

# Southwestern Ohio Council of Governments 2021 Leadership Academy Professional Development Programs



## September Sessions

September 14, 2021

9am-12pm



### Staff: Customer Service with Emotional Intelligence

<https://www.signupgenius.com/go/10C0D4DAFA72CA3FEC52-customer>

The purpose of this workshop is to leverage emotional intelligence while working with customers. Employees with high emotional intelligence have the ability to understand and control their emotions even in the most challenging situations. Customer loyalty will depend on how a customer feels when they interact with an employee. **Emotional intelligence is a key factor in how employees connect and maintain relationships with customers.** This workshop is for all levels of employees who interact with customers. Includes **S.L.A.P.** your customer - a **humorous narrative** to discuss what to do when dealing with customers who...well...you just want to slap!

(2.5 DODD hours pending for SSA, EI, IA, Adult Services and Superintendent)

(2.5 Social Work hours approved)

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1pm-4pm

### Managers: The Performance Management Meeting: **Be the Coach!**

<https://www.signupgenius.com/go/10C0D4DAFA72CA3FEC52-theperformance>

Who loves doing performance reviews? Most likely...nobody! Yet, it's one of the many coaching tools that companies use for performance management. The ability to conduct productive performance evaluations is a learned skill. Even without specialized training, many evaluators can adequately communicate about concepts such as job responsibilities, skills and goal achievement. That's because these are objective, easy to measure and discuss. A more daunting but crucial part of the performance review is the area of behavior assessment - - *those subjective areas*. As opposed to making those situations worse by choosing the wrong approach, or inflammatory wording, or simply bypassing those issues altogether, you (as the coach) can use your emotional intelligence training to address these issues.

(2.5 DODD hours pending for SSA, IA, EI, Adult Services, CB Member and Superintendent)

(2.5 Social Work hours approved)

**\*\*There is NO CHARGE for these trainings. Please click on the links above to register.\*\***

Contact Robin Thomas with questions.

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