

**Soft-Train**



*At Soft-Train  
Technology Works*

# Managing Emotions in the Workplace (2 Days)

**COURSE GOAL:** Understand how emotions affect your job performance and learn practical techniques to manage them.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Understand the connection between emotions and workplace stress
- Maintain your emotional composure on the job
- Create work environments where emotional honesty and emotional energy are accepted
- Control emotions and achieve positive interaction in teams and groups.

**KEY TOPICS:**

**I. Organizing with Emotion**

- A. Recruiting Emotion
- B. Being Emotionally Intelligent
- C. Virtually emotion
- D. Leading and Following – with emotion
- E. Emotion and Decisions
- F. Emotion and Change

**II. Emotional Injuries**

- A. Stress as emotion and fashion
- B. Bullying and Violence at work
- C. Sexual Harassment
- D. Downsized