

**TTI EQ Workshop January 2011**

Name /Title	Most Important Idea	How will this help you?	In what other ways did you gain clarity and focus?	In what area would you like to personally improve?	Rating	Please explain
Claims Manager	-EQ can change <u>if</u> you "practice" -EQ can be changed – I will focus on empathy	This will help me to remember to be a better listener and continue to seek to understand others	-Become self-aware of emotions in the moment -I realized I can "hi-jack" conversations and make them more about me than about the other person. I want to be interested [in them]	-Want to move from just being perceived as a doer to an achiever -Better listening	VG	
Director of Operations, Employee Benefits	-Practice! Practice - STARR, -Questions, seeking to understand	Help me to not react so quickly to problems, understand them first by checking emotions and asking questions	How to stop negative emotions from getting the best of me	-Continue to work on self-awareness and Self-Regulation. -At the same time, not become vulnerable to stronger personalities	EX	Thank You! Jason was an engaging facilitator. He brought awareness without making us feel bad.
Practice Leader	-The STARR process Understanding the different factors & how they come together (e.g. empathy, Self-Awareness)	-It provides me with a process to practice and perfect my approach so I can get optimal outcomes and improve my EQ -Remember to be non-judgmental and show I care	Test results were interesting and the recommendation bullet points are useful	-Based on my test scores, empathy is the area I would most like to improve	EX	-The text book was useful -Case studies were good.
Director of Operations, Management Liability Group	-Understanding of how important it is to be self-aware of my emotions and how they impact my decision making process -Self-Regulation is important to control or redirect disruption	-I will slow down. -Sometimes I use emotion to just bury an issue as opposed to solving the issue -Less rush to judge	-STARR realize for every emotion I have, others have it as well -need to be more empathetic	-I would like to self-regulate better -Slow down in judgment	VG	-Very good content. Very good presenter, nice style -Wish we had more time
COO	-The STARR process -Reminder to stay clear of emotional disablers	-It will help me to not react and think through something (situation) before making an assumption or being judgmental -When you have passion and drive you inspire others -Help stay energized	-The importance of EQ and how it trumps everything else. Interpersonal vs. Intrapersonal -I gained clarity by reviewing my EQ Insights and the five dimensions of emotional intelligence	-The results from our assignment will help me pinpoint the areas I can improve on -Interpersonal empathy-be nonjudgmental and practice empathetic communication -Interpersonal Self-Regulation create effective responses to stressful situations	VG	-Jason is an engaging trainer and did a very good job with the training and getting key points across -To be an effective leader you need to understand emotional intelligence. -Excellent information was shared. Need to do more than once

Ratings: Excellent, Very Good, Good, Disappointing

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HR Director	Recognize physiological changes and take time to think before responding Emotions change throughout the day and the only variable that can compromise success	-Need to be more self-aware and know my triggers -Great reason to be more Self-Aware	Importance of EQ, ability to develop EQ	Further develop self-regulation	EX	
HR Consultant	-Getting to understand colleagues in a different setting -STARR	-Easy to remember which can help in recall -Better relate to people and let people relate back to me	-EQ can be changed. Listen & listen some more. It starts with EQ "Know thy own self first" -It stacks up	-Balance professional and personal obligations -Social Skills	VG	
Commercial Lines Manager	Seek to understand will help me not suppress emotions. STARR concept	-More productive as I will have more focus on end result. -Earn respect from coworkers.	How to approach situations differently	Self-Regulation	VG	Self evaluation was helpful as a continual reminder

Ratings: Excellent, Very Good, Good, Disappointing