

Resonant Leadership: Sustaining Emotional Intelligence

A Workshop for Welcome Center Professionals

Welcome to the workshop training for the professional development of the State's Welcome Center employees. This was designed to inspire the attendees to leave behind traditional leadership styles and transition to a resonant leadership style focusing on emotional intelligence as the foundation. Each welcome center is employed with attendants who are responsible for being leaderful within their own positions and working with their team members to sustain an atmosphere that ensures New Hampshire's traveling public has access to safe and clean facilities that provide superior traveling services. This workshop will encourage the attendees to use a resonant leadership approach with the tools and mindset of those who are emotionally intelligent. This workshop will help the attendants to remain hopeful and positive at all times, remaining empathetic with those they work alongside, while building strong relationships. This workshop will assist attendees to understand their own emotions better, as well as how to manage their emotions in a positive way.

The workshop will be conducted over one full day, reoccurring three times to break up the 60 welcome center employees into three smaller groups of 20 employees to better accommodate them, as well as for scheduling purposes. Over the course of a day, the workshop will have short videos, handouts, guest speakers, interactive activities and a short evaluation for future modification of the workshop. Breakfast and lunch will be provided, and each attendant will be compensated for their travel expenses. Below you will find a detailed overview of the workshop:

Workshop Information Overview	
Workshop Title	Resonant Leadership: Sustaining Emotional Intelligence.
Length	Full day 8:00am- 4:00pm
Proposed Date	Thursday 1 st , 15 th , 29 th of April 2021.
Location	Department of Business and Economic Affairs 100 North Main Street, Suite 100, Concord, NH 03301
Attendees	Welcome Center employees- 60 employees' total, broken into 3 groups of 20 employees per day.

Detailed Workshop Plan	
Schedule	<p>8:00am- Expected employee arrival</p> <p>8:00am-8:45am- Free breakfast and seating</p> <p>- Participant Introductions</p> <p>8:45am-9:00am- Welcoming from Bureau Chief</p> <p>9:00am-9:30am- PowerPoint:</p> <p>- What is resonant leadership?</p> <p>9:30am-9:45am- Interactive YouTube video:</p> <p>- Richard Boyatzis-What is Effective Leadership?</p> <p>9:45am-10:10am- PowerPoint:</p> <p>- Goleman's Model of Emotional Intelligence</p> <p>10:10am-10:30am- TEDx Video:</p> <p>- Ramona Hacker- Six Steps to Improve Your Emotional Intelligence</p> <p>10:30am-10:45am- BREAK</p> <p>10:45am-11:45am- Break out rooms- 2 groups</p> <p>- Emotional Intelligent activities</p> <p>11:45am-12:00pm- Full Feedback- round table discussion</p> <p>- Were these activities useful? Did you learn more about yourself? Questions</p> <p>12:00pm-1:00pm- LUNCH</p> <p>1:00pm-1:25pm- PowerPoint:</p> <p>Emotional intelligence as foundation of hope in resonant leadership</p> <p>1:25pm-1:45pm- TEDx Video:</p> <p>- Lucy Hone- The three secrets of resilient people</p> <p>1:45pm-2:05pm- PowerPoint:</p> <p>- Emotional intelligence role in influencing others</p> <p>2:05pm-2:30pm- TEDx Video:</p> <p>- Brene Brown- The Power of Vulnerability</p> <p>2:30pm-2:45pm- BREAK</p> <p>2:45pm-3:20pm- PowerPoint:</p> <p>- Emotional intelligence role in relationship building</p> <p>3:20pm-3:30pm- YouTube Video:</p> <p>- Brene Brown- On Empathy</p> <p>3:30pm-4:00pm- Wrap up/ Questions and Answers</p>

<p>Logistics/ Supplies Needed</p>	<p>Large conference room with tables and chairs 2 smaller conference rooms for break-out sessions Overhead LCD projector with hooked up computer Copies made of specified handouts/ activities Camera for recording Tables for food/drinks At each table:</p> <ul style="list-style-type: none"> - Blank sheets of paper for notes - Pens/ pencils - Sticky notes - Markers - Tissues - Candy
<p>Evaluation Form</p>	<p>An interactive evaluation form will be handed out at the beginning of the workshop asking for feedback on each section taught, concluding with an overall evaluation of the workshop.</p>

The creation of this professional development workshop was intriguing to me, I am passionate about helping others grow and develop professionally and this workshop was an opportunity for me to incorporate the education I have obtained throughout the Leadership Program at GSC with my professional life. I was able to get the feel for creating a live working developmental training, while also becoming more aware of the logistics and details that are associated with creating a lengthy workshop such as this. I understand that once this workshop conducted for the first time, there will be changes needed to be made for adjusting the program in a more suitable manner. I am confident that after this workshop seminar is tested, that I will be able to work with my team to move forward with a successful training, inspiring the State of NH's Welcome Center Attendants to leave behind traditional leadership styles and transition to a resonant leadership style focusing on emotional intelligence as the foundation.

References

Boyatzis, R. (2017). *What is Great Leadership?* [Video].

<https://www.youtube.com/watch?v=lrtnP390QCc>

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Emotional Intelligence Handouts. (n.d.). [pdf]. Retrieved from

<https://familyvio.csw.fsu.edu/sites/g/files/upcbnu1886/files/2018-11/Emotional-Intelligence-Handouts.pdf>

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