

Emotional Intelligence, The NordyWay

A breakthrough guide to building today's most collaborative teams so that any organization can operate at peak performance.



"Emotional Intelligence affects how we manage our emotions, navigate relationships, and achieve positive results."

**-Steve Gutzler, President,
Leadership Quest**



"If vision is the head, and mission is the heart, the values are the soul of your culture."

**-breAnne O. Reeves, Founder,
NordyWay**

With the explosion of our information age and the increased potential of the millennial generation, it has become clear that in order to lead with impact, one needs to fully engage the minds, emotions, and spirit of those they lead. While many managers today are skilled at presenting team goals and strategies, the skillsets of Emotional Intelligence (EI) and leveraging the brain science of high performance are the new competitive edge. Empowering your team to feel emotionally connected with their own purpose and to one another is imperative. **Everyone wants to be a part of something larger than themselves.** In today's fast-paced, competitive work environment, how effective are you as a leader of personal influence, impact, and inspiration? Emotional Intelligence, our ability to manage our emotions and navigate successfully our personal and professional relationships is the game changer.

Steve Gutzler, keynote speaker, author, and leading authority on Emotional Intelligence, and breAnne O. Reeves, Founder, NordyWay, and co-author of the Forbes best-selling business book **"The Nordstrom Way to Customer Experience Excellence"** have teamed up to inspire organizations of all kinds to elevate their EI in order to deliver the most influential and meaningful stakeholder experiences. NordyWay is based on the belief that in business, as well as in life, love wins. Human relationships forged both inside your organization as well as with your customers, partners and other stakeholders are the most important part of your brand's success. Achieving these goals is virtually impossible without an understanding of EI.

Learn **WHY EI** is a critical component of leadership success, and **WHY you need EI to deliver first-class experiences to all stakeholders.** Steve and breAnne's dynamic and fast-paced presentations will offer you practical tools for professional excellence and high-performance in leadership and life.

Their keynotes and half/full-day workshops are highly interactive, starting with pre-engagement assessments, combining case studies, peer-to-peer coaching, multi-media, hilarious and compelling real-life stories, along with on-site assessments and setting **SMART goals** to ensure actionable takeaways.

Learning Objectives:

- Assess one's level of emotional intelligence in dealing with relationships with others in business and achieving organizational goals
- Examine our strengths and weaknesses for developing our emotional intelligence
- Learn the brain science of emotional hijacking moments and strategies for self-regulation of one's emotions
- Develop composure skills and redirecting emotions in order to ensure "win-wins"
- Learn actionable skills for resiliency and stress management
- Demonstrate and increase empathy by acknowledging the feeling and perspectives of others
- Recognize the contagious influence of your moods, attitudes, and emotions with leadership encounters
- Learn how to pick the moments that matter so that you can create the ideal employee and customer experience
- Understand why increased employee engagement determines the customer experience
- Learn how to be aware, confident and present so that you best support colleagues, vendors and customers
- Understand, experience and apply key-values during your day-to-day interactions to elevate your customer experience

To bring Steve and breAnne to your next event, please contact Michelle Joyce:

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Target Audience:

Steve and breAnne have presented these topics to a wide array of industries including technology companies, healthcare organizations, sales teams, government agencies, financial advisors, realtors, small business associations, University programs, and leadership conventions and conferences.

Possible Formats:

These presentations are ideal for keynote speaking, half-day, full-day or 2-day workshop formats.