

# Working Through Emotions and Conflict™

## 8 Hour Workshop



Emotions. Conflict. They permeate our organizations, and they can sometimes have a negative connotation. But emotions and conflict are central to the way we operate. When managed productively, they can serve as keys to enable dialogue and forward process. Today's employees must prepare for the emotionally complex situations common in today's work environment. In this workshop, participants learn the best ways to successfully tackle conflicts with their peers at work, and the emotions that accompany them.

### Content & Outcomes

#### Addressing Emotions at Work 4 hours

Emotions are as much a part of the workplace as the air we breathe. Happiness, surprise, frustration, anger—they are all there and more. Emotions play a role in the choices we make and actions we take. Directed emotions can motivate, inspire, and add positive intensity to our work. When strong emotions leave our control, or “run away,” our personal productivity and the productivity of others suffers. Key relationships in our network are damaged, making it even harder to maintain necessary focus. Individuals who take the initiative to stay on top of their own emotional reactions and help others to do the same have a positive impact on productivity, relationships, the overall atmosphere of the workplace, and their personal well-being.

*The purpose of this module is to provide employees with strategies to address strong emotions - their own, and when appropriate, those of people they work with.*

**At the end of the module, participants will be able 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.
- ✓ 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.

### Resolving Conflict With Your Peers 4 hours

The more people have to depend upon each other to achieve results under pressure, the higher the instance of conflict. Given the complex web of inter-relationships that exist in most organizations today, there is ample opportunity for conflicts - big and small - to arise.

Conflicts can show up as minor disagreements or heated debates. However they present themselves, mishandled conflict situations damage work relationships and deplete personal energy and focus, causing productivity to plummet. People and organizations can greatly benefit from learning to handle conflicts skillfully and confidently.

*The purpose of this module is to provide participants with a process for resolving conflicts with their peers that encourages neutral solutions while building constructive work relationships.*

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

- ✓ Get ready to address conflict with a resolution mindset.
- ✓ Talk through a conflict situation objectively and non-defensively.
- ✓ Get a clear picture of the causes behind a conflict.
- ✓ Develop first steps and trial solutions to begin to resolve a conflict.
- ✓ Follow through to keep momentum toward a solution.
- ✓ Work towards reducing the impact conflict has on productivity and work relationships.



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# 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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# Resolving Conflict With Your Peers™

## Purpose

The purpose of this module is to provide participants with a process for resolving conflicts with their peers that encourages shared solutions while building constructive work relationships.

## 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:

- What's at the root of most conflicts
- The day-to-day conflicts they face
- Key actions for resolving conflicts with peers
- Planning for a real-life conflict conversation

## Payoff

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

- Work toward reducing the impact that conflict has on productivity and work relationships.
- Get a clear picture of the causes behind a conflict.
- Prepare to address conflict with a resolution mindset.
- Talk through a conflict situation objectively and non-defensively.
- Develop first steps and trial solutions to begin to resolve a conflict.
- Follow through to keep momentum headed toward a solution.

## Key Content

### Key Actions for Resolving Conflicts with Your Peers

1. Evaluate the situation.
2. Describe the conflict.
3. Find common ground.
4. Move forward.

## Typical Time Investment

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



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