

Addressing Emotions at Work

Understanding and controlling our emotions

Course Overview

How You Will Benefit

Managing emotions in the workplace is more important today than it ever has been because today's workplace is a challenging place. Change is constant due to reorganizations, mergers, transfers, and individual job changes.

Most of us are juggling multiple priorities, sometimes with limited resources. And the work force is more diverse than it has ever been, with a wide range of people of different ages, backgrounds, and beliefs working together. To succeed in today's work environment, it's important to understand our emotions, control our reactions, and recognize how our emotions affect our actions and the actions of others. When we manage our emotions and those of others, we're better able to handle the changes and challenges all jobs bring, such as adjusting to a new boss or co-worker, working on a team, or handling a conflict with a co-worker or customer.

Benefits of Addressing Emotions

A workplace that encourages addressing emotions:

- Allows us to recognize emotions in their early stages, before they feel out of control
- Team members learn to express emotions in appropriate ways
- Gives appropriate feedback to clear the air
- Increases efficiency and productivity
- Develops a more cohesive team

Course Objectives

At the completion of this module participants will increase their ability to:

- Identify the impact of emotions on productivity
- Be more aware of factors that cause emotions to intensify so that they can manage them more effectively
- Choose and apply techniques to address strong emotions, so they can focus on getting work done

Course Objectives (cont.)

- Know when it is useful and appropriate to take positive action to help others manage their emotions
- Respond to the strong emotions of others in a constructive and objective way

Key Topics Covered

This course explores the following subjects in depth:

- The impact of strong emotions at work
- How and why emotions can take control
- The steps to address strong emotions
- Techniques and choices for addressing strong emotions
- Applying the "Address Emotions" technique to your work situation(s)

What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Complete set of materials including participant guide, classroom videos and learning summary cards