

Addressing Emotions at Work

Purpose

The purpose of this module is to provide participants with strategies to address strong emotions—theirs and, when appropriate, those of the people they work with.

Process

During this module, participants complete a variety of individual and group activities, skills practices, video segments, and large group discussions that explore the following topics:

- The impact of strong emotions in the workplace
- How and why emotions can take control
- The steps to address strong emotions
- Techniques and choices for addressing strong emotions
- Applying the “Addressing Emotions” techniques to their work situations

Payoff

At the end of the module, participants will be able to:

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

Key Actions for Addressing Emotions at Work

1. Stop, reflect, and decide.
2. Take positive action for yourself.
3. Take positive action with others.
4. Learn.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



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Authorized AchieveGlobal Distribution Partner:

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