



Breakout Session:

Practical Emotional Intelligence for IT Professionals

with Don R. Crawley

Author of *The Compassionate Geek®: How Engineers, IT Pros and Other Tech Specialists Can Master Human Relations Skills to Deliver Outstanding Customer Service* and the *Accidental Administrator®* series of books for IT professionals

Emotional intelligence has become a hot topic in today's workplace. Emotional intelligence is all about understanding, managing, and influencing emotions, both our own and those of the people around us. In this session, attendees will learn basics of how our brains work and how emotional intelligence skills can help modify brain function to deal with emotionally charged situations. From stoplight metaphors to the science of meditation, attendees will be introduced to practical tools they can use to implement emotional intelligence techniques in the workplace.

SESSION OUTLINE

Emotional intelligence includes the ability to use emotions (both yours' and those of other people) to produce successful outcomes in your dealings with other people. In this module, you'll learn:

- Emotional maturity
- Controlling your own emotions
- How to influence the emotions of others
- Two techniques for maintaining your calm state-of-mind

LENGTH: Typically 45 to 75 minutes. The length can be tailored to meet your requirements.

CUSTOMER COMMENTS

"Don was able to really help focus our IT team on service delivery by providing tools, concepts and stories that enabled our highly qualified group to excel even more—delivering clear and obvious business value."

—Michael P. Richardson,
American Superconductor

"Thanks to Don for presenting both at the Seattle Area System Administrator's Guild meeting and at the Cascadia IT Conference. Don's talks were popular with the audience and well received."

—Paul English,
Seattle Area System Administrator's Guild

CONTACT INFORMATION

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