



Live, work and lead for success



FICS Learning Capsules are practical sessions that give you what you need to get great jobs, keep great jobs and lead and grow in the workplace. We've been doing this in Canada and internationally for a long time, and we know what works when it comes to work. Now we want to share it with you! There are six capsules in total. Sign up for as many or as few as you like, depending what you're looking for.

Learning Capsule 3: Excel at your Job

On the job or in life, EI or emotional intelligence is even more important than IQ when it comes to success. Learn how to develop your EI to increase your opportunities for success. You'll be able to connect with your colleagues better and strengthen your communication skills so you can understand others and be clearly understood. EI arms us all for success!

Session 1: During the first session of Capsule 3, participants will learn about emotional intelligence and its importance in the workplace. They will consider the importance of developing emotional intelligence to succeed in the workplace.

Outcome: Appreciate and understand the value of emotional intelligence in the workplace

Session 2: During the second session, participants will reflect on their own levels of emotional intelligence and understand the areas where they need to grow emotional intelligence in order to succeed in the workplace.

Outcome: Determine your own emotional intelligence and develop skills to improve it

Session 3: During the third session, participants will consider their impact on others and develop communication skills that reflect a high level of emotional intelligence so that they are recognized and appreciated in the workplace.

Outcome: Define and practice essential communication skills for success in the workplace

Resources and References:

- Carnegie, D. How to Win Friends and Influence People
- Goleman, D. Emotional Intelligence
- Goleman, D. Primal Leadership

Facilitators: Kathrina Loeffler and Christian Vulpe are professional educators and certified professional facilitators. They are both dynamic speakers and hold Ontario Teaching Certificates, Master of Education degrees and training in adult education from St. Francis Xavier University. They have been delivering quality education programs that engage participants and strengthen the skills of people to succeed in the workplace since 2011.

When: Wednesday evenings 6:00 – 8:00 PM

Where: Downtown Toronto

How long: 3 weeks

How much: \$199.00