



# YOUR COURSE SCHEDULE-AT A-GLANCE

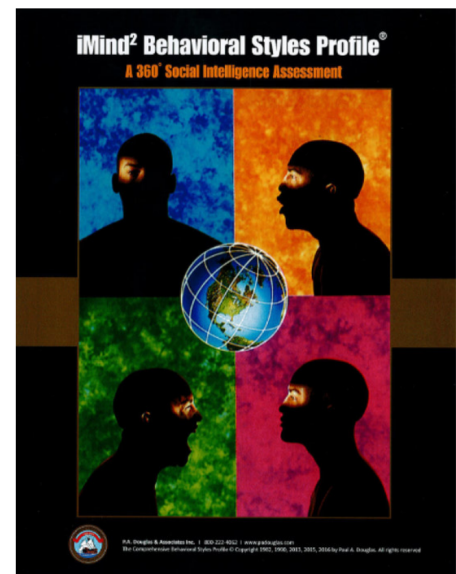
**Tuesday, October 18th, 2016**

**12:15 PM - 1:30 PM - LUNCHEON**

A buffet luncheon will be served. Special plates will be made available for participants with food restrictions for religious and health reasons

**1:30 PM - 3:00 PM - EMOTIONAL INTELLIGENCE  
AND BEHAVIORAL STYLES**

Numerous recent studies have shown that emotional intelligence is an essential key to effective leadership and organizational success. The ability to build trusting relationships distinguishes those who flourish from those who fail. New and heightened levels of relationship-building skills are needed. In this important session you will be introduced to the iMind model and will determine your unique behavioral style. You will also develop the in-depth knowledge and practical emotional intelligence skills that will ensure that you are a strong, emotionally intelligent administrative professional.



**3:00 PM - 3:15 PM - REFRESHMENT BREAK**

**3:15 PM - 4:30 PM - EXPERIENTIAL EXERCISE**

The day will conclude with an important and fun exercise that will focus on team building and will also bring a number of key concepts to the fore. As well the exercise will generate a number of questions that will be addressed during tomorrow's sessions.



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