

MASTERING EMOTIONAL INTELLIGENCE

A COMPREHENSIVE
GUIDE TO
TRANSFORMATIVE
WORKPLACE DYNAMICS



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ABOUT the Author

Miranda Rocca-Circelli is a seasoned expert in organizational psychology and workplace dynamics. With a passion for helping individuals and teams thrive in professional environments, Miranda has dedicated her career to the exploration and application of emotional intelligence.

Miranda holds a Master's Degree in Education specializing in management support in Organizational Psychology and has served in various roles, from consultant to educator, where she has shared her expertise with diverse audiences. Her research focuses on the intersection of emotional intelligence, leadership, and organizational culture, aiming to unlock the full potential of individuals and teams. Beyond academia, Miranda has collaborated with numerous organizations, providing tailored workshops and training programs centered around emotional intelligence. Her hands-on experience in the corporate world, coupled with her academic background, uniquely positions her to bridge theory and practice in a way that resonates with professionals from all walks of life.

Miranda's commitment to fostering positive workplace dynamics shines through in her engaging writing style. Her insights, backed by both research and real-world experiences, make complex concepts accessible and applicable. In "Mastering Emotional Intelligence," Miranda combines her deep understanding of human behavior with practical strategies, guiding readers on a transformative journey toward personal and professional growth. Whether you are a seasoned professional or just starting your career, Miranda's expertise offers a roadmap to cultivate emotional intelligence, navigate workplace challenges, and create a fulfilling and successful professional journey.

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HOW TO USE THIS BOOK TO FOSTER CHANGE

a Vision

Welcome to "Mastering Emotional Intelligence: A Comprehensive Guide to Transformative Workplace Dynamics." This book is more than just a collection of chapters; it's your roadmap to unlocking the full potential of emotional intelligence in your professional journey.

Remember: This book is not just a source of knowledge; it's a toolkit for transforming your professional life. Embrace the concepts, engage with the activities, and embark on a journey of self-discovery and growth.

Thank you for choosing "Mastering Emotional Intelligence." May this guide be the catalyst for positive change in your professional world.



Gaining a high level of emotional intelligence can help you guide your team to reach new heights. Being Emotionally Intelligent means you have the capacity to navigate complex situations while being in control of your emotions.

HOW TO USE THIS BOOK



Getting Started:

Begin by familiarizing yourself with the five key components of emotional intelligence: self-awareness, self-regulation, motivation, empathy, and social skills. Dive into the chapters to understand how each component plays a crucial role in shaping workplace interactions.



Reflection and Application:

As you progress through the chapters, take time for reflection. Engage in the provided activities at the end of each chapter. Whether it's self-reflection exercises, goal setting, or interactive workshops, these activities are designed to bring the concepts to life and make them applicable to your unique professional context.



Personal Growth Journey:

Treat this book as your companion on a personal growth journey. Use the insights gained to assess your strengths, identify areas for improvement, and set realistic goals for enhancing your emotional intelligence.



Interactive Learning:

Consider forming a study group or book club with colleagues. Discussing the concepts and activities with others can provide new perspectives and deepen your understanding. Share your experiences and learn from the diverse insights of your peers.



Ongoing Development:

Emotional intelligence is a skill that evolves over time. Use this book as a reference guide. Revisit chapters and activities periodically to reinforce your understanding and track your progress.



Connect with the Author:

Miranda Rocca-Circelli is here to support you on your journey. Reach out with your questions, insights, or stories via social media or the provided contact information. Miranda is committed to creating a community of learners who share experiences and learn from one another.



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Chapter One

Emotional Intelligence Unveiled Introduction

This chapter lays the groundwork for your journey into mastering emotional intelligence. As you delve deeper into the subsequent chapters, keep these foundational principles in mind, and let them guide your exploration of self-awareness, regulation, motivation, empathy, and social skills in the context of your professional life.

CHAPTER ONE

Introduction to Emotional Intelligence

Overview of Emotional Intelligence

Emotional Intelligence is the ability to understand and manage our emotions effectively, as well as recognizing and influencing the emotions of others. This overview introduces the fundamental principles that underpin emotional intelligence and its significance in the workplace.

Connection Between Emotional Intelligence and Workplace

Dynamics:

Understanding emotional intelligence is key to navigating workplace dynamics. This section explores how a high level of emotional intelligence contributes to improved communication, enhanced team collaboration, and overall success in a professional environment.

Activities:

1. **Self-Reflection Exercise:** Assess your current level of emotional intelligence by reflecting on recent interactions. Identify areas of strength and potential areas for improvement.
2. **Goal Setting:** Set specific, measurable, achievable, relevant, and time-bound (SMART) goals for enhancing each component of emotional intelligence over the next month.
3. **Case Study Analysis:** Examine a case study that illustrates the positive impact of emotional intelligence in a workplace scenario. Analyze the key factors that contributed to success.



CHAPTER ONE

Introduction to Emotional Intelligence

Emotional Intelligence (EI) is a multifaceted skill that goes beyond merely recognizing emotions. It encompasses the ability to comprehend and manage our own emotions while also being attuned to and empathetic toward the emotions of others. EI forms the bridge between our internal emotional landscape and the complex web of interactions in the professional

The Five Components of EI:

- 1. Self-Awareness:** At the heart of EI lies self-awareness, the ability to recognize and understand one's own emotions. This awareness is the foundation upon which the other components are built.
- 2. Self-Regulation:** Building on self-awareness, self-regulation involves managing and controlling one's emotional responses. It empowers individuals to navigate challenging situations with composure and make thoughtful decisions under various circumstances.

- 3. Motivation:** EI propels individuals towards meaningful goals. Motivation in this context is not just about personal success; it extends to inspiring and uplifting those around us, fostering a culture of shared achievement.

- 4. Empathy:** Central to interpersonal effectiveness, empathy is the capacity to understand and share the feelings of others. It forms the cornerstone of effective communication and collaboration in the workplace.

- 5. Social Skills:** The ability to navigate social situations with finesse defines social skills in the EI framework. This involves effective communication, conflict resolution, and relationship-building for a harmonious work environment.



REMEMBER

Contributions to a Positive Work Environment:

Each component of EI plays a vital role in shaping workplace dynamics. Self-awareness fosters authenticity, self-regulation promotes resilience, motivation cultivates a sense of purpose, empathy enhances interpersonal connections, and social skills contribute to effective collaboration. Together, they create a positive and collaborative work environment where individuals thrive, and teams flourish.

This chapter laid out the groundwork for your journey into mastering emotional intelligence. As you delve deeper into the subsequent chapters, keep these foundational principles in mind, and let them guide your exploration of self-awareness, regulation, motivation, empathy, and social skills in the context of your professional life.





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Chapter Two

The Neuroscience of Emotions

This chapter serves as a gateway to a deeper understanding of the physiological underpinnings of emotions. As you continue your exploration, consider how this knowledge can empower you in decision-making, stress management, and the cultivation of emotional intelligence in your professional journey.

Content:

- Overview of the brain's emotional processing mechanisms.
- Connection between neuroscience and workplace emotions.
- Activities for decision-making and stress management.

CHAPTER TWO

The Neuroscience of Emotions

Chapter overview:

This chapter delves into the intricate world of the brain's emotional processing mechanisms. Understanding the neuroscience behind emotions provides a solid foundation for applying emotional intelligence in decision-making and stress management in professional settings.

Overview of the Brain's Emotional Processing

Mechanisms:

The human brain is an intricate tapestry of interconnected structures, and understanding its emotional processing mechanisms is key to unlocking the mysteries of our emotional experiences. At the center of this neurological symphony is the limbic system, a set of structures that play a pivotal role in shaping emotional responses.

Activities:

1. **Mindful Breathing Exercise:** Engage in a mindful breathing exercise to bring awareness to the present moment. Notice how your emotions may shift as you focus on your breath, and reflect on the role of the amygdala in these changes.
2. **Neuroscience Journaling:** Keep a journal to document instances where your emotional responses were particularly strong. Reflect on how the interplay between the limbic system and prefrontal cortex influenced your reactions.
3. **Interactive Workshop:** Organize or participate in an interactive workshop led by a neuroscience expert. Dive deeper into the complexities of the brain's emotional processing mechanisms and discuss their practical implications for emotional intelligence in the workplace.

CHAPTER TWO

The Neuroscience of Emotions

The Limbic System: Navigating Emotional Terrain:

The limbic system, often referred to as the "emotional brain," comprises several interconnected structures, including the hippocampus, hypothalamus, and amygdala. This intricate network is responsible for processing emotions, memories, and regulating various physiological responses.

The Amygdala: Sentinel of Emotional Significance:

Nestled deep within the limbic system, the amygdala stands out as a sentinel, constantly scanning our surroundings for emotional significance. This almond-shaped structure plays a crucial role in recognizing and responding to emotions, particularly those related to fear and pleasure. It acts as a rapid-response system, influencing our emotional reactions even before conscious thought processes kick in.

The Prefrontal Cortex: Orchestrating Rational Responses:

In concert with the limbic system, the prefrontal cortex, often dubbed the brain's "executive center," comes into play. This frontal region is responsible for higher cognitive functions, including decision-making, problem-solving, and the regulation of emotions. It acts as a check and balance mechanism, modulating emotional responses and providing a rational perspective to complex situations.

Working in Harmony: Insights into the Physiological Basis of Emotions:

Understanding how these components work together provides profound insights into the physiological basis of emotions. The interplay between the limbic system, amygdala, and prefrontal cortex determines how we perceive, process, and respond to emotional stimuli. It's the intricate dance of these structures that gives rise to the rich tapestry of human emotions.

REMEMBER

Contributions to a Positive Work Environment:

Mastering emotional intelligence starts with recognizing and managing your own emotions. This chapter provided you with practical strategies for developing emotional self-awareness, allowing you to navigate various workplace scenarios with poise. Dive into real-world examples that showcase the transformative impact of these skills on decision-making, conflict resolution, and overall well-being in the professional realm.

In summary, Chapter 3 contributes to a positive work environment by instilling the foundational elements of emotional intelligence. As individuals develop the capacity to recognize and manage their emotions, they become catalysts for open communication, effective conflict resolution, collaborative teamwork, and well-informed decision-making. This collective emotional intelligence sets the stage for a workplace culture characterized by authenticity, resilience, and mutual support.





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Chapter Three

Recognizing and Managing Emotions

This chapter focuses on the nuances of identifying and managing one's emotions in the workplace. Explore strategies for developing emotional self-awareness and tools for effective emotion regulation. Learn how these skills contribute to better decision-making, conflict resolution, and overall workplace well-being.

Content:

- Techniques for recognizing and labeling emotions.
- Activities for emotional regulation in high-stress situations.

CHAPTER THREE

The Neuroscience of Emotions

Chapter overview:

Welcome to the exploration of recognizing and managing emotions, a pivotal aspect of emotional intelligence. In this chapter, we delve into practical strategies for developing emotional self-awareness and effective emotion regulation.

Overview of Recognizing and Managing Emotions:

Recognizing and managing emotions is foundational to emotional intelligence. It involves being attuned to your own emotions and understanding how they impact your behavior and decisions. This chapter explores techniques for identifying and navigating emotions in professional settings, creating a pathway to more thoughtful and intentional responses.

Activities:

- 1. Emotion Journaling:** Keep a daily emotion journal for a week. Reflect on situations that triggered specific emotions, how you responded, and the outcomes. Identify patterns and areas for improvement.
- 2. Feedback Loop Exercise:** Seek feedback from colleagues on your emotional responses. Use this information to understand how others perceive your emotions and tailor your communication style for better collaboration.
- 3. Stress Scenario Role Play:** Engage in role-playing scenarios with colleagues or friends to simulate workplace stress. Practice recognizing and managing emotions in these scenarios, focusing on maintaining composure and making rational decisions.

CHAPTER THREE

The Neuroscience of Emotions

Cultivating a Positive Team

Culture:

In a positive team culture, members are attuned to their emotions and those of their colleagues. This awareness forms the bedrock of effective communication, trust, and synergy within the team. The ability to recognize and manage emotions becomes a collective skill that propels the team toward shared goals.

Empathy in Action:

Individuals who excel in recognizing and managing their emotions are better positioned to empathize with their colleagues. Empathy, a pivotal component of emotional intelligence, involves not only understanding others' emotions but also responding in a way that acknowledges and validates those feelings. This fosters a sense of connection and support within the team.

Navigating Challenges with Emotional Intelligence:

In the fast-paced and often high-stakes world of the workplace, challenges are inevitable. Emotional intelligence equips individuals to navigate these challenges with grace. Those who can manage their emotions are less likely to succumb to stress, frustration, or conflicts, creating a more resilient and adaptable team environment.

Collaborative Decision-Making:

Effective decision-making is a collective endeavor. When team members are skilled in recognizing and managing emotions, decision-making becomes a collaborative process. Emotionally intelligent teams can explore diverse perspectives, address conflicts constructively, and arrive at decisions that consider the emotional well-being of all members.

REMEMBER

Contributions to a Positive Work Environment:

Building a Supportive Ecosystem:

Recognizing and managing emotions contributes to the creation of a supportive ecosystem within the team. Team members feel heard, valued, and understood. This not only enhances job satisfaction but also fosters a sense of belonging, loyalty, and commitment among team members.

In essence, the chapter highlights how the cultivation of emotional intelligence, specifically in recognizing and managing emotions, contributes to a workplace culture characterized by collaboration, empathy, resilience, and support. As individuals and teams embrace these principles, they lay the foundation for a positive and thriving work environment.





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Chapter Four

Empathy and Compassionate Communication

Explore the pivotal role of empathy in workplace interactions and discover the power of compassionate communication. Practical tips for active listening and responding empathetically are provided, backed by case studies illustrating the positive influence of such communication on team dynamics and professional success.

Content:

- The significance of empathy in professional relationships.
- Practical exercises for developing empathetic listening skills.

CHAPTER FOUR

Empathy and Compassionate Communications

Overview of Empathy and Compassionate

Communication

Empathy, the ability to understand and share the feelings of others, is a cornerstone of effective communication. This chapter explores how empathy and compassionate communication contribute to creating a positive team atmosphere and building strong professional relationships. In the intricate tapestry of a professional setting, empathy emerges as a dynamic force, reshaping the landscape of teamwork, collaboration, and conflict resolution. This section delves into the profound ways in which emotionally intelligent individuals harness empathy to connect with colleagues, foster understanding, and contribute to the cultivation of a positive workplace culture.

Activities:

1. Empathy Building Exercise:

Engage your team in an empathy-building exercise. This could involve sharing personal experiences, participating in perspective-taking activities, or conducting a workshop on active listening.

2. Conflict Resolution Simulation:

Organize a simulation that mimics a workplace conflict. Encourage team members to approach the scenario with empathy, emphasizing the role of understanding emotions in resolving conflicts effectively.

3. Diversity Appreciation Workshop:

Host a workshop focused on appreciating and understanding diverse perspectives within the team. Encourage open dialogue about the importance of empathy in fostering an inclusive workplace.

CHAPTER FOUR

Empathy and Compassionate Communications

Empathy as the Glue in

Teamwork:

In the collaborative dance of teamwork, empathy acts as the glue that binds individuals together. Emotionally intelligent team members are adept at understanding and resonating with the emotions of their colleagues. This shared emotional understanding forms the basis for effective communication, trust, and a sense of camaraderie within the team.

Collaboration Amplified

through Empathy:

In collaborative endeavors, the ability to empathize transforms interactions from mere exchanges of information to shared experiences. Emotionally intelligent individuals go beyond surface-level understanding; they immerse themselves in the perspectives of their colleagues, fostering a collaborative spirit that transcends the sum of individual contributions.

Conflict Resolution with a

Human Touch:

Conflicts are inevitable in any workplace, but how they are navigated can define the culture of an organization. Emotionally intelligent individuals leverage empathy as a potent tool in conflict resolution. By understanding the emotions underlying conflicts, they can address root causes, find common ground, and guide the team toward constructive solutions.

Fostering Understanding in

Diverse Teams:

In today's diverse workplace landscape, empathy becomes even more critical. Emotionally intelligent individuals appreciate and respect the unique perspectives and experiences of their colleagues. This empathetic approach fosters an inclusive environment where diversity is celebrated, and every team member feels valued.

REMEMBER

Contributions to a Positive Work Environment:

The Ripple Effect on Workplace Culture:

Empathy, when woven into the fabric of daily interactions, contributes to the creation of a positive workplace culture. When team members feel understood and supported, the workplace becomes a space where creativity flourishes, innovation thrives, and individuals are motivated to give their best.

In summary, the chapter underscores how empathy, wielded by emotionally intelligent individuals, is a catalyst for elevating teamwork, collaboration, and conflict resolution in the professional realm. As you integrate these principles into your professional toolkit, you contribute not only to your personal growth but also to the creation of a workplace culture characterized by empathy, understanding, and collective success.





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Chapter Five

Active Listening and Feedback

Deepen your understanding of active listening and delivering constructive feedback, essential components of effective collaboration. Learn how these skills contribute to improved teamwork, project outcomes, and the continuous growth of individuals within a team. Engage with workplace scenarios that highlight the positive impact of effective listening and feedback, emphasizing the importance of clear communication and constructive input in fostering collaborative work environments.

Content:

- Principles of active listening and their application.
- Guidelines for providing constructive and actionable feedback.

CHAPTER FIVE

Active Listening & Feedback

Welcome to the exploration of active listening and feedback, essential components of effective collaboration. In this chapter, we delve into how these skills contribute to improved teamwork, project outcomes, and the continuous growth of individuals within a team.

Active Listening: The Bedrock of Trust:

Active listening is not just hearing; it's a dynamic process of fully engaging with what is being communicated. In the workplace, actively listening to colleagues fosters trust. Emotionally intelligent individuals go beyond the surface, absorbing not just the words but the nuances, creating a foundation of trust that forms the backbone of a healthy team culture.

Activities:

- 1. Reflective Listening Exercise:** Pair up with a colleague and engage in a reflective listening exercise. Practice summarizing each other's thoughts and emotions to enhance understanding.
- 2. 360-Degree Feedback:** Seek feedback from various perspectives, including peers, subordinates, and supervisors. Analyze the feedback to identify areas for improvement and development.
- 3. Feedback Case Study Analysis:** Examine a case study where effective feedback positively impacted a project or team. Discuss the key elements that contributed to the success and how these principles can be applied in your own professional context.

CHAPTER FIVE

Active Listening & Feedback

Constructive Feedback:

Nurturing Growth and

Improvement:

Constructive feedback is a gift wrapped in insight and delivered with care. In the hands of emotionally intelligent individuals, feedback becomes a tool for nurturing growth and improvement. By providing feedback that is specific, actionable, and empathetic, they contribute to an environment where team members feel supported in their professional development.

Positive Impact on Team

Dynamics:

Active listening and constructive feedback are catalysts for positive team dynamics. Teams characterized by effective communication and mutual understanding are better equipped to navigate challenges, collaborate seamlessly, and innovate collectively. The ability to truly hear and respond fosters a sense of unity, reinforcing the team's shared goals.

Enhancing Project Outcomes:

The impact of active listening and constructive feedback extends beyond interpersonal relationships to directly influence project outcomes. When team members actively listen to one another's ideas, concerns, and perspectives, it leads to well-informed decision-making and more creative problem-solving. Constructive feedback ensures that project trajectories are adjusted thoughtfully, leading to improved overall performance.

Creating an Open and

Supportive Team Culture:

Emotionally intelligent individuals understand that active listening and constructive feedback are not just skills; they are integral to the culture of the team. By incorporating these practices into the team's ethos, they create an environment where every voice is valued, ideas are freely exchanged, and individuals feel empowered to contribute their best.

REMEMBER

Contributions to a Positive Work Environment:

In essence, this chapter illuminates how active listening and constructive feedback, when wielded by emotionally intelligent individuals, act as catalysts for trust, collaboration, and success in the workplace. As you incorporate these practices into your professional repertoire, you contribute not only to the growth of your team but also to the achievement of outstanding project outcomes.

Active listening and constructive feedback are not merely skills; they are the threads that weave a supportive workplace culture. In a culture where individuals feel heard, acknowledged, and supported, employees are more engaged, motivated, and loyal. This positive environment is the breeding ground for collaboration, productivity, and a shared sense of purpose.





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Chapter Six

Social Awareness and Cultural Competence

Broaden your perspective by exploring social awareness, emphasizing cultural intelligence. Learn practical strategies for developing social intelligence that contributes to effective team dynamics and collaboration. Dive into case studies that showcase successful cross-cultural collaboration, preparing you for the complexities of a diverse professional environment.

Content:

- The role of social awareness in team and organizational success.
- Strategies for developing cultural competence in a professional context.

CHAPTER SIX

Social Awareness and Cultural Competence

In the rich tapestry of a modern workplace, social awareness and cultural competence emerge as indispensable threads that weave an inclusive environment. This chapter delves into how these essential skills, when embraced by emotionally intelligent individuals, become catalysts for understanding, embracing diversity, and cultivating an organizational culture that celebrates the richness of its people.



Activities:

1. Diversity and Inclusion

Workshops: Organize workshops focused on diversity and inclusion. Encourage team members to share their cultural backgrounds, fostering understanding and appreciation for diversity within the team.

2. Cultural Competence Training:

Provide training sessions on cultural competence, exploring the nuances of various cultural practices and communication styles. This can enhance awareness and sensitivity within the team.

3. Inclusive Decision-Making

Simulation: Conduct a decision-making simulation that emphasizes the importance of considering diverse perspectives. Discuss how inclusive decision-making positively impacts team dynamics and project outcomes.

CHAPTER SIX

Social Awareness and Cultural Competence

Understanding Social

Awareness:

Social awareness is the compass that guides individuals through the intricate web of interpersonal dynamics. Emotionally intelligent individuals possess a heightened sense of social awareness, enabling them to grasp not only their own emotions but also those of others. This heightened sensitivity becomes the bridge that connects team members, fostering empathy and understanding.



Cultural Competence as a Pillar of Diversity:

In the tapestry of a diverse workplace, cultural competence stands tall as a pillar that supports understanding and respect. Emotionally intelligent individuals recognize the value of cultural competence, cultivating an environment where diverse perspectives are not only acknowledged but celebrated. This skill ensures that cultural differences are not barriers but rather sources of strength within the team.

The Power of Inclusive

Communication:

Effective communication lies at the heart of social awareness and cultural competence. Emotionally intelligent individuals leverage inclusive communication to ensure that every voice is heard, regardless of cultural background. This approach fosters a sense of belonging and ensures that all team members feel valued and understood.

Nurturing Inclusivity in Decision-Making:

Inclusive decision-making is a hallmark of socially aware and culturally competent teams. Emotionally intelligent individuals ensure that diverse perspectives are considered when making decisions, enriching the decision-making process and leading to outcomes that resonate with the varied experiences and backgrounds within the team.

Addressing Unconscious Bias:

Unconscious bias can be a subtle yet pervasive force within the workplace. Emotionally intelligent individuals are adept at recognizing and addressing these biases, creating an environment where judgments are based on merit and contributions rather than preconceived notions. This commitment to fairness and equity strengthens the fabric of the organizational culture.



CHAPTER SIX Social Awareness and Cultural Competence

REMEMBER

Contributions to a Positive Work Environment:

In this section you broadened your perspective by exploring social awareness, with a focus on cultural intelligence. Understand the significance of embracing diverse perspectives in today's globalized workplace. With practical strategies for developing social intelligence are discussed, contributing to effective team dynamics and collaboration. Dive into case studies that showcase successful cross-cultural collaboration, preparing you for the complexities of a diverse professional environment and fostering an inclusive work atmosphere.

In conclusion, Chapter 6 underscores how social awareness and cultural competence, when embraced by emotionally intelligent individuals, are not just skills; they are the heart and soul of an inclusive workplace. As you incorporate these principles into your professional interactions, you contribute to a workplace culture where diversity is celebrated, and every individual feels seen, heard, and valued.





THANK YOU

If you enjoyed this book, consider our emotional intelligence course and soft skill learning platform.



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