## withdrawal policy

CFTEA withdrawal policy is outlined within our latest catalog and on our website. Before class begins the enrollment may be transferred to another student with the approval of the student's employer and the CFTEA office.

## Would you like to know more about new educational career paths?

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