



Charles J. Wolfe Associates, LLC

Emotional Intelligence (EI) Workshop

**Become certified in the MSCEIT
Learn how to apply The Emotion Roadmap™**

**Option – Become certified in New Pathways to
Inspired Performance and Talent Management***



Mashantucket Pequot Museum & Research Center – Connecticut

April 7-9, or June 16-18, 2010

Please join a select group for a **powerful** 3 days in the beautiful hills of Southeastern Connecticut. Learn **how to apply** the pioneering theory of emotional intelligence (EI) developed by the Provost of Yale University, Peter Salovey, and University of New Hampshire Professor, Jack Mayer.

Along with being certified to use the MSCEIT, you will learn how to apply the model by using the **Emotion Roadmap™** developed by Chuck Wolfe. You, and a limited number of colleagues, will gain personal knowledge about your own EI and the Emotion Roadmap. Chuck Wolfe will help you apply what you learn to improve your professional work and personal life.

The workshop emphasizes **application and is purposely limited to 12 people to make sure your expectations are met**. So please register soon since space is limited and interest is high!

At the workshop, Charles (Chuck) J. Wolfe, a leading expert in applying EI to the workplace, will help you use EI to:

- Understand your own EI ability;
- Assess EI in others using the Mayer Salovey Caruso Emotional Intelligence Test (MSCEIT);
- Select, Promote and Coach others;
- Manage change and conflict; Learn how John Kotter's new book, **A Sense of Urgency**, is a wonderful example of how the Emotion Roadmap™ can be used to explain how to manage change
- Build teams and Improve productivity;
- Manage talent and Retain employees.

Who Should Attend:

HR Managers & Professionals	Leaders & Managers with Vision
Leadership & Executive Development Coaches	General Managers, Division & Department Heads, Sales Managers
Organization Development Consultants	Superintendents, Principals, Counselors & Teachers
Training & Development professionals	University/College Administrators & Faculty
Career Development & Outplacement Counselors	Psychologists, Social Workers

Participants in the workshop will receive a free copy of my chapter "**The Practice of EI Coaching in Organizations: A Hands-on Guide to Successful Outcomes.**" The chapter appears in Educating people to be emotionally intelligent. Ed. By R. Bar-On, K. Maree, and M. Elias (Portsmouth, NH: Greenwood Publishing Group, 2007).

How to Register:

You can register on-line at: <http://www.cjwolfe.com/Prod1.htm>

You will receive a registration confirmation via e-mail.

Workshop Fee*: Enrollment is limited so please register as early as possible. Please send an email to cjwolfe@cjwolfe.com to confirm which workshop you plan to attend.

\$2,195/person

Select **CJW1** for early registration (**by March 8 for April and May 14 for June**) or for registering two or more people from the same organization

\$2,395/person

Select **CJW2** for normal registration

\$1,895.00/person (\$500 discount available for nonrefundable registration up until 30 days before workshop commences)

To secure this registration fee please contact Charles J. Wolfe Associates by calling 860-658-2737 or emailing cjwolfe@cjwolfe.com.

Daily Schedule:

- Continental Breakfast is available at 8:30 each day and lunch is provided at the Museum for the first two days.
- Day 1 & 2: 9:00 AM - 4:30 PM (approx.)
- Day 3: 8:30 AM – 10:30

New option - Day 3: 10:45 – 1:45 For no extra fee, certification for a half-day workshop, "New Pathways to Inspired Performance and Talent Management," will be offered to those interested in running the workshop themselves. The Director of Training & Development at ESPN implemented this workshop in April and May, 2009. While there is no fee for being trained, there is a \$95 per person fee for materials for running the workshop. Participant materials must be purchased from Charles J. Wolfe Associates, LLC unless there is a licensing agreement in place. See the recommendation for the new program from the Director of Training & Development at ESPN at the end of this invitation.

Dress is business casual for all events.

For Further Information contact: Chuck Wolfe
phone (860) 658-2737 or e-mail cjwolfe@cjwolfe.com

Links follow to detailed information (each link below will also link back to this heading):

1. [Gain knowledge & power from knowing your emotional abilities](#)
2. [Learn about EI and the Emotion Roadmap™](#)
3. [Learn what participants & clients have say about Chuck Wolfe](#)
4. [Chuck Wolfe streaming videos discussing emotional intelligence](#)
For a chance to see and hear Chuck speak about the four abilities of EI click on each of the four wolves.
5. [Chuck Wolfe Bio](#)
6. [Cancellation policy](#) (please read)
7. [Directions and Accommodations](#)

[Gain knowledge & power from knowing your emotional abilities](#)

People who experience the MSCEIT often feel like a veil has been lifted. It helps them understand why certain strengths they have are difficult for others to duplicate and why some emotional abilities are harder for them than for others. Just like analytical intelligence, the Mayer Salovey Caruso model of EI measures ability and potential. Knowing how you score, what the scores mean, and how it applies to what is important in life is a very powerful learning experience that can lead to more effective performance.

Emotional Intelligence is a major part of the puzzle of human behavior and knowing one's scores and potential can have a significant impact on performance. The lower your scores the more it is important to understand what they mean. You will want to build on compensating strategies and learn how to develop new ones. If you are high in EI this workshop will help you to teach others what you intuitively have been doing and it will increase your knowledge about how to leverage these strengths.

[Learn about Emotional Intelligence and the Emotion Roadmap:](#)

We focus on the Mayer-Salovey theory of EI - a unique, powerful, and very useful model. The model includes two major branches and four abilities. The two branches are Experiential and Strategic. The four abilities are identify, use, understand and manage emotions. Following is a somewhat simple explanation of the Emotion Roadmap followed by an example of how you might use the Emotion Roadmap in a business setting.

Identify emotions: The Emotion Roadmap begins by helping to identify emotions you are feeling, and what others are feeling.

Use emotions: The next step is to decide what emotions you want to feel based on what you are trying to do.

What you are feeling reflects your current situation and what you wish to feel is your ideal future state.

Understand emotions: Next the Emotion Roadmap requires thinking about how to get from where you are to where you want to go. This is the understanding emotion part of the model. What do you know about yourself and the key people you are dealing with? What might make you and the others feel the way you want? What do you know about the science of emotions and how emotions work that will help you with your planning.

Managing emotions: The last part of the Roadmap is managing emotions and it involves executing your plan based on what you are able to do and what you are willing to do.

[Learn what past participants and clients say:](#)

- ◆ “Able to transfer the learning immediately back to the workplace in highly emotional areas such as performance discussions, dealing with organizational change and team building. The learning in the workshop and the ability to follow up with Chuck was immensely helpful!”
- ◆ “I have been to a number of Emotional Intelligence workshops. If you can only go to one this should be it! ... All of us who attended felt moved by the workshop and left feeling far more knowledgeable and confident in our ability to apply Emotional Intelligence to our lives!”
- ◆ “Dynamic, transformational, life-changing, rigorous, and highly beneficial in both the workplace and at home!”

Two business executives describe Chuck’s consulting work:

John Caparella
Chief Operating Officer
Gaylord Entertainment Inc., Florida

“I have had the pleasure of working with Chuck Wolfe for over 15 years. He has provided tremendous assistance and guidance to me when either formulating new teams or trying to enhance work teams in various hotel settings. I continue to work with Chuck presently with his model of Emotional Intelligence and have great confidence on it improving our business... Chuck is a commensurate professional who refreshingly challenges my thinking and helps stretch the organization to new heights.”

Garry Hurlbut
Vice President of Information Technology
Kaiser Permanente, California

“Emotional Intelligence coaching for the senior leaders and staff had a significant positive impact on their effectiveness. It has improved our relationships with our business customers and our interactions with other internal IT divisions. By understanding the emotional ‘landscape,’ we are much better equipped to understand and manage our own reaction to events in the workplace and to more effectively understand our business and IT partners’

frame of reference. As a result, we are more able to use our training in analytical and design skills to produce more effective solutions with our business and IT partners."

▶ Intro To Chuck Wolfe

See the streaming video of Dennis Roberts, President of AIG American General Independent Agency Group talking about his coaching experience while he is introducing Chuck Wolfe to one of the workshops presented to AIG. Click on the green button above. Dennis is an excellent speaker and he does a nice job talking about what he has learned about Emotional Intelligence and how it has benefited him.

[The Workshop features Charles \(Chuck\) J. Wolfe](#)



Chuck is president of Charles J. Wolfe Associates, LLC a result-driven consulting firm dedicated to improving personal and organizational performance. He and his firm provide keynote speaking, leadership development, executive coaching, team building and organizational development services. Chuck is also an internationally sought-after speaker and has published and been quoted in a number of journals.

One of his key programs, the Emotional Intelligence: Critical Skills for Success Workshop is currently translated into numerous languages including Spanish, French, German, and Mandarin and is being conducted frequently in North America, Europe and Asia.

Chuck established his expertise in Emotional Intelligence (EI) when he was asked by the Provost of Yale University, Peter Salovey and his colleagues to help them find a way to apply their ability based model of EI to the workplace. In 2001 in Toronto, at the launch of the MSCEIT, the test publishers, MHS, asked Chuck to be the featured presenter of the first MSCEIT certification workshop.

Chuck has gained an international reputation for excellence in applying EI through the development and application of his unique methodology called the Emotion Roadmap™. The Emotion Roadmap™ is a profound and simplistic template for helping individuals and organizations achieve high performance by increasing the ability to identify, use, understand and manage emotions.

The Emotion Roadmap™ is prominently featured in a chapter he wrote, "The Practice of EI Coaching in Organizations: A Hands-on Guide to Successful Outcomes" which appears in [Educating people to be emotionally intelligent](#). Ed. By R. Bar-On, K. Maree, and M. Elias (Portsmouth, NH: Greenwood Publishing Group, 2007). It is also featured on his [blog](#).

Chuck and a major client, Kaiser Permanente, one of the world's largest health care providers, are prominently featured in the video, "**Emotional Intelligence**," developed & introduced in May, 2001, by CRM Learning, a leader in producing training media. In 2002 Chuck created an online workshop for the MIT Sloan School of Management on EI, Power and Negotiations. And in 2006 and 2007 Chuck created and hosted a webinar for the Council on Education in Management – "Unleashing the Power of Your Workforce: Strategically Leveraging Emotions to Dramatically Improve Performance and Productivity". He has also found ways to help principals, teachers and students

enhance relationships and improve performance by applying the Emotion Roadmap™.

Chuck has found many unique ways to apply EI strategically for a diverse client base. Well known clients include:

- Hospitality, Convention Centers and Gaming such as
 - Foxwoods
 - Gaylord Palms, Opryland, Texan, National
 - Sheraton
- Financial service firms
 - AIG
 - Cigna
 - Fidelity
 - Allianz
- Hospitals such as
 - Yale New Haven, Connecticut
 - Concord Hospital, New Hampshire
- Military Organizations
 - US Coast Guard
 - US Army
- Universities
 - Wharton Graduate Leadership Program
 - MIT Sloan School of Management
 - Yale Management School
 - Oklahoma University

Selected Publications

- ◆ Mark R. Hamel and Charles J. Wolfe, "Transformational Leadership" in Kaizen event fieldbook. By Mark R. Hamel, (Dearborn, MI: Society for Manufacturing Engineers, 2009).
- ◆ Charles J. Wolfe and David Caruso, "Emotional Intelligence and Leadership Development" in Leader development for transforming organizations. Ed. by D.V. Day, S. Zaccaro, & S. Halpin (Hillsdale, NJ: Erlbaum, 2004).
- ◆ Charles J. Wolfe and David Caruso, "Emotional Intelligence at work," in Emotional intelligence in everyday life: a scientific inquiry. Ed. By J. Ciarrochi, J. Forgas, & J. Mayer (Philadelphia: Psychology Press, 2001).
- ◆ Charles J. Wolfe, "Results of Emotionally Intelligent Actions at Kaiser Permanente," Competency & Emotional Intelligence, Summer 2001, Volume 8, No. 4, pp. 25, 26.
- ◆ Charles J. Wolfe, "Assessing, Developing, & Coaching Executives Using the MS model of Emotional Intelligence" (London, Linkage Conference, 2000)

His work has been cited in Tom Peters' newsletter "On Achieving Excellence," "Bricker's Bulletin on Executive Education," the American Society for Training and Development's "Management Development Journal" and "Training Magazine."

Cancellation Policy:

If you cancel more than 2 weeks before the scheduled start, we will refund your money, less a \$395.00 administrative fee. **We regret that no refund for cancellations will be made for any cancellations made two weeks or less before the actual event.** However you may transfer your registration to a member of your organization up to 24 hours in advance of the conference. We reserve the right to cancel workshops up to two (2) weeks prior to the scheduled date. In case of

conference cancellation, Charles J. Wolfe Associates' liability is limited to refund of the conference registration fee only. Charles J. Wolfe Associates, LLC reserves the right to alter this program without prior notice.

Directions & Accommodations:

Museum - The workshop will be held at the Mashantucket Pequot Museum & Research Center: "Southeastern Connecticut's magnificent Native American museum offers a world of discovery and fascination for history, science, nature and art enthusiasts." It is located on Pequot tribal land, which also includes the world-famous Foxwoods Resort. The Museum is separate from the casino. It is a unique environment & we are proud of our affiliation with the Tribe.

I-95 (Exit 92 in Connecticut), to Route 2. Please call 1-800-Foxwoods for additional hotel information regarding other directions and reservations. The closest airport is in Providence, Rhode Island. There are buses from Logan airport in Boston, and a train/bus connection from NYC. If you fly to Bradley Airport in Hartford, you will need to rent a car. There are three hotels to choose from on tribal land. We also provide a list of nearby B&B's and hotels below.

Two Trees Inn - Rustic, quiet, no casino and closest to the museum.

Great Cedar Hotel & Grand Pequot Tower - Both are newer hotels with an active atmosphere that includes gourmet and casual dining, world class shopping and the Foxwoods Resort Casino.

MGM Grand at Foxwoods – Newest hotel and casino on Foxwoods property. Beautiful views of the Cedar Swamp. Excellent concert hall along with fine dining.

Other Accommodation Choices

Hilltop Inn

Route 2 (A few miles south of the museum.)
N. Stonington, CT
(877) 965-0500
(860) 535-0400
www.hilltopinnrt2.com

The Inn at Lower Farm

119 Mystic Rd (Rt 201)
N. Stonington, CT
(860) 535-9075
A very nice 4-room B&B. www.lowerfarm.com

Abbey's Lantern Hill Inn

780 Lantern Hill Rd
Ledyard, CT
(860) 572-0483
7 room basic B&B, 1/2 mile from the Museum. (Not all rooms have AC.)

Comfort Suites - Norwich

275 Otrobando Ave
Norwich (Norwich also has the famous Norwich Inn & Spa)

(860) 892-9292

About 20 - 30 minutes away.

Mystic has a number of traditional motel properties, and it takes about 30 minutes to get there from the Museum. These motels tend to book early as Mystic is a popular tourist destination. General information on the area can be obtained at www.mysticmore.com or www.mysticchamber.com.

For Further Information contact:

Chuck Wolfe: phone (860) 658-2737 or e-mail cjwolfe@cjwolfe.com

* **Workshop Fee** – While the price is fair, some people may need some financial assistance to attend. Please contact me to discuss your situation.

[“New Pathways to Inspired Performance and Talent Management,”](#) will be offered to those interested in running the workshop themselves. Following is a nice note from Chris Darone of ESPN recommending the workshop. The first nine pages of the Participant Manual will be sent to anyone who has an interest in the program. Simply email me at cjwolfe@cjwolfe.com.

“It was a pleasure to work with Chuck. He was a professional in every sense of the word and worked diligently to provide a customized solution that was both practical and meaningful for all stakeholders. Chuck’s expertise goes beyond the subject matter at hand and enabled him to make a personal connection with all of the participants in the workshop. His workshop provided real world answers to current existing problems and demonstrated how his approach could provide immediate value once the participant returned back to the office.” Christopher Darone, Director, Training & Development, ESPN, Inc.