



# EVENT VENT

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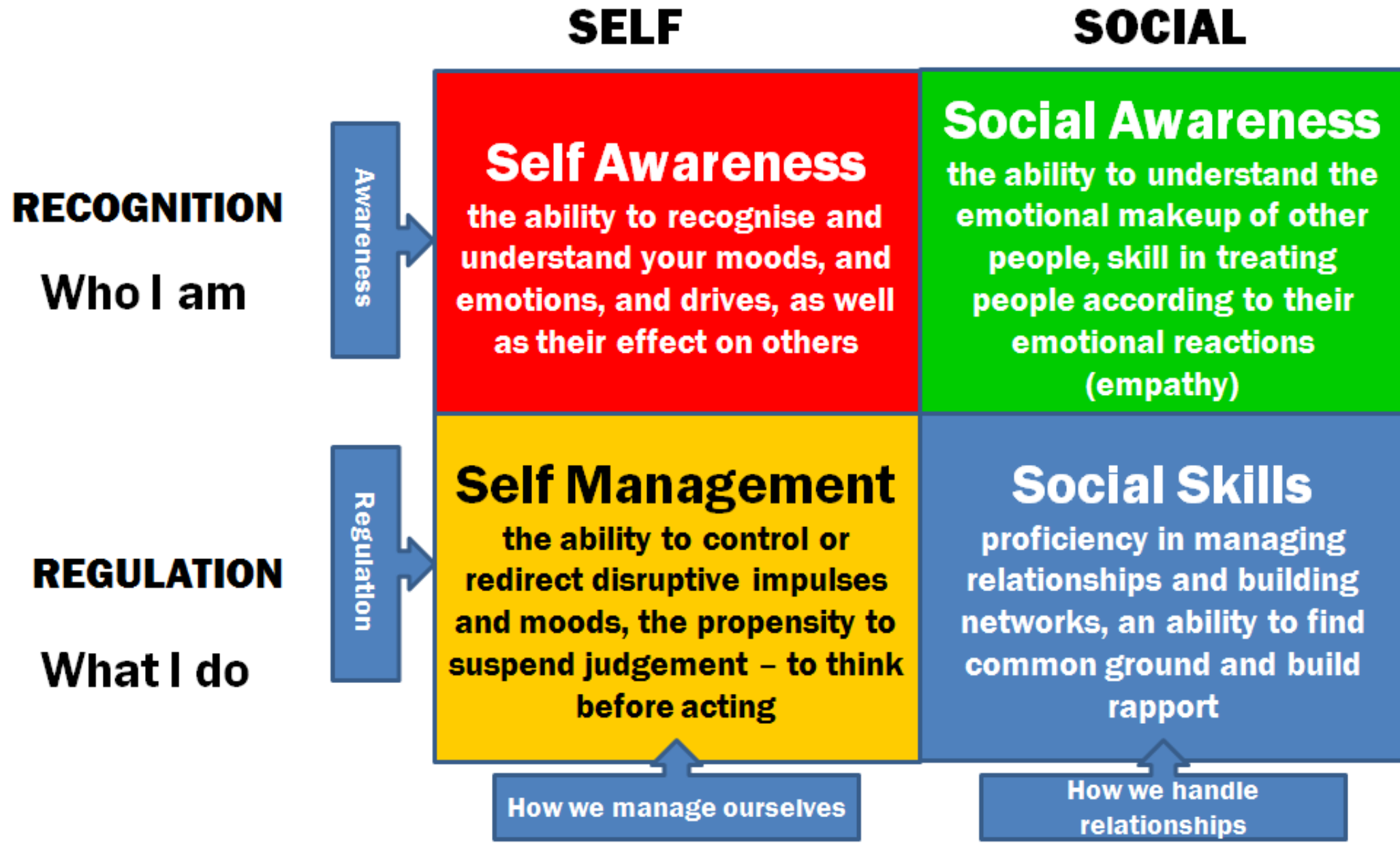
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# why this topic?



# Emotional Intelligence



REMOVE  
the *emotions*  
and just look at the  
FACTS

# power of response

- can't control what happens BUT you can control the way you *respond*
- do I want to be *right* or do I want a *resolution*?
- let go of *blame*, focus on *repair*

# strategies for best response

- breath
- pause (but not too long)
- REMOVE the emotions
- assess the best format to respond
- just DO IT!

# creative problem solving

- use intellectual ability (EI) to rise *above* the situation
- focus on what is *really happening*
- what really needs to be *addressed*
- how can I be helpful

# clever strategies

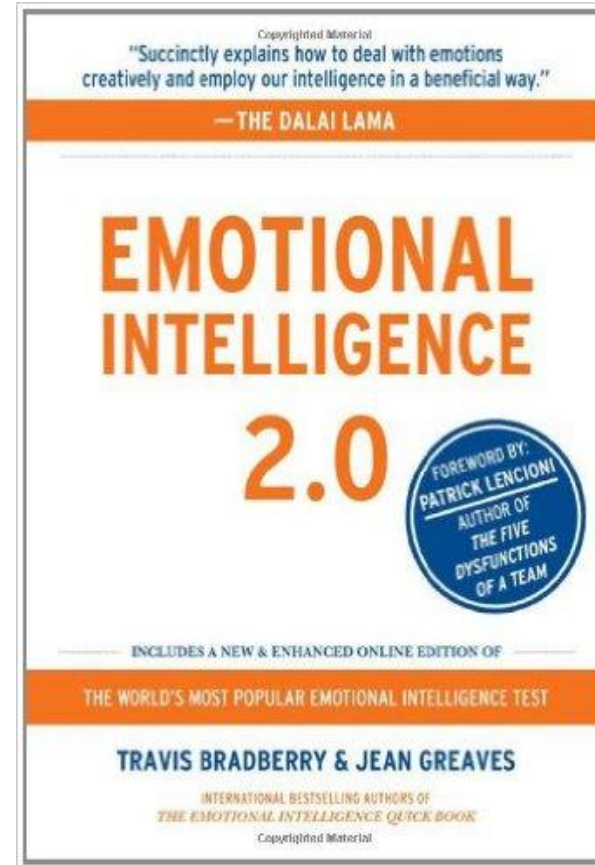
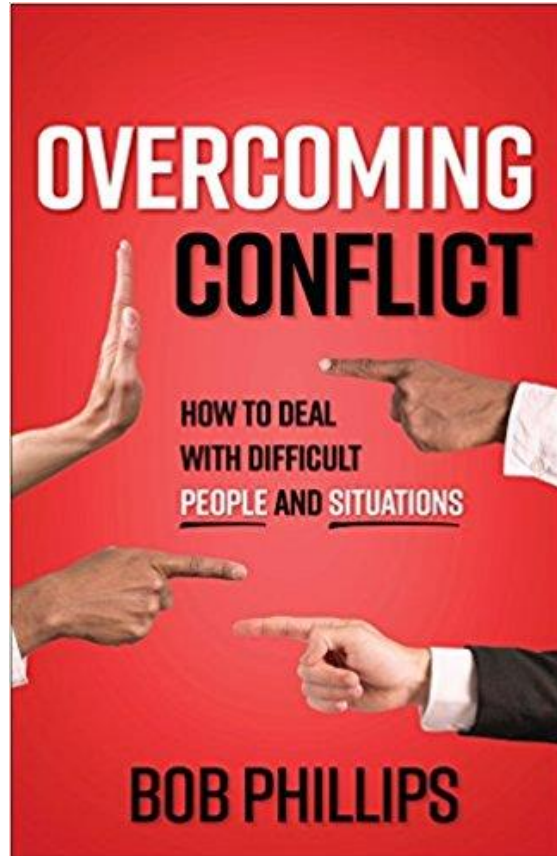
- what does the person want as the outcome
- what do you want as the outcome
- search to find the middle ground
- strive to get to a resolution



# scenario share

- share your challenging situation (1 min.)
- offer suggestions for possible solutions (4 min.)

# resources



thank you!

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event planning + design

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