



**Innovative Edge, Inc.**  
www.getcoherent.com

Increasing effectiveness, performance and wellness  
in people at the heart of organizations.

*"I've significantly improved in seeing others far more clearly than before. I'm more patient and understanding yet know more clearly where to be firm. One of the ways my performance has improved is that I am more organized in my thoughts and I'm less reactive." - Sr. Vice President, Global Services Company*

*"The stress level has gone up around here and at the same time I am more calm and focused. I have been able to remove the negative emotions and feelings during stressful situations that tended to cloud the logical thought process. This shortens the length of time I spend on a project, leaving more time for other projects." - Marketing Director, Int'l Mfg. Company*

### **Who Should Attend:**

- Organizational Development Professionals
- Human Resource Professionals
- Employee Development Professionals
- Executives and Managers
- Quality Improvement Directors
- Team Leaders
- Change Management Leaders
- Wellness Directors
- Educators
- Staff desirous of learning tools to create higher degrees of effectiveness, improve leadership, health and well being.

# Performance Excellence through Emotional Intelligence Competency including the Inner Quality Management® tools

*The Hidden Ingredient in Performance  
Excellence and Managing Change*

**April 22, 23 and May 1, 2003**  
**Boca Raton, Florida**  
**Hosted by: NCCI Holdings**

*In study after study, productivity has been shown to double and even triple with the development of Emotional Intelligence.*

*For star performance in all jobs, in every field, emotional competence is twice as important as purely cognitive abilities. For success at the highest levels, in leadership positions, emotional competence accounts for virtually the entire advantage.*

Studies of 15 global companies and the U.S. Government reported by Daniel Goleman, Ph.D., author, *Working With Emotional Intelligence*.

# Building Competency in Emotional Intelligence for Star Performance

## Why Develop EI?

Research reveals Emotional Intelligence is the hidden ingredient in star performance, and the best predictor of success.

## Why Now?

Companies report the following factors are inhibiting top performance: today's frequency of change, downsizing, reorganizations, shifting priorities, time pressure, new technology, re-engineering, information overload and uncertainty about the future.

Ok, we're not telling you anything new . . . you've seen it in your own environment. But perhaps you haven't considered the latest research on human response to these factors.

Whether we are aware of it or not, our brain processes emotional responses to our moment-to-moment perceptions. Feelings of frustration, anxiety, fear, uncertainty, anger, depression and worry can literally create a **desynchronization in brain function**, affecting performance at all levels.

## What's it costing you?

Science has proven that as pressure and stress increase, our capacity to perform (**think rationally and intelligently**) is compromised. Core competencies can collapse in a heartbeat.

- Perceptions become skewed and emotional reactivity is displayed.
- Ineffective decision making increases.
- Communication breakdowns occur and teamwork is fractured.
- Internal and external customer service quality is adversely affected.
- Stamina and energy are depleted.
- Quality breaks down in a domino effect: loss of focus, lowered productivity, higher inefficiency, low morale, higher turnover and absenteeism, poor customer service, increased costs, lower profits and shareholder value.

## Sound familiar?

### New traits are needed -

to thrive and succeed. Competencies manifested in star performers include: **Adaptability, Resilience, Optimism, Self-motivation, Self-confidence, Self-control, Initiative, Intuition, Effective Listening, Leadership, Influence, Collaboration, Teamwork, Conflict resolution, Developing others, and Service orientation.** This is Emotional Intelligence.

## What can you do?

This program teaches individuals and teams scientifically-validated tools to **improve and sustain high performance without drain and burnout. . . . and it can be measured.**

## How You Will Benefit:

*The program begins with a one-on-one pre-training meeting at your office with the facilitator. Utilizing our Individual Goals Journal you will establish your specific goals and objectives for what you want to achieve in applying what you learn in this training.*

### Learning Outcomes:

- **Learn what Emotional Intelligence is and is not.**
- Understand 5 competencies of Emotional Intelligence and the related behavioral outcomes. Identify specific elements that can inhibit your performance. **Understand how EI affects productivity, communication, organizational climate, teamwork and health.**
- Learn tools to build proficiency in selected Emotional Intelligence competencies and **achieve improved performance.**
- Learn and apply practical in-the-moment tools to **neutralize stress and manage the complexity** of an environment of change and create proactive, efficient responses. **Achieve greater flexibility and build resiliency.**
- Understand the latest research on emotions and their impact on perception, brain function, emotional intelligence and health. **Learn findings from the fields of Neuroscience, Neurocardiology and Cardioneuroimmunology and the impact on human performance.**
- Learn and apply the scientifically-validated Inner Quality Management® tools to **rapidly recover from stressful events and reduce feelings of frustration, anger, anxiety and overwhelm. Reduce fatigue and burnout.**
- **Improve effectiveness in decision making.** Learn and practice tools for more efficient outcomes.
- Achieve better results in working with others. **Learn techniques to improve leadership, teamwork, and organizational climate.**
- **Learn and practice techniques for more effective listening and communication**, especially in difficult situations.
- **Use the Freeze-Framer™ Emotional Management Enhancer** software to observe instant Heart Rate Variability feedback, a key measure of autonomic nervous system balance and emotional management.
- **Receive individualized follow-up application coaching.**
- **Evaluate how this training program can improve productivity, retention, teamwork, morale and wellness in your organization.**

### *If you elect to complete the ECI™ - Emotional Competence Inventory as part of your participation:*

The ECI is a multirater 360° feedback instrument that assesses 20 competencies in emotional intelligence. The ECI indicates the specific emotional competencies where development is needed to enhance your emotional intelligence and overall performance. This assessment tool provides precise and focused feedback about individual strengths and areas for improvement.

The ECI incorporates raters' perspectives on a series of research-validated behaviors that profile emotional intelligence. Unlimited raters include Self, Peers, Managers, Direct Reports and Others.

ECI™ and Emotional Competence Inventory are trademarks of Hay Group Inc. Inner Quality Management (IQM) are registered trademarks of the Institute of HeartMath. Freeze-Framer is a trademark of Quantum Intech.

**For more information visit [www.getcoherent.com](http://www.getcoherent.com) or call 561-487-9970**

## Research: Performance and EI

New and compelling research in neuroscience provides greater insight into how our brains operate and affect decision making, behavior, relationships with others, and performance. Studies have proven that business performance is critically dependent upon the individual's ability to successfully manage themselves, their behavior and their relationships.

According to research conducted by Hay/McBer, Daniel Goleman, Ph.D. author of *Emotional Intelligence* and *Working With Emotional Intelligence*, Richard Boyatzis, Ph.D. and others:

- Emotional Intelligence is found to be twice as important as any other factor in predicting outstanding employee performance, accounting for more than 85% of star performance in top leaders.
- Emotional Intelligence has a major impact on organizational performance, doubling and even tripling productivity, and greatly improving bottom-line results.
- Emotional Intelligence can be developed and enhanced through assessment, training and coaching.

*"When I compared star performers with average ones in senior leadership positions, nearly 90% of the difference in their profiles was attributable to emotional intelligence factors rather than cognitive abilities."* Daniel Goleman, *What Makes a Leader?* Harvard Business Review, from research at 200 large global companies.

## Research: Put Your Heart Into It

Breakthroughs in heart research have shown that heart rhythms and neurological signals from the heart have a major positive influence on the mechanisms through which we process thoughts and emotional responses.

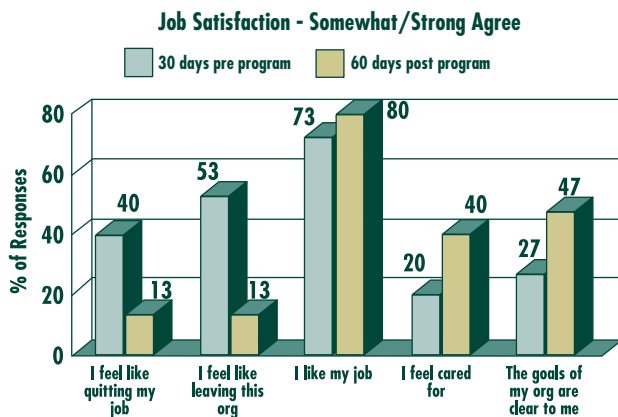
Building on cutting-edge research from neuroscience and cardiovascular medicine, the Institute of HeartMath has spent the last decade developing and testing scientifically-validated techniques which produce optimal physiological and psychological states.

Their extensively tested real-time tools and interactive technologies facilitate perception management that greatly enhances the ability to bring healthy emotional self-management into an attainable reality.

- The application of HeartMath's Inner Quality Management® tools produces significant changes in behavior, physiological health and emotional intelligence. Case study data has been steadily collected, proving that measurable improvements in productivity rapidly follow.

*"The background physiology and the science underpinning this technique [HeartMath] are absolutely sound, which is why we went ahead with pilot studies at Shell. Seeing a self-induced change in their own heart rhythms impressed the company's otherwise skeptical engineers."* Dr. Graham Bridgewood, Chief Medical Officer, Shell International (U.K.)

This research is published in peer-reviewed journals, including the Journal for Advancement in Medicine, Amer. Journal of Cardiology, Journal of Stress Medicine.



This data is from an organization which completed the multi-contact training. This program shows measurable and sustained improvements in the performance, health and emotional intelligence of the workforce, in as little as 60 days.

## Comments from Participants:

*"My communication skills in difficult situations have improved."* - Division Director

*"I have improved my thought processes and prioritization."* - Senior Engineer

*"My self-motivation and resilience have improved because I am taking the initiative in what needs to get done so my job is smoother. I'm no longer waiting for someone else to point the way."* - Supervisor

*"I've improved my patience. I really listen more to what people say and consider their motivation. As a manager, this has strengthened my relationships with the people in my department."* - Sr. Product Development Manager

*"I've improved my mental clarity and focus. I know better how to prioritize, what to focus on, what is really important and what is not."* - Manager

*"My ability to influence others has improved. Other people are starting to gravitate toward me and ask for my expertise."* - Program Manager

*"My focus under a heavy workload has improved. I am more relaxed and focused under pressure."* - Training Coordinator

*"I've improved my ability to motivate others. Co-workers are commenting on my improved teamwork."* - Sr. Product Development Manager

*"My productivity, leadership and mental clarity have all improved significantly."* - Director

*"My listening skills have improved. I am less reactive and feel more effective as a listener."* - Consultant

*"I have been able to remove the negative emotions and feelings during stressful situations that tended to cloud the logical thought process. This shortens the length of time I spend on a project, leaving more time for other projects."* - Marketing Director

*"I've improved in thinking clearly during escalating periods of tension and I experience fewer moments of impass"* - Sr. Manager



Facilitated by: April Frank founder and President of Innovative Edge, Inc. Certified HeartMath® Facilitator and licensed by the Institute of HeartMath. Accredited by Hay/McBer in administration of Emotional Competency Inventory (ECI).

## REGISTRATION INFORMATION

**When:** April 22 and 23 followed by a shorter day May 1, 2003  
April 22: 8:30 am - 5:30 pm - continental breakfast served at 8:00  
April 23: 8:30 am - 5:30 pm - continental breakfast served at 8:00  
May 1: 8:30 am - 3:30 pm - coffee and refreshments served at 8:15

**Where:** Hosted by NCCI Holdings, 901 Peninsula Corp. Circle, Boca Raton, FL

**Investment:** Special offering at \$895.00 per person (offered elsewhere at \$1,495.00+) which includes all workshop sessions and materials; pre-program personal goals and objectives meeting at your office, 3 post-training coaching sessions, comprehensive workbook; textbook, use of the Freeze-Framer™ software program, and continental breakfast.

**Optional:** For an additional \$425.00 you can benefit from the comprehensive ECI™ Emotional Competence Inventory 360° Assessment and feedback. This discounted fee includes assessment, two hour personal feedback session, 20-page personalized feedback report, including personal summary of emotional competencies by self and unlimited number of raters. Additional coaching is available.

### How to Register:

**Phone:** 561-487-9970    **FAX registration form to:** 561-479-3594  
**Email:** aprilf@mindspring.com  
**Mail:** Send registration form to: Innovative Edge, Inc.  
6330 Via Tierra Dr., Boca Raton, FL 33433

**Payment and cancellation policy:** Payment in full is due at time of registration. VISA/MC/AMEX and checks accepted. Cancellations made prior to April 4 will be refunded minus a \$100 cancellation fee; after April 4 subject to full registration fee. Substitute attendees are accepted without penalty. All cancellations must be made in writing. No shows are subject to the full registration fee.

**Registration deadline:** April 7, 2003. This program is limited to 18 participants to insure individual attention. Enroll early to guarantee space.

**Confirmation and Directions:** You will be sent a confirmation letter with directions upon registration.

## A Multi-contact approach for sustainable benefit:

**Step One:** The program begins with a one-on-one pre-training meeting at your office with the facilitator. Utilizing the *Individual Goals Journal*, you will set specific goals and objectives for what you want to achieve in applying the skills you'll build in this program.

**Optional:** If you've selected the ECI™ - Emotional Competence Inventory 360° assessment as part of your participation, this assessment will be done and you will receive your feedback report and personal feedback session within 2 weeks.

**Step Two:** Attend the training program's first 2 days. Apply what you are learning to current issues and the goals you set in Step One.

**Step Three:** Go back to work and practice the tools you've learned so far. Expand your application to actual day-to-day work and personal experiences. Utilize the Freeze-Framer™ Emotional Management Enhancer software.

**Step Four:** Attend day 3 of the training program. Further integrate your application and receive fine-tuning on the progress to your goals thus far.

**Step Five:** (approx. 1 week later) 30-minute phone coaching session with facilitator.

**Step Six:** (approx. 2 weeks later) 30-minute phone coaching session with facilitator.

**Step Seven:** (approx. 30 days later) One hour face-to-face coaching session with facilitator.

**Yes! Enroll me to attend Building Competency in Emotional Intelligence for Star Performance at \$895.00.**

**I also want the ECI™ Emotional Competence Inventory 360° Assessment at the \$425.00 discounted rate.**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Daytime phone: (\_\_\_\_\_) \_\_\_\_\_ FAX: (\_\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_@\_\_\_\_\_ absolutely will not be provided to others.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Daytime phone: (\_\_\_\_\_) \_\_\_\_\_ FAX: (\_\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_@\_\_\_\_\_ absolutely will not be provided to others.

Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Photocopy  
this form for  
additional  
attendees

**Payment method:** Full payment is due to confirm your registration and hold a seat.

\$895.00 per person for training program. Optional: add \$425.00 per person for ECI 360° Assessment

Check enclosed for \$ \_\_\_\_\_ made payable to: Innovative Edge, Inc.

VISA \_\_\_\_\_ Exp. date \_\_\_\_\_

MasterCard \_\_\_\_\_ Exp. date \_\_\_\_\_

American Express \_\_\_\_\_ Exp. date \_\_\_\_\_

Signature required for credit card registration: \_\_\_\_\_

Name as it appears on card: \_\_\_\_\_