

Gain stronger Leadership Skills

Create Win-Win Outcomes with Employees and Customers

Resolve Conflicts at Work, Home

*Register now for Fall 2013 HCC Business & Professional Workshops:*

### **Emotional Intelligence at Work**

Regulate impulses, empathize with others, and be resilient in the face of obstacles. Developing Emotional Intelligence builds leadership skills, enriches relationships, and extends influence. Learn to:

- ✓ Perceive praise and understand and express emotions
- ✓ Access or generate feelings on demand to better understand yourself and others
- ✓ Regulate emotions for personal and professional growth

Course ID: WFD 052 ACC /3987 Cost: \$ 85 Student/Conference Ctr., Bldg H, Rm 210

**Friday, October 4, 2013 8:00 am-12:00 pm**

### **The Magic of Polarity Thinking**

We tend to think in either/or terms—not both. But polarities or opposing viewpoints do not function well alone. What if you had to choose between breathing out *or* in—but could choose only one?

Learn to:

- ✓ Identify key polarities and capitalize on the natural tension between them
- ✓ Solve and sustainably manage problems with Polarity Thinking
- ✓ Map your Polarity Thinking to create better outcomes

Course ID: WFD 052 BCC/3988 Cost: \$70 Student/Conference Ctr., Bldg H, Rm 208

**Friday, October 25, 2013 9:00 am-12:00 pm**

### **Advanced Conflict Resolution Workshop**

Confrontation and conflict can be destructive. Learning to shift to a process that allows all parties to get their needs met is a win-win!

Learn to:

- ✓ Express interests without taking positions
- ✓ Identify and manage emotion “triggers”—Reach agreement!
- ✓ Recognize and escape the Victims, Villains, and Heroes Triangle

Course ID: WFD 052 CCC/3989 Cost: \$ 85 Student/Conference Ctr., Bldg H, Rm 210

**Friday, November 22, 2013 8:00 am-12:00 pm**

**All classes listed are at 2998 W. Pearl City Rd., Freeport, IL**



For more information or to register, go to [www.highland.edu/schedule](http://www.highland.edu/schedule) and click on Community Education Registration Form. Print out and mail completed form with payment to: Highland Community College, 2998 W. Pearl City Rd., Freeport, IL, 61032. Questions to 815-599-3612. \*\*For program, **Company Payment Process** details, or to learn how we can bring these trainings to *your* place of business, call 815-291-6981.