

## CEU Reference Document

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**Course Name:** Emotional Intelligence at Work TRN-INPEIW-875

**Course Type:**  Webinar  In-Person Training  E-Learning

**Length of Course/Session:** 3.0 hours

**Date of Course/Session:**

**Course Description:**

Boost your emotional intelligence by understanding the eight emotional behaviors that help or hinder your success at work. Take away strategies that will help you recognize and respond to emotions effectively. Lower work-related stress and reduce conflict with a deeper understanding of your emotional intelligence. Begin with an assessment that provides you with a detailed report related to eight emotional behaviours that affect your success at work. This course will assist you to recognize and develop your understanding of why individuals behave the way they do; understand emotional behaviours at work; recognize differences and comfort zones; and identify how to read and respond to others' emotions and behaviours.

**Speaker Profile:**

Crystal Dolliver draws on her professional skills as a facilitator and corporate trainer for over 18 years, with various trainings she offers both in-person and online. Crystal has many areas of expertise including Emotional Intelligence at Work, Motivational Interviewing (MI), Ethics, Mental Health First Aid, Suicide Awareness and Prevention, and Accessibility in the Workplace (AODA), as well as many other corporate training offerings. Her professional experience in addition to delivering diverse training programs includes assisting individuals to successfully return to work and coaching individuals with disabilities. Crystal is known for encouraging and creating safe learning spaces where warmth, humour, and openness in sharing exists.

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**This course has preapproved CEUs from:**

The College of Vocational Rehabilitation Professionals  VRA Canada

**Number of CEUs Approved:** 3.0

**Area of Focus:** 02

**Preapproval Code:** AGILEC-EIW-2021-3.0

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**For Verification of Attendance:** Please print course certificate