

JOY DISCOVERED

Helping Leaders Increase

**IMPACT
RETENTION &
RESILIENCE**

Through Dynamic
Emotional Intelligence
Training & Coaching





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Services Offered

Together we'll create a plan to overcome your pressing challenges and equip your team with the leadership skills to achieve your goals.

- ✓ Leadership Training & Development
- ✓ Executive Coaching
- ✓ Consulting Projects: Communication Mediation, Culture, Vision & Strategic Planning
- ✓ Inspirational Keynote Speaking
- ✓ Team Building & Psychological Safety
- ✓ Project / Season Kickoffs



“
This workshop has transformed the openness of our team in just a few hours. It is just the beginning of our organizational EQ journey with Sara.
”



~ Eben Moran, VP Services, **Stellar MLS**



“

Your program gave actionable tools to heal... and grow... and build resilience.



~ Christina Volpicelli, Learning & Organizational Development Manager
NCH Healthcare Systems

Industries Served

20+ years of training, program development & Fortune Global 1000 leadership best practices in:

- ✓ Private Club / Hospitality
- ✓ Healthcare
- ✓ Field Service Management
- ✓ Medical Device Supply Chain
- ✓ Pharma / Biotech
- ✓ Manufacturing Service & Support
- ✓ Capital Markets
- ✓ Postsecondary Education
- ✓ Software & Hi-Tech
- ✓ Nonprofit

Our Top-Requested Trainings & Workshops

All centered around *Emotionally Intelligent Leadership*



Emotional
Intelligence For
High-Impact, High-
Retention Leadership



Mental Well-Being &
Resilience To Reduce
Burnout



High-Performance
Practices For A
Successful
Project/Season
Kickoff



Using Emotional
Intelligence To
Deliver An
Exceptional Customer
Experience

Testimonials

★★★★★

"It was a great opener for our season that is about to kick off. I would highly recommend Sara to speak for your company!"

- **Martha M. Mazzitelli, CFO**



★★★★★

"I will be able to take what we learned and implement it into my personal and professional life, to make myself an all-around better human."

- **Desmond Goodwin, Customer Service & Support Manager**



★★★★★

"Without a doubt, Sara Mueller was one of the most authentic and engaging facilitators I have ever seen."

- **Tracy DiBiase, President & HR Director**



★★★★★

"Brought new observations and will help me grow."

- **Merri Jo Cowen, CEO**



★★★★★

"Met every expectation and then some. Good insight into the team and their willingness to be vulnerable."

- **LuAnn Giovanelli, COO & General Manager**



★★★★★

"Exceeded my expectations. It was engaging and designed in a way to push us out of our comfort zone without feeling like we are alone."

- **David Howes, F&B Director**



★★★★★

"Left me seeing my co-workers as whole people which, despite our ups and downs, I care about."

- **Laura Huffman, Marketing Manager**



★★★★★

"One of the most honest, helpful, and inspiring sessions I have seen."

- **Michael Drury, General Manager**



4 Pillars Of Emotional Intelligence



How Your Team Will Progress Through The 4 Pillars Of EQ

EQ Pillar 1: Self-Awareness	EQ Pillar 2: Self-Management	EQ Pillar 3: Others-Awareness	EQ Pillar 4: Relationship Management
<p>The ability to accurately perceive your emotions & stay aware of them as they happen.</p>	<p>The ability to use awareness of your emotions to stay flexible & positively direct your behavior.</p>	<p>The ability to accurately pick up on others' emotions, have empathy & understand what is really going on.</p>	<p>The ability to use awareness of your & others' emotions to manage interactions effectively.</p>
<ul style="list-style-type: none"> • Being aware of our strengths, weaknesses & emotional patterns • Ensuring our self-perceptions are accurate • Bringing awareness to unproductive communication & limiting beliefs • Being able to observe ourselves & use info in the moment to choose our response 	<ul style="list-style-type: none"> • Taking responsibility for our actions & results • Stress management & productivity habits for resilience & consistency • Being emotionally balanced and stable, even when frustrated • Making decisions that support long-term success & relationship building vs. short-term reward 	<ul style="list-style-type: none"> • Understanding our impact on others • Empathy & perspective - putting ourselves in others' shoes • Listening; knowing when to speak & when to be silent • Understanding what motivates others to better influence / communicate with them 	<ul style="list-style-type: none"> • How to effectively make requests, give / receive feedback & shift unproductive behavior • Managing conflict & having tough-love conversations • Building & sustaining team rapport, motivation & high performance • Inspirational, influential leadership

Why It Matters To Your Organization:

People with high EQ:

- Are 127% more productive
 - Bring in 2x the revenue (when in sales)
- *EQ is 2x more important than IQ + technical skills *combined* in determining a leader's success

Employees who work for an emotionally intelligence leader are:

- 400% less likely to leave a job
- 50% more inspired
- 50% decrease in lost-time accidents

ABOUT OUR LEAD FACILITATOR, SARA MUELLER

Sara was forced into her own emotional intelligence journey over a decade ago after hitting rock bottom in her marriage and career, so she teaches with confident humility that senior leaders easily connect to. She complimented her hard-won wisdom by pursuing Harvard University's Certificate of Leadership Excellence (with an emphasis on emotional intelligence and executive coaching), FSU's Professional Certificate in Resilience, and the Conscious Coaching Institute's Certified Coach designation, among other credentials.

Sara is an executive contributor on leadership for *Brainz Magazine* and a mental well-being subject matter expert for Florida's State Health Improvement Plan (SHIP).

Before founding Joy Discovered in 2017, Sara produced Fortune Global 1000 training programs for over 15 years and taught mindfulness to a diverse group of clients from the NFL Combine to behavioral health centers.





contact us when you're ready to

Reduce Employee Turnover & Burnout

From both the top (leadership & culture) & bottom (individual responsibility)

Maximize Learning Retention

Through our proven training format of small-group discussion, problem-solving, role-playing & personal inquiry

Optimize Long-Term Impact

With on-demand digital or live training, 21-day micro-learning, year-long custom content, email & text support, or 1:1 + group coaching

Overcome The Law Of Familiarity

Why your team undervalues what you teach (because you're too familiar) no matter how awesome you & your in-house leadership development programs are

contact info

Sara Mueller

sara@joydiscovered.com

O: +1.239.330.7864

M: +1.646.924.9409

www.joydiscovered.com

