

**Soft-Train**



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Technology Works*

# Managing Emotions in the Workplace (1 Day) ST00068

**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 meaning of Emotional Intelligence (EI) and how it affects your life.
- Maintain your emotional composure on the job.
- Create work environments where emotional honesty and emotional energy are accepted.
- Understand the connection between emotions and workplace stress.
- Control emotions and achieve positive interaction in teams and groups.

**KEY TOPICS:**

**I. Emotional Intelligence**

- A. What is Emotional Intelligence (EI)?
- B. The Business Connection
- C. Inspiring Workplaces
- D. Success Through Your Life

**II. The Inner World**

- A. Emotional Self-Awareness
- B. Assertiveness
- C. Self-Regard
- D. Self-Actualization
- E. Independence

**III. The Outer World**

- A. Empathy
- B. Healthy Relationships
- C. Social Responsibility

**IV. Stress Management**

- A. Stress Tolerance
- B. Impulse Control

**V. Adaptability**

- A. Problem Solving
- B. Reality Testing
- C. Flexibility

**VI. General Mood**

- A. Happiness
- B. Optimism

**VII. EI in Your Life**

- A. Assessing Your EI – Getting Real About Your Life
- B. Increasing Your EI – Where Do I Begin?