

Join me at the 4th annual Winter Institute for Intercultural Communication!

Springfield – Massachusetts – USA

March 14-16, 2017

Emotional Intelligence for Teams

Most work in organizations is accomplished through teams, and success depends on the cohesion, communication, and effectiveness of those teams. While differences bring great potential for creativity and engagement, those same differences can also sow the seeds of frustration, discord, and miscommunication that disrupt effectiveness. Reaping the benefits of diversity requires the ability to capture the energy of emotions and direct it in productive ways. This developmental program presents a new paradigm of the critical intersection of emotional intelligence and diversity and gives those working in diverse work groups the insight, skills, and tools to build cohesive teams that make the most effective use of differences and leverage the power of emotions to increase effectiveness.



Dr. Lee Gardenswartz, a partner in Gardenswartz & Rowe, has been consulting with organizations regarding diversity since 1977, including corporations, Harvard Medical School, and the Train-the-Trainer certificate program of SHRM. Lee and her professional partner, Anita Rowe, co-authored the award-winning *A Managing Diversity: A Complete Desk Reference and Planning Guide* in addition to *The Managing Diversity Survival Guide*, *The Diversity Tool Kit*, *Diverse Teams at Work*, *Managing Diversity in Health Care*, and *Managing Diversity in Health Care Manual*. Their most recent publication is *The Global Diversity Desk Reference: Managing an International Workforce* with Patricia Digh and Martin Bennett.

Welcome to WIIC, where the Summer Institute faculty fly east to engage with you on current topics, putting theory into practice for the work we love to do.

Tuition:

3-day: \$1160 1-day: \$425

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For more information and registration visit:
www.intercultural.org/wiic.