

# OCCUPATIONAL HYGIENE LEADERSHIP SKILLS: COMMUNICATING EFFECTIVELY, EMOTIONAL INTELLIGENCE, AND MANAGING CONFLICT

## Learning Outcomes

- List leadership people skills and recognize their criticality to your own career success.
- Identify key principles to communicate more effectively.
- Compare good and bad approaches to managing conflict.
- Summarize highlights of the course and complete an action plan for implementation after the course.
- Become the best boss of yourself!

## Abstract

Did you know that research conducted by Harvard University, the Carnegie Foundation and Stanford Research Center found that 85 percent of workplace success is attributed to people skills (also called soft skills), and only 15 percent of job success comes from technical (hard) skills? (Ref: <https://stlpolished.com/eight-essential-soft-skills-for-career-success/>).

This professional development course (PDC) will help you hone your leadership people skills, with special emphasis on communicating effectively, emotional intelligence, and managing conflict.

Using a combination of lecture and group discussion, attendees will get the opportunity to compare good and bad leadership people skills, help each other solve work issues and develop a leadership people skills action plan.

While we will be focusing on three people skills –Communicating Effectively, Managing Conflict, and Emotional Intelligence – attendees will find that other skills, such as problem solving, managing teams, time management, adaptability, creativity, working well under pressure, etc., will be woven into the course.

## Agenda

| Time          | Topic                     |
|---------------|---------------------------|
| 00:00 – 00:15 | Overview                  |
| 00:15 – 01:00 | Communicating Effectively |
| 01:00 – 01:45 | Emotional Intelligence    |
| 01:45 – 02:15 | Break                     |
| 02:15 – 03:00 | Managing Conflict         |
| 03:00 – 03:30 | Wrap-Up                   |

## Presenters, affiliations, and biography \*

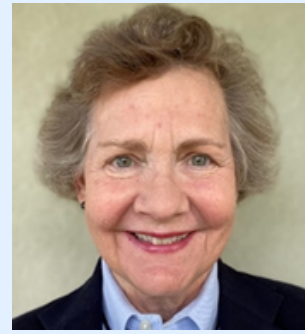


### **Joy Erdman, CIH, CSP, FAIHA, Joy Solutions, LLC**

Prior to consulting, Joy Erdman was the senior civilian working in the Pentagon developing U.S. Navy occupational safety and health policies.

She served on various DoD and Federal Interagency committees and completed the Harvard Kennedy School of Government Program for Senior Executive Fellows.

She has taught leadership and ethics to occupational hygienists for over 10 years, including at IOHA 2018.



### **Celia A. Booth, CIH, CSP, CAB Enterprises, LLC**

Ms. Booth is consultant with CAB Enterprises LLC, a firm specializing in occupational health and safety and leadership consulting. She is also a reservist for FEMA in the safety cadre.

Her civilian career encompassed 42 years in occupational safety and health practice, starting with safety surveys in a variety of industries to corporate safety and risk management with Fortune 500 companies.

Her military career included safety surveys as well as leadership of three Naval Reserve units.