

APPA Invest in Success Program

UW-Madison April 28-30, 2026

Key Take-Aways

- Listen to your Emotions! They or it can affect you and others
- Personal empowerment is the ability to take control over your own life
- Emotional intelligence can be learned. You don't have to be born with a high level to achieve it later on
- You are your biggest barrier to overcome to be successful
- Emotional intelligence can be learned/developed
- Do onto others as you would have them do onto you
- Being a people pleaser may cause you to break promises and lose trust
- Be mindful of how you transmit your message (email, text, phone call, face to face)
- Emotional intelligence is not only ability to manage own emotions but also to understand the emotions of others
- Be humble, apologize for mistakes
- Advocate for yourself, develop competencies
- Have self-awareness and be empathetic of others
- Empowerment is not the same as entitlement
- Take care of yourself to be a better person
- Learn and identify what strengths you have and work on your weaknesses
- Set goals and then work to achieve them
- Be positive, lift yourself and others up!
- Ability to recognize your emotions and wants along with others emotions and wants
- Emotional intelligence is a skill you can learn
- People are usually willing to forgive and forget if you make an honest attempt to make things right
- Take positive decisions and turn it into action
- Turn a big goal into small obtainable goals. One step at a time
- Understanding limitations; analyze your strengths and weaknesses

- Trust and verify
- Set realistic goals
- Know yourself – know where you're coming from and what the consequences will be
- The ability to look at a problem and find a solution
- Emotional intelligence has been proved to be useful in the workplace
- Emotional intelligence has as much to do with being aware of your own emotions as well as others
- Putting yourself in place before making narratives
- Take responsibility, apologize and listen to others. You can agree to disagree
- Humility. Be able to accept the mistakes
- Be a good person
- Treat others the way you want to be treated
- Use social skills along with motivation for yourself
- Having trust creates a better work environment
- Know your expectations
- Be able to be vulnerable in front of your team
- Be an example of what you want to see in others
- When you are vulnerable, people will support you
- Honesty is the key to building trust
- Trust is good for business
- When rebuilding trust – be open and honest about what was lost
- Be honest
- Do your research and identify expectations
- Trust makes a successful and more responsive team
- Be a good role model and set a good example
- Avoid jargon or slang
- Choose the right communication channel
- Don't waste time conveying information that is not necessary
- KISS – Keep it simple and straight forward
- Correctly choose the delivery method
- Pay close attention to grammar in email (!, .)
- K.I.S.S
- Longer is not better
- Planning the communication is important

- Read body language
- Think about how the message will be received
- Know your audience and adjust to who you're talking to
- Managing up can be helpful and important
- Take time to reflect after negative interaction
- Be positive
- Emotions are contagious
- Close knit teams = productive
- Mindful listening
- Good listening pays off – can lead to better/more effective communication in the future
- Appreciate and compliment people
- Find mutually beneficial goals