

## Details

Thursday, Feb. 20, 2020  
3:00 pm — 4:30 pm CST

## [Register Online](#)

SDAHO Member: \$149  
Non-member: \$225

## Questions?

[Michella Sybesma](#)

605-789-7528



UNIVERSITY OF  
**SOUTH DAKOTA**  
BEACOM SCHOOL OF BUSINESS

\*Prior registration is required.  
Registration deadline is February 17, 2020. No-shows will be billed.  
Substitutions welcome anytime via email. A full refund will be given to all cancellations received 10 or more business days prior to the program. No refunds will be given to cancellations received five or fewer business days prior to the program. All cancellation and substitution requests must be emailed to [michella.sybesma@sdaoho.org](mailto:michella.sybesma@sdaoho.org).

## Overview:

Have you ever been in a situation where the leader knew exactly how to motivate and achieve excellent performance? How did they do this? One key is to recognize our own emotions and how they can influence others in ways that either help or hinder us in reaching our goals. Whether you're managing up, down, or across, emotionally intelligent people devote time to building these relationships and realize success that others envy. Systematically evaluate information by using a variety of proven methods and techniques.

## Learning Objectives:

At the conclusion of this session, participants will be able to:

- Understand the effects of emotions on perceptions and decision-making.
- Identify positive and negative attributes of emotions.
- Develop emotional self-awareness.
- Learn techniques for managing personal emotions.
- Improve recognition of others' emotions.
- Learn techniques for managing emotional situations.

## Faculty:

Dr. Mark Yockey is the chair of the innovation & entrepreneurship, management, and marketing department as well as the health services administration department in the Beacom School of Business. He teaches courses in organizational behavior, leadership, and strategy at a variety of levels, including courses for specific companies or government agencies. With special research interests and certifications in emotional intelligence and biases, he brings a unique perspective to his teaching.

*Our speaker does not have any real or perceived conflicts of interest related to this presentation.*

## Registration information and fees:

Fees are per connection at a facility and include electronic handout and one connection line to the live webinar. Connection instructions and handout materials will be emailed to the contact person listed on the registration 1-2 days prior to the program.