

From Blount Today (www.blounttoday.com)

Workshop looks at emotions in the workplace

March 16, 2005

A Maryville psychologist wants business leaders to take everything they've ever learned about how emotions and the workplace do not mix, and throw it out the window.

Dr. Vergil Metts, president and CEO of Impact Associates, Inc., says emotional intelligence -- the ability to understand and manage emotions -- may be the key element missing in many businesses that could help lead to a stronger work force and more profitable company.

"A high IQ and a solid resume just aren't enough," says Dr. Metts, in a press release. "Emotional intelligence is crucial for successful leadership and management, high performance teamwork, group and co-worker relationships and customer service."

Metts, an expert in emotional intelligence and in industrial/organizational psychology, will teach a three-day seminar, "The Emotionally Intelligent Manager," in Knoxville March 22-24.

"Contrary to traditional business world training, emotions do belong in the workplace," Metts said. "Emotions are intelligent, sensitive, beneficial and wise."

Emotions, according to Metts, are the primary source of motivation, personal power, innovation and influence. Metts says business managers and leaders can learn to put those strong tools to use for the betterment of their company and their careers.

Metts says emotionally intelligent managers make decisions that lead to better morale, staff retention and productivity. Metts is one of the first people worldwide to become certified to teach using the Mayer, Salovey, Caruso Emotional Intelligence Test. The Maryville resident, with more than 20 years experience in the public and private sector, has helped more than 2,000 people in the United States and Mexico enhance their emotional competence on a personal and professional level.

"It's not enough to learn the main components of emotional intelligence," Metts said. "You've also got to know how to use them, to be able to directly apply this ability to yourself and your workplace. Once you've accomplished that, neither your business nor your life will ever be the same."

"Emotional Intelligence" is the model defined in 1990 by Dr. Peter Salovey, Dr. Jack Mayer, and Dr. David Caruso. Twelve years of research led to the rigorous scientific model intended as a tool to enhance performance management, training and recruitment.

Maryville-based Impact Associates specializes in organizational culture change, human resource program development and education, research methods and statistical analysis, adult learning, and process improvement.

The upcoming seminar is intended to help grow the success levels of area businesses by training business leaders, managers, human resource professionals and other interested individuals in emotional intelligence and tools to enhance emotional competence.

The three-day workshop March 22-24 will be held at Club LeConte, 800 S. Gay St. To register, call Impact Associates at 865-379-7022. Cost is \$1,495, which includes all breakfasts, lunches and breaks, all testing materials and reports, course materials and a reception opening night.

©2004 The E.W. Scripps Co.