



# Institute for Professional Excellence

## Power Skills Series:

### Emotional Intelligence

#### Master the Data of Human Interaction

We've entered the age where algorithms can out-think us on strategy, out-calculate us on data, and out-execute us on speed—but they will never out-feel, out-read, or out-influence people.

The final frontier of unbreakable advantage is the one no AI can't touch: the invisible, high-resolution mastery of human emotion.

This isn't about being nicer or managing feelings. This is a zero-fluff 3-hour workshop that rewires you to treat every emotion as live intelligence.

Emotions provide data you can analyze, calibrate, and utilize to de-escalate conflict, inspire action, and build unbreakable trust without ever raising your voice or pulling rank.

#### After completing this program, participants will be able to:

- Turn anger into a signal and respond like a surgeon instead of a volcano
- Deploy invisible grounding techniques that re-engage your prefrontal cortex mid-conversation
- Read any stakeholder's hidden emotional drivers and speak straight to their real motivations
- Use battle-tested communication frameworks to drop the temperature of any tense exchange

Learn more: [davenport.edu/ipex/management](https://davenport.edu/ipex/management) | 616.233.2589

# Emotional Intelligence Topics

## The Internal Systems

The neuroscience of why your brain defaults to fight/flight/freeze and how to override it in real time.

- Spot your personal trigger signature and install a mindfulness-based circuit breaker
- Pocket tactics to stay fully rational when everyone else is losing their mind

## The Social Radar

Read any stakeholder's hidden emotional drivers in under 60 seconds and speak straight to their real motivations.

- Distinguish between emotional and cognitive empathy and learn why the second one is a super-power
- Map any person's pains/gains and non-verbals to shape behavior before they speak
- Practice exercises to coach, motivate, and move people without formal authority

## Relationship Management

Use battle-tested communication frameworks to drop the temperature of any tense exchange and flip opponents into allies.

- Use a modified SBI Model engineered for emotional safety
- Discover calibrating questions that pull someone out of their amygdala and back into their thinking brain
- Design your personal recovery ritual for when conversations go sideways
- Pick one autopilot habit (interrupting, sarcasm) and kill it in the next 30 days

In a world of AI and automation, the last remaining competitive advantage is the one machines can't replicate: the ability to read, influence, and lead people.

## Who Should Attend

- Leaders, Managers, and team members who lead through influence, not hierarchy
- Professionals who want to walk out of every difficult conversation thinking they nailed it, not wondering what just happened

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