



EMOTIONAL INTELLIGENCE OF DEALING WITH PEOPLE AND SITUATIONS

The Florida Association of Code Enforcement (F.A.C.E.) and the Florida Institute Of Government at FAU are partnering to offer the newly developed continuing education course on Emotional Intelligence: Dealing with People & Situations in the south Florida area on September 18 and December 4.

This six hour workshop is designed for Code Enforcement personnel, Law Enforcement Officers, and other governmental staff to assist in managing emotions in a healthy constructive way when confronted with difficult people and situations. Learn techniques that keep you in tune and help you understand how you affect others in interpersonal relations. Whether in the field, the office, or your personal life, reducing personality conflicts, complaining, and misunderstandings can lead to a more productive and effective life.

Date:	December 5, 2017	December 4, 2017
Time:	9:00 a.m. – 4:00 p.m.	9:00 a.m. – 4:00 p.m.
Location:	Miramar Fire Rescue	Village of Palm Springs
Instructor:	Bill Friel, Neighborhood Improvement Officer City of Ormond Beach	
Fee:	\$75.00	

This class has been approved for 6 hours of F.A.C.E. recertification credits

This workshop can be customized for a specific public sector code enforcement department.

ABOUT THE INSTRUCTOR: This workshop is being presented by an experienced F.A.C.E. trainer that has 42 years of real life interpersonal skills earned as a Police Officer and Code Enforcement Officer. After attending this workshop, you will understand why Emotional Intelligence (EQ) is more important than IQ in predicting success.

REGISTRATION FORM

Advance registration is required and the deadline is two weeks prior to the program start date. A check, purchase order (PO), or credit card payment is necessary to guarantee registration.

Online: Register at <http://fiog.fau.edu>

By Mail: Print this registration form and send it and a check or PO, payable to FAU, to:
The John Scott Dailey Florida Institute of Government at FAU
Building 44, Room SO 108
777 Glades Road
Boca Raton, FL 33431-0991

By Credit Card: We are now able to accept payments by agency credit/purchasing card and credit card payment from individuals. If you wish to pay in this manner, please call (561) 297-3749

Fees: The registration fee is \$75.00

Confirmation: Confirmation and driving directions will be mailed upon receipt of your registration form.

Recertification Credit Hours: This workshop is eligible for 6 hours of F.A.C.E. recertification credits.

Date of Workshop: _____
Name: _____
Title: _____
Organization: _____
Address: _____

City/Zip Code: _____
Telephone: _____
Email: _____

For assistance: Contact The John Scott Dailey Florida Institute of Government at FAU by Phone: 561/297-3749; E-mail: sdean@fau.edu

Requests for refunds must be submitted in writing and received no later than one week prior to the class. In those cases, the registration fee, less a \$30.00 administrative charge, will be refunded. No requests for refunds will be honored after that date, but substitutions are allowed. Non-attendance does not constitute a withdrawal or refund request. We reserve the right to cancel this program; in that case, the registration fee will be refunded in full. Please call us at least seven days in advance if you require reasonable accommodation under the Americans with Disabilities Act.

IOG use only: Check _____ PO _____ Receipt _____ Ack. _____
