



# Leadership Academy webinar

---

May 19, 2020  
10-11:30 a.m. (CT)

---

## PRESENTER: CARMEN SCHWAB

With over 30 years in the “customer service” industry, Carmen is passionate about people and creating strong and connected teams, clients, communities and relationships. Her passion is communicated through her fun, engaging style that inspires, educates, motivates and challenges her audience toward relationship excellence.

---

## Managing Emotions During Difficult Times

Do you ever wonder how some people can remain calm, cool and collected in the midst of difficult or challenging situations? These same people also identify and connect well with their own and other people’s emotions. What makes them different? It’s called an Emotional Quotient (EQ), which is better known as Emotional Intelligence.

By participating in this webinar, you will:

- Gain knowledge and understanding of EQ
  - Understand the signs of Emotional Hijacking
  - Learn how to manage your and others’ emotions during difficult times
- 

## REGISTER TODAY!

Limit of 250 attendees

Spots available on a first-come, first-served basis.

---

## TO REGISTER VISIT:

<https://attendee.gotowebinar.com/register/7021667479061746191>

After registering, you will receive a confirmation email containing information about joining the webinar.

---