

**Announcing** a new way to live a less stressful,  
more productive life at work and at home

# Managing Emotions



*Of all the  
skills you bring  
to the workplace,  
none is as  
critical to your  
achievement  
as emotional  
self-control*

# and Thriving Under Pressure

*Learn how to stay cool, calm and unflappable—  
no matter how much pressure you're under*

**In just one day, you'll learn how to ...**

- Keep anger under control so you never "lose it" and regret it later
- Rid your life of unproductive behaviors like procrastination, lack of organization and chronic lateness
- Stop taking setbacks personally—learn to bounce back quickly
- Manage the stress of workplace change by "going with the flow"
- Control the urge to point fingers and blame others for mistakes
- Put the power of self-discipline and healthy routines to work in your personal life
- Stay unfrazzled and productive through high-pressure periods
- And much more!

**To enrol, call toll free 1-800-873-7545**

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# Emotional self-control— *it makes a difference in your performance, your relationships and your overall happiness*

All of us experience those moments on the job when unwanted emotions intensify.

You may get upset with colleagues who don't do their jobs. Or frustrated with bosses who give you more work than you think you can handle. Or angry with yourself because you didn't stand up to a pushy co-worker.

Emotions like these are normal. It's what you *do* with them that can lead to problems—at work and at home. Losing your temper, overreacting and getting stressed-out can get in the way of positive relationships—and profoundly affect your productivity and well-being.

This exciting new program will teach you an amazing, systematic process for developing “emotional self-control.” You'll gain a tremendous amount of insight into disruptive emotions and impulses that make you feel out of control and helpless, and learn how to rein them in.

The tools and strategies you'll learn to use will minimize daily work stressors, improve your performance, earn you greater respect—and make your life more fulfilling and enjoyable.

Ready to look at yourself and your emotions in an exciting new way?

**Then read on!**



## Your emotional “wish list”:

Read through this list and check the skills you'd like to learn.

*Emotionally, I wish I could ...*

- stop getting so worked up over little things
- not permit *(person's name)* to set me off
- quit allowing my anger to take over
- spend less time worrying about everything
- stay centered in pressure situations
- keep mistakes from throwing me into a tailspin
- stop avoiding conflict

*Wouldn't you like to improve the way you deal with self-defeating emotions, behaviors and habits?*

## 3 key benefits of attending this workshop:

1. You'll become crystal-clear about emotions—what role they play in your life, where they come from and the many ways (good and bad) of expressing them.
2. You'll examine the professional cost of emotional ups and downs—how they affect everything you do and don't do ... from dealing with stress and approaching conflict to handling crisis situations, managing your time ... even managing your weight.
3. You'll learn how to make choices, *better* choices—by practicing self-discipline and emotional self-control in every difficult situation.

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on-line at [www.skillpath.ca](http://www.skillpath.ca) or fax us your registration  
at 1-913-362-4241

## Could negative emotions be holding you back?

Ask yourself:

Do you ever feel irritable, annoyed at every demand, unable to cope? **Yes** **No**

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At the end of the day, do you sometimes wonder what you've really accomplished? **Yes** **No**

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Are there times when your feelings seem to change minute by minute? **Yes** **No**

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When was the last time you felt disappointed in yourself?

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Is worry an everyday part of your life? **Yes** **No**

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Are you secretly concerned your children will grow up unable to control their emotions? **Yes** **No**

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Do even trivial things sometimes upset you? **Yes** **No**

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Do you often take things personally—too personally? **Yes** **No**

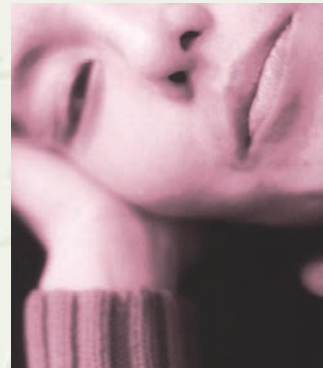
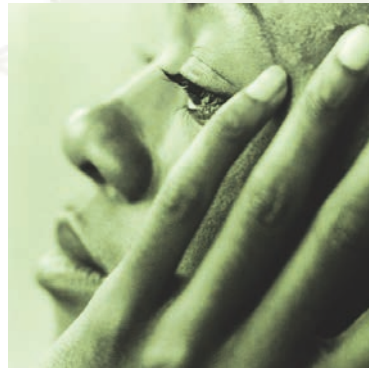
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The biggest difference between people who get what they want out of life and people who don't is emotional self-control. You could be the smartest, most talented, most educated person in the world, but without mastery over your emotions, you won't achieve your goals.

That's why we developed this breakthrough new workshop. It will help you approach your life with more discipline and self-control—day in and day out. Thousands of people have found the lessons shared here extremely effective and beneficial. You'll feel the same way—we guarantee it.

### We guarantee results

If you're not happy, we're not happy. Go back to work and apply the new techniques you learned in our seminar. If you're not absolutely delighted with the results you achieve, write to us right away. We'll issue you a refund or arrange for you to attend another SkillPath seminar without paying another penny. *That's our guarantee!*



Negative emotions are often the underlying cause of poor relationships, low productivity and overall job dissatisfaction.

That's why it's important to deal with the problem correctly—and promptly. This workshop will give you the strategies to ...

#### ■ Choose how you respond to difficult situations and people

When you refuse to stay locked into patterns of overreacting—patterns that produce the same outcomes you are trying to avoid—your confidence will grow. And you'll achieve more.

#### ■ Keep anger from damaging relationships

Sure, you get mad when someone blames you, criticizes you or talks behind your back. This workshop will take you to the very source of your anger, explore your attitudes about it and show you how to use anger constructively.

#### ■ Behave positively when things don't go the way you expected

Lack of control is a key issue that triggers intense emotions in many people. By stepping back from the situation and looking at the big picture, you will let go of your need for control and—at the same time—feel like you have more of it.

#### ■ Maintain emotional clarity in the midst of change

Resistance to new processes, new leadership and new structures is often based on the fear of letting go of old, familiar and safe ways of behaving. This workshop will help you confront that fear and move on.

#### ■ Eliminate behaviors and habits that work against you

Procrastination, lack of organization, perfectionism—these behaviors often contribute to the inability to complete projects and get things done. We'll show you how to avoid the immobility such habits cause and build momentum that keeps you on the right track.

## Mirror, mirror on the wall

If you're wishing you could better control your emotions, you can. But first, you have to assess your current "ECQ" (emotional control quotient) and where you need to focus your improvement efforts.

This quick quiz will help. Simply check the box that most accurately describes the skills and confidence level you possess today.

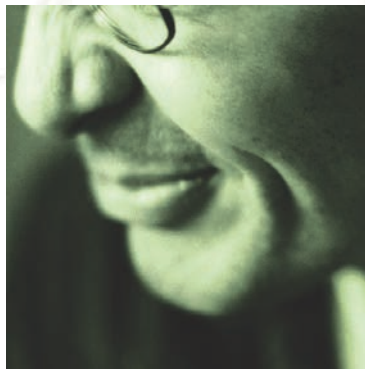
1. I consider myself to be in control emotionally and able to choose my reactions in crisis situations.
  - Never (1)
  - Sometimes (2)
  - Always (3)
2. I use my emotions to positively motivate people and, in turn, gain their respect.
  - Never (1)
  - Sometimes (2)
  - Always (3)
3. I budget my time in ways that decrease stress and ensure projects are completed.
  - Never (1)
  - Sometimes (2)
  - Always (3)
4. When conflict arises, I am comfortable with any intense emotions that may develop.
  - Never (1)
  - Sometimes (2)
  - Always (3)
5. The way I deal with stress demonstrates I have a firm handle on my emotions.
  - Never (1)
  - Sometimes (2)
  - Always (3)
6. I understand the role of emotions in my weight-control efforts and actively strive to manage my cravings and impulses.
  - Never (1)
  - Sometimes (2)
  - Always (3)

### What does it all mean?

*Score of 6 – 11: Your ability to manage your changing emotions is low and could be hindering your success.*

*Score of 12 – 17: You have a handle on some aspects of your emotions, but there's still room for improvement.*

*Score of 18: Your emotional self-control skills are well developed—you can keep them at a high level by continually working to refine them.*



Program hours:  
9 a.m. – 4 p.m.

## A Special Note for Those Who Manage Others:

The rate of organizational change experienced in today's workplace is unprecedented in history. From restructuring and downsizing to unclear job responsibilities and lack of resources, most of us work in a major trouble zone.

Unfortunately, your employees bear the brunt of this emotional wear and tear. No wonder they sometimes feel anxious, resentful and trapped. The result, unfortunately, is an increase in work conflicts. And a decrease in work performance.

### Give your employees a gift they will benefit from for a lifetime ...

It takes a team to truly change the emotional climate of an organization. Send your employees to this timely seminar, where they'll learn how to thrive in an uncertain work environment. They'll discover how to stay focused on their goals and complete projects when everything is shifting around them. What's more, they'll develop the personal flexibility that allows them to deal with ambiguity, go with the flow and continue to find meaning in their work.

### Don't forget about yourself ...

You, too, deserve the opportunity to learn how to navigate stressful changes. And to learn skills that people will admire and emulate. Don't miss this opportunity to spend a day focused on new behaviors and attitudes that will improve your ability to lead—immediately and for years to come.

How much is it worth to you—a workplace where emotional conflicts are minimized and limits to productivity are removed? That's what you'll get when you invest your time and money in this solid training.

**One day**—that's all it takes to understand how to manage your emotions and change your life



Just a few of the many ways this workshop will change your view of your emotional world—and your life:

### In one day, you will ...

- Learn how to recognize when what you're doing is not working and stop doing it
- Better understand the role emotions play in your life, especially painful ones like anger, guilt and shame
- Learn to experience your emotions more fully, while at the same time controlling their expression more deliberately
- Build self-control and willpower by increasing your awareness of how you make—and avoid—choices
- Look at your relationships—with your colleagues, family and friends—and learn how better emotional coping skills can create stronger ties
- Let go of the need to resist workplace change and begin to appreciate the opportunities it presents
- Realize how to stop your thoughts from becoming destructive when you're angry and upset
- Gain a sense of personal power that comes from learning to successfully adapt to your changing emotional states

### You'll also learn in-depth about ...

- 5 traits every emotionally "in control" professional possesses
- The E-factor: Overcome draining emotions and regain your energy and zest for life
- Wanting to change a habit isn't enough—here are 5 steps for turning your "wish" into action
- How to give yourself the most wonderful gift of all—the ability to choose your emotional response on the spot
- How to stop worry from spiraling out of control
- Reinterpreting events that would normally cause you to "lose it"
- What to do when you feel you're going to blow up
- Dealing with workplace changes you have no control over—the secret to "going with the flow"
- Why some people thrive on the feeling of being overwhelmed
- 4 steps for turning "follow-through" into one of your best habits
- Maintaining your new emotional sanity by living the simple life
- How to stay on an even keel—a new systems approach to managing demanding work responsibilities

## In case you're wondering ...

Here are some questions people commonly ask about this workshop:

### *What is emotional self-control, really?*

It's the ability to manage your reactions to the difficulties that are an inevitable part of our work lives. People who are successful emotional managers are able to work *with* their feelings instead of *against* them and experience even the strongest emotions without undue complications.

### *Will I really learn—in one day—how to become unflappable?*

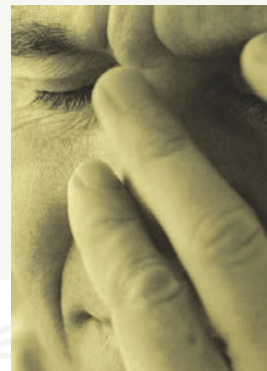
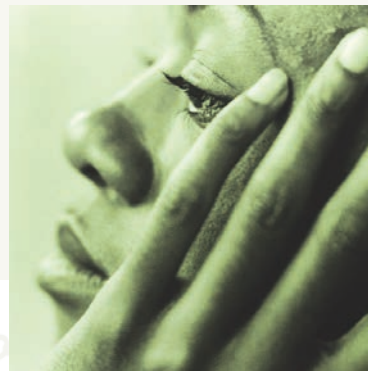
You bet. We'll give you hundreds of time-tested principles and practical techniques for quickly getting the results you want and achieving the balanced life you deserve. But emotional self-management is a lifelong, ongoing process. So practice what you learn in the weeks and months to come, and you'll experience astounding changes in the way your life works.

### *I'm bringing my team. Will I have to participate in revealing discussions that will be embarrassing—to them and me?*

Your emotions are your business. You won't be expected to share personal information or contribute in any ways that make you feel uncomfortable. It's a completely safe and nonthreatening environment where you'll learn a lot about yourself and have a lot of fun at the same time.

### *Will there be a lot of self-help psychobabble in this program?*

No way. We take a complicated subject and break it down into simple language everyone in the room can understand. The more audiences we have addressed, the more they have confirmed that the lessons learned are clear, easy to apply and thoroughly based in the real world.



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## On-site training and keynote speaking ...

We can deliver this workshop right to your company's door or provide customized, you-pick-the-day training on any program pertinent to your organization's training goals. Or let our staff of professional trainers add sparkle to your next corporate or association meeting with a stimulating keynote speech designed just for you. Whether you have 3 or 300 people to train, SkillPath is the answer. For complete details and a no-obligation quote, call 1-800-873-7545 and ask for the on-site training department.

## Important information

**Our registration table opens at 8:15 a.m.** When you arrive at the hotel, please check the directory for the exact location of the seminar. Our registrars will greet you, assist you with your registration (or collect your Express Admission Ticket), hand you your seminar materials and direct you toward your seat. You'll also want to take the opportunity to meet other professionals from your local area. Introduce yourself! You may meet a new friend. Plan to be registered and ready to go by 8:50 a.m.

**We begin at 9:00 a.m. on the dot and wrap up at 4:00 p.m.** Lunch is on your own from 11:45 a.m. to 1:00 p.m. Why not invite another participant to dine with you? You can share information, review the morning and make the day even more enjoyable.

**Parking.** We do our best to find seminar facilities that have all the pluses we look for: Convenient location, great meeting rooms, courteous staff and plenty of free parking. However, some facilities have paid parking only. You may want to check with the facility personnel to determine parking fees—often they can direct you to free parking just around the corner.

**Audio/video recording.** Our programs—both what you see and what you hear—are fully copyrighted by SkillPath. No audio or video recording, please.

## Still haven't picked up the phone?

Five more good reasons why you will want to attend this program ...

- 1. Our trainers are the best ... period.** We choose only the pros who have a proven track record of training effectiveness, professionalism and expertise. And what's more, they're exciting communicators who'll provide you with one of the most interesting days you've ever spent.
- 2. We give you only the most important, important information.** There's a lot of information out there that could take you years to gather on your own. In six short hours, we'll give you what we believe is the best, most important information to help you be the best you can be.
- 3. Practicality is emphasized.** You will leave this seminar with specifics you can apply immediately. And you won't go home empty-handed. You'll leave this workshop with a Certificate of Attendance; a soundly researched, unabridged workbook; and step-by-step guidelines for using the information you've just learned. We promise you'll get results your very next day back at work.
- 4. The value is unbeatable.** Not only is our enrolment fee among the lowest you'll find, when four or more enrol from the same organization, you'll enjoy a significant discount.
- 5. Our guarantee is unconditional, straightforward and the very best in the industry.** How can we be so confident? Because we work hard *before* the seminar to make sure you're happy *after* the seminar. Pertinent, up-to-date information you can really use, a convenient meeting location, seminar registrars who are courteous and helpful and a trainer who grabs your attention and takes you on an exciting journey full of fun and *facts*. We believe you'll love every minute of it. Millions of satisfied participants are sold on SkillPath seminars. Why not join them?

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## Five easy ways to register:

### By phone

1-800-873-7545  
or 1-913-677-3200

### On-line

Enrol on-line  
at [www.skillpath.ca](http://www.skillpath.ca)

### By e-mail

[enroll@skillpath.com](mailto:enroll@skillpath.com)

Please include:

- Name and mailing address
- Session you wish to attend
- Your VIP number as it appears on your mailing label
- Approving manager
- Billing information

### By fax

1-913-362-4241

### By mail

Complete and mail enrolment form to:

**SkillPath Seminars**  
P.O. Box 997  
Mission, KS 66201-0997 USA

# Registration Information

1. For the fastest service, phone 1-800-873-7545 or 1-913-677-3200. Our customer service representatives will be happy to take your enrolment. The easiest way to guarantee your enrolment is to pay with a credit card when making your reservation, or you can mail in your payment before the seminar date.
2. Visit our Web site at [www.skillpath.ca](http://www.skillpath.ca) for easy on-line registration.
3. Or send your enrolment to us by e-mail at [enroll@skillpath.com](mailto:enroll@skillpath.com). Please include the following information: Name and mailing address; session you wish to attend; your VIP number as it appears on your mailing label; approving manager and billing information.
4. If you prefer to fax us your registration, the number is 1-913-362-4241. Please include credit card information or mail in your payment before the seminar date.
5. Of course, you can complete the enrolment form below, clip it and mail it with payment to: SkillPath Seminars, P.O. Box 997, Mission, KS 66201-0997 USA.

Whatever your method of registration, be sure to enrol right away since space is limited. As soon as we receive your enrolment, we'll send your Express Admission Ticket. Simply bring it with you to the program and hand it to the registrar. If your ticket doesn't arrive before the seminar, be sure to go anyway. We'll be expecting you. Walk-in registrations are welcome on a space-available basis only.

**Your tuition may be tax deductible.** Even the government smiles on professional education. Expenses of Continuing Education (including registration fees, travel, meals and lodging) taken to maintain and improve professional skills may be tax deductible for corporations. Please contact your tax advisor.

**Cancellations and substitutions.** Cancellations received up to five working days before the seminar are refundable, minus a \$10 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

**Continuing Education Credit:** SkillPath offers Continuing Education Credits based on program length and completion in accordance with the National Task Force for Continuing Education guidelines for attendance at our seminars (save this brochure and your Certificate of Attendance). Please contact your professional licensing board or organization to verify specific requirements. You may also contact us at 1-800-873-7545 for additional assistance.

SkillPath provides you with a Certificate of Attendance that serves as your permanent record of participation. You may want to frame it or put it in your personnel file to show that you're serious about success.

To enrol by phone call toll free 1-800-873-7545.

Please note: If you've registered by phone and paid with a credit card, it's not necessary to return this form.

**Yes**, I can't wait to attend ...

## Managing Emotions and Thriving Under Pressure

Please fill in the city and date where you'll attend

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Workshop city: \_\_\_\_\_

Workshop date: \_\_\_\_\_

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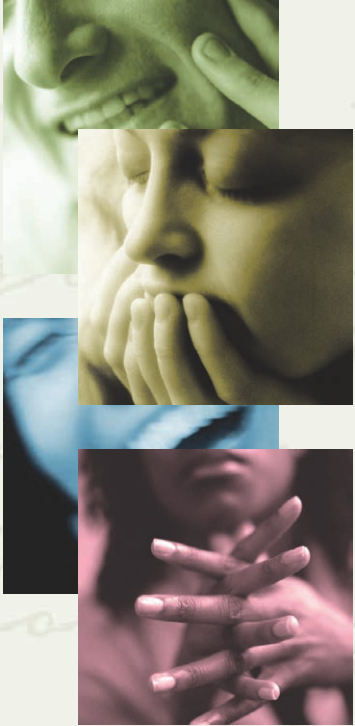
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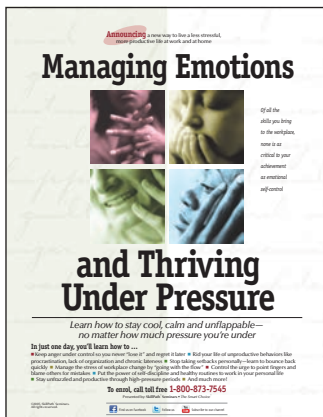
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