

Conover[®] Pro The Success Profiler[®]

Emotional Intelligence



SOFT SKILLS



Onsite and distance learning
anytime, anywhere and on any device.

Components of the System

The Success Profiler®

The *Success Profiler*® is a systematic, research-based **assessment and skill-building system** designed to improve emotional intelligence.

Emotional intelligence is a learned ability to identify, explain, understand and express human emotions in healthy and productive ways. Our forty years of research shows that emotional intelligence skills are the primary factors for reducing problematic behaviors and increasing motivation, and the gateway to success in school, work, and life. The following profiles focus on the key emotional skills needed for success in nine critical areas related to personal success.

 **Change** – helps people adapt to change.

 **Customer Service** – improves ability to read, understand and service customer’s needs. (Corporate Version Only)

 **Emotional Intelligence** – designed to assess key emotional intelligence skills. Results of *The Personal Skills Map*®, which is part of this profile, electronically links to our skill intervention system.

 **Leadership** – develops an openness to accept responsibility to develop the core foundation skills of leadership.

 **Learning** – designed to enhance the learning process so that new skills can be learned.

 **Sales** – designed to build the self-confidence necessary to improve one’s ability to sell. (Corporate Version Only)

 **Sensitivity** – increases awareness of self and others and the ability to understand and respect the individual differences in each of us.

 **Teamwork** – designed to increase one’s ability to accept responsibility and to become a contributing member of a team.

 **Violence Prevention** – designed to help identify the risk of potential violence and to reduce stress and increase self-restraint.

Assessment Component

There are nine core assessments and over 30 related assessments. Each assessment is designed to build a map of where the person is in relation to the particular success profile. Assessments are electronically scored and all results are presented and explained to the user. Users gain an understanding of where they are and where they need to go.



Meet Maria. Maria is currently enrolled in college and also works part time at a local restaurant to help pay for her tuition. She is currently going to school for business administration. She wants to get experience with an employer in her community first before starting her own company. She is dedicated and focused but can easily become overwhelmed by the demands placed on her by family, work and school. She struggles with her decision making and time management skills, which is holding her back from reaching her full potential. She’s an extremely hard worker who could be a star performer if she could just improve in these two critical areas. According to her score on Change Orientation, she is aware of her lack of decision making and time management skills and is open to specific skill training in these two areas. Specific skill training would produce a star performer in a very short period of time.



Skill Building Component

Each skill building unit contains approximately 25 short videos introducing key concepts along with 1-2 hours of instruction for each skill building unit. The skill building units include:

- **Self-Esteem** – covers step-by-step instructions on how to improve self-esteem—a perceived level of personal worth.
- **Interpersonal Assertion** – teaches how to effectively use direct, honest, and appropriate expression of thoughts, feelings and behaviors in dealings with others.
- **Interpersonal Awareness** – improves ability for appropriate social, emotional, and physical distance in verbal and non-verbal interactions with others.
- **Empathy** – covers how to sense, understand, and accept another person’s thoughts, feelings and behaviors. Empathy is a primary characteristic of a skilled communicator.
- **Drive Strength/Motivation** – teaches core motivation and goal-setting abilities.
- **Decision Making** – improves skills in formulating and initiating effective problem-solving procedures. The ability to make decisions is a key ingredient of self-acceptance and positive self-regard.
- **Time Management** – covers how to organize and use time to further individual and career goals.
- **Sales Orientation/Leadership** – teaches the basics of how to positively impact and influence the actions of other people. The ability to influence others in a positive way is an important aspect of leadership/sales.
- **Commitment Ethic** – teaches how to complete projects and job assignments dependably and successfully.
- **Stress Management** – teaches how to manage stress and anxiety. Persons with skills in managing stress positively are competent managers of time and are flexible, self-assured, stable and self-reliant.
- **Physical Wellness** – covers step-by-step procedures to improve healthy attitudes and living patterns that are important to physical health and well being. Physical wellness is highly correlated to positive stress management.



Access Anytime, Anywhere



Live Support/Training



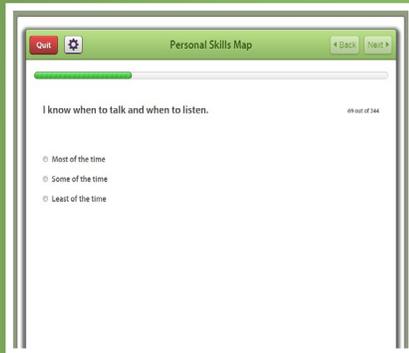
Comprehensive Reports



Monitor with Viewer Accounts

Management System

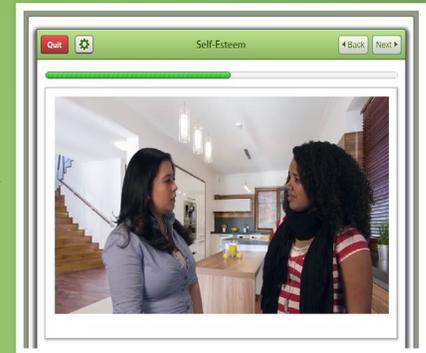
All assessments and instruction are self-administered and electronically integrated into our management system, eliminating the expensive and time-consuming activities of assigning, scoring and reporting results. Program accountability is electronically built into the system.



The system assesses user skills...



...then scores, interprets and assigns skill-enhancement activities based on assessment results...



...and finally delivers skill-enhancement activities. Learned skills, if practiced, become habits in 21 days.

While doing all this, the management system is tracking, scoring, benchmarking, storing and printing information on each user in the system.



Recognized by the National Soft Skills Association as a program of excellence.



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