Managing Your Emotions in the Workplace

The Need
Everyone experiences emotions at work. We get frustrated with bosses giving more work when they don’t understand how much work we already have. We get upset with co-workers who don’t do their jobs, so we can’t do ours. We get angry with irate customers who don’t realize we are only trying to help. We worry about an uncertain future.

But with all these emotions, most people don’t think they have anything to do with how they are feeling. They believe their emotions are a result of an external cause. That just isn’t true.

The Best Audiences for this Workshop
All levels of staff

The Objectives of this Workshop
1. To understand how our beliefs about ourselves impact our emotional responses
2. To learn ways to take responsibility for creating positive emotional reactions to situations

The Workshop Agenda
I. What are emotions?

II. How do thoughts and behaviors influence emotions and results in a situation?

III. 7 steps to Mastering Our Emotions

IV. Personal Action Plan for accepting responsibility for the results of our emotional reactions.