



# SJSU | INSTITUTE FOR PEOPLE AND PERFORMANCE

## EARN SHRM RECERTIFICATION CREDITS AT SJSU:

### Building Emotional Intelligence



#### PROGRAM OVERVIEW:

PARTICIPANTS WILL LEARN TO RECOGNIZE AND UNDERSTAND EMOTIONS IN OTHERS AND THEMSELVES THROUGH CASE STUDIES, GROUP DISCUSSIONS AND INTROSPECTIVE EXERCISES.

THEY WILL USE THIS AWARENESS TO MANAGE BEHAVIOR AND BUILD POSITIVE RELATIONSHIPS, USING PROVEN TECHNIQUES.

**THE SJSU ADVANTAGE:** EXPERT SJSU FACULTY COMBINE INSTRUCTION WITH HANDS-ON LEARNING USING DISCUSSION, GROUP EXERCISES AND CASE STUDIES

**RECERTIFICATION:** THIS PROGRAM IS VALID FOR 7 PDC'S TOWARDS **SHRM-CP** AND **SHRM-SCP** RECERTIFICATION.



#### SEMINAR DETAILS

##### TOPICS COVERED:

- › DECONSTRUCTING EMOTIONAL INTELLIGENCE SKILLS: SELF AWARENESS, EMPATHY, SELF MANAGEMENT AND RELATIONSHIP MANAGEMENT
- › EARNING TRUST, BUILDING RELATIONSHIPS
- › EMOTIONAL INTELLIGENCE & EFFECTIVE LEADERSHIP
- › EMBRACING CHANGE AND INCREASING ADAPTABILITY



**INSTRUCTOR: GRETCHEN VOGELGESANG LESTER,**  
AN ACCOMPLISHED LEADERSHIP SCHOLAR AND CONSULTANT, SERVING CURRENTLY  
AS ASSOCIATE PROFESSOR AT SAN JOSE STATE UNIVERSITY.

**WHEN:** March 7, 2020 | Time: 8:30 AM - 4:30 PM

**REGISTRATION DEADLINE:** Feb 21, 2020

**FEE:** \$300.00

**REGISTER:** [www.sjsu.edu/ipp/shrm-recertification](http://www.sjsu.edu/ipp/shrm-recertification)

**VENUE:** BBC 323, San Jose State University

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