

# EMOTIONAL INTELLIGENCE

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**Emotional Intelligence** helps participants develop self-awareness, empathy, and emotional regulation to improve workplace interactions and performance. Attendees will learn to manage their emotions, communicate effectively, and handle challenging situations with confidence. By enhancing emotional intelligence, employees can foster stronger relationships, reduce conflict, and contribute to a more productive and collaborative work environment.

#### Topics Covered:

- Self-awareness, Self-regulation, and Emotional Control
- Applying Empathy in the Workplace
- Impact of Emotions on Communication and Decision-making
- Defusing Conflict
- Managing Disruptive Behaviors

#### Program Information

Date: Friday, April 25, 2025  
Time: 8:00 a.m. - 5:00 p.m.  
Location: Zoom

#### Email

**[enroll4etp@sbccd.edu](mailto:enroll4etp@sbccd.edu) to enroll!**



#### ABOUT SOPHIA BROOKS

Sophia is a retired business owner, author, speaker and subject matter expert. She held management positions in two Fortune 500 Corporations. Additionally, she currently teaches at two community colleges with Workforce Development.