



WORKSHOP IN GENEVA, APRIL 4.2020 IMPROVING LEADERSHIP AND EMOTIONAL INTELLIGENCE WITH PIANO-, VIOLINE- AND SOPRAN MUSIC

Workshop description

Based on the latest research outcomes, personal customer contact is key to success in a digitalised world. Consequently, in a time of increasingly digitalised marketing, keeping customers happy and loyal still mainly depends on the employees and their behaviour. This calls for the strengthening of employees' emotional intelligence and communication, customer management and digital skills in particular. The ability to meet these demands may be compromised as a result of inadequate and inefficient leadership.

This workshop will outline the evidence based leadership and emotional intelligence competencies, which are required to reach the excellence in the organization. In addition the newest neuroscience insights will be explored in order to emphasize how listening to Piano Music can enhance your leadership and emotional intelligence skills.

Workshop outcomes

After attending this workshop, you should be able to:

- Develop an understanding of Holistic approach of Leadership (Science and Arts).
- Learn secrets that bring outstanding results in your organization.
- Understand the importance of Çitaku's Leadership Competency Model towards promoting excellence in your organization.
- Develop an understanding of Neuroscience and Leadership.
- Develop an understanding of what emotional intelligence is and how it impacts business effectiveness.
- Learn the neuroscience of emotional hijacks and how it affects the brain, body and behavior.
- Appreciate the role that emotional intelligence plays in leadership and business.
- Increase self-awareness by identifying personal patterns to enable avoidance of emotional hijack situations and to improve your leadership competencies.
- Develop an understanding how music can enhance your leadership- emotional intelligence competencies.
- Learn from artists in discussion how they enhanced their Leadership- and Emotional Intelligence.



Innovation Science and Arts

Improve your Leadership skills and enjoy the world-class Music

This innovative workshop will combine the newest Neuroleadership outcomes taught by an international world-class scientist professor of Leadership, Prof. Dr. Fadil Çitaku, PhD, MME (Uni Bern), CEO, Switzerland and

the Piano Music, played by a world-class pianist, Mrs. Ermira Lefort, accompanying by a sopran Mirjam Tolaj and a violinist Volfi Haxhijaj, Geneva, Switzerland



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Workshop content

- Start with a piece of music.
- Leadership and Success.
- Arts and Holistic approach of Leadership.
- What are the secrets, which bring outstanding results in your organization?
- A piece of music.
- Çitaku's Leadership Competency Model.
- Why non-competent leaders damage the organization they lead?
- How can outstanding leadership support the organization to grow gigantically?
- A piece of music.
- Neuroscience and Leadership.
- Key components of emotional intelligence.
- A piece of music.
- Why emotional intelligence is 80% responsible for your success in business?
- A piece of music.
- Managing your own emotions to positive outcomes.
- Interactive discussion of workshop participants with artists.
- End of workshop with a piece of music.



Volfi Haxhijaj, Violinist



Mirjam Tola, Sopran



Teaching methods

- Short interactive lecture; Think/Pair/Share; Buzz Session;
- Pieces of music
- Case Study; Incident Process; Question & Answer Period; Short writing exercises; Note Review; Demonstration; Simulation etc.

Workshop location, -duration, -costs

Location: ALSS, World Trade Center Leutschenbachstrasse 95, CH-8050 Zurich, Switzerland

Duration: 1 day from 9.00-16.00 (lunch 12.00-13.00)

Costs: (including ALSS-Certificate, snacks, non-alcoholic drinks, lunch and all workshop materials) CHF 690 per participant

Workshop leaders



Mrs. Ermira Lefort, Artist, Pianostar and Filmstar

She has studied piano and has been playing it for 28 years in many prestigious concerts worldwide; She has been interpreting many classical musical pieces in many countries worldwide, to mention only a few of them: France, USA, Albania, Ireland, UK, Greece, Turkey Switzerland etc. For her achievements in music and film she has earned many international prizes and recognitions.



Prof. Dr. Fadil Çitaku, PhD, MME (Uni Bern), CEO
Professor of Leadership and Emotional Intelligence for PhD, Doctorate, MSc. and MAS programs; Founder and CEO of the ALSS; Supervisor at the prestigious ETH, Switzerland; Senior Scientist, Advisor and Coach; Keynote Speaker in many reputable international conferences