

**Emotional Management & Wellness**

**Category:**

Management

**Course Prerequisite:**

None

**Course Length:**

4 hours

**Materials:**

Included

**Cancellation Policy:**

Less than 30 days, 100% non-refundable with ability to reschedule within 60 days

**Minimum Number of Students:**

4

**Maximum Number of Students:**

15

**Delivery:**vILT or cILT  
(virtual or classroom)

**Pre-work:**

None

**Description:**

At work and outside of work, employees frequently encounter situations that spark a variety of emotions. There can be disagreements over decisions, frustration of not being taken seriously, disappointment over not getting a promotion, or even total dissatisfaction with a job. It’s important to know when and how to express emotions, and when to keep them in check.

Outbursts, passive-aggressive behavior, or detachment are not constructive ways to handle emotions at work. While it is not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately.

This course provides the tools needed to recognize your emotional triggers, control your emotional and physical responses, and handle other’s emotions. As a result, you will be able to communicate more effectively with supervisors and coworkers, be able to channel negative energy into more positive and productive activities and will promote your overall emotional intelligence.

**Course Topics:**

* Learn the basics about how the brain processes outside stimulus and stress and how it determines your outward behavior (how you react)
* Where Does Fight, Flight, or Freeze Come From
* Four Parts of Emotions Management
* Four Types of Coping Strategies
* Coping Strategies Checklists
* How to Handle the Emotions of Others
* Creating Different Coping Tools