I. Emotional Intelligence

A. What is emotional intelligence?

B. Personal competencies

C. Skills in emotional intelligence

1. Understanding emotions

2. Tools to regulate your emotions

II. Personal Branding/Assertiveness

A. Defining your personal brand

1. Defining yourself and your strengths

2. Controlling and developing your image

3. Appearance matters

4. Social media

B. Assertiveness and self-confidence

1. What is assertiveness?

2. What is self-confidence?

3. Obstacles to our goals

4. Identifying your worth

5. Positive self-talk

III. Employee Motivation

A. The foundation of motivation

1. Community

2. Influence

3. Openness

B. Theories of motivation

C. Motivation myths

D. Basic principles to remember about motivation

IV. Change Management

A. Is change necessary?

B. Workplace changes

C. The change process

D. Responsibility of managing change

E. The four phases of change

F. The change cycle

G. Resistance to change

H. Change concerns

I. Tools to help the change process