

SCLAA WA

Emotional Intelligence in the Supply Chain

Monday, 21 October 2019

An insight into how one industry is using Emotional Intelligence as part of its process to maximise efficiencies in its Supply Chain

Date: Monday, 21 October 2019

Venue: Room ML03.101 Edith Cowan University,
Mount Lawley Campus

Times: 5.30pm to 8.00pm

Cost: SCLAA Members: No charge
ECU Students: No charge (use code)
Affiliates: \$ 15.00
Non-Members: \$ 25.00

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Free parking is available on Campus

As the world continues to grow in Volatility, Uncertainty, Complexity and Ambiguity we need to be more versatile in our way of dealing with the challenges we face every day.

Emotional Intelligence is being touted as a way to improve businesses, but isn't it about being soft and fluffy? How will it actually improve things around here and why should I know about it?

Illuminate Group will explain how one organisation is using Emotional Intelligence as part of their broader strategy to improve people's collaboration, innovation and resilience.

Illuminate Group will also share some specific tools and how they are used in a practical way to allow people to perform at their best as well as achieve great outcomes for their organisation.



Presenter: Neville Smith

Neville Smith has twenty years experience in retail and customer service. Working for two of Australia's biggest retailers, he has been responsible for thousands of customers every week. For years Neville has managed multi-million dollar turnover stores, and helped shape a positive customer experience for millions of people, some of which were in some of Australia's most remote regions.

In addition to his extensive retail management experience, Neville is a director of two companies, and qualified with a Diploma of Management from Deakin University. Also an award winning toastmaster, Neville continually practices the finer detail of communicating effectively to a group of people while still enjoying the process.

Registrations close 17 October 2019

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