

Using emotional intelligence to enhance personal and professional relationships

WEBINAR

Thursday 29th February 2024

All Delegates will receive

- Increased knowledge in Using emotional intelligence to enhance personal and professional relationships
- A set of Course downloads
- A certificate for your appraisal portfolio

Course Accredited for 2 hrs CPD

Introducing your speaker

Tracy Ellis

Leadership Coach and Experienced Leadership Trainer

CIPD Dip (Chartered Institute of Personnel and Development)

City and Guilds PG Teaching Certificate

ILM Coaching Certificate (Level 5)

Fellow Higher Education Academy

Accredited Mediator

Meet the Speaker ...

Tracy Ellis



Tracy Ellis is a leadership coach and experienced leadership trainer.

She previously spent 15 years as a Lecturer in the Business School at Salford University, worked as a HR Professional at Salford Royal Hospital and the Greater Manchester Ambulance Service and as a GP Practice Manager.

For the past 15 years she has worked in Leadership Development roles in 2 universities as well as running her own consultancy.

She is a Fellow of the Higher Education Academy, ILM Authorised Trainer, Co-Chair of the North West Staff Development Network for Higher Education and Professional Member of the European Mentoring and Coaching Council. She is CIPD qualified, has a PG Cert in Teaching and ILM Level 5 Coaching Qualification.

At the University of Liverpool she is currently responsible for enhancing university culture through people development, university managers training, university mentoring scheme and executive coaching provision. She also runs the North West Higher Education Coaches' Network.

Tracy's current external projects include the design and delivery of a Leadership Programme for Clinical Research Leads from institutions across the Horn of Africa who are responsible for a multi million pound "One Health" project which aims to improve the health and wealth of people in the Horn of Africa as well as delivering leadership training for the National Institute for Health Research (NIHR) Scholars Programme for Clinical Academics in the North West.

Your Learning Agenda ...

Using emotional intelligence to enhance personal and professional relationships

Emotions can influence the way we act and react in the workplace. Emotional Intelligence is the ability to recognise our behaviours, moods, and impulses, and manage them in a positive way so that we can communicate effectively, empathise with others, manage stress, overcome challenging situations and defuse conflict.

Emotional intelligence helps you build stronger relationships, succeed at work, and achieve your career and personal goals.

The session will include:

- ▶ Overview of Emotional Intelligence
- ▶ The benefits of enhancing your own emotional intelligence
- ▶ Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy.
- ▶ Assessing your own level of Emotional Intelligence
- ▶ Using emotional intelligence to enhance communications with others
- ▶ The power of reframing your thinking

In preparation for the session: complete the Emotional Intelligence Self-Assessment Questionnaire.

Programme ...

14:00 - 15:00pm	Webinar Session 1
15:00 - 15:25pm	Optimising management of Cows Milk Protein Allergy in Primary Care Sarah Graves - Senior Territory Business Manager
	Sponsor presenting at this webinar: 
15:25 - 16:00pm	Q&A's
16:00pm	Webinar Ends

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