Managing Emotions within Tough Situations

Dealing with Conflict as a Professional

Target audience
- Executives and middle managers

Pre-requisites
- There are no pre-requisites for this course

Objectives
- Enrich your relationships with stimulating, pleasant emotions
- Come to grips with unpleasant emotions, both yours and other people's
- Nurture your emotional balance
- Handle tension and conflict more effectively
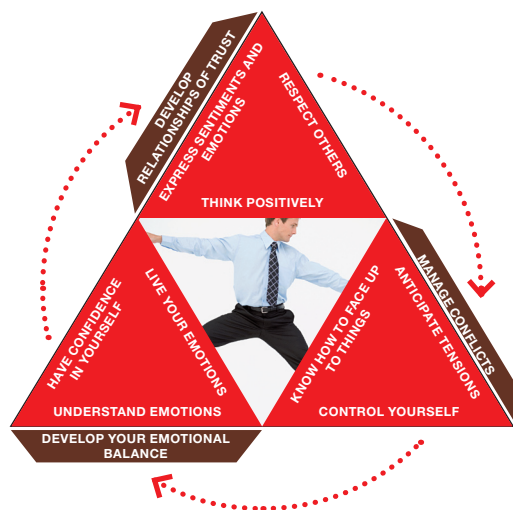
On-the-job benefits
- Richer interpersonal communication
- Become more poised, responsive and rapid in periods of change
- Understand others better and communicate more effectively
- Pinpoint the positive aspects in yourself and those around you
- Avoid stress

Benefits for the company
- Increase individual and collective motivation thanks to a more varied and stimulating professional environment
- Improve collective ability to resolve difficult situations constructively:
- Streamlined interfaces
- Faster problem resolution
- Optimised decision-making processes
- Smoother work in project mode
- Increased productivity and performance

Special features of this course

The virtuous triangle of emotional management:
Balance – Confidence – Performance

DEVELOP RELATIONSHIPS OF TRUST
EXPRESS SENTIMENTS AND EMOTIONS
RESPECT OTHERS
THINK POSITIVELY
HAVE CONFIDENCE IN YOURSELF
LIVE YOUR EMOTIONS
MANAGE CONFLICTS
ANTICIPATE TENSIONS
KNOW HOW TO FACE UP TO THINGS
UNDERSTAND EMOTIONS
CONTROL YOURSELF
DEVELOP YOUR EMOTIONAL BALANCE

Experience the virtuous triangle with three memorable exercises

Mobius strips
This exercise is a topological analogy:
> Building rich relationships that can weather conflict

Emotional journey
Creative exercise:
> Getting back in touch with your emotions
> Opening up and listening

The neighbour on my right is a great person!
Real-time role-play:
> Expressing recognition
> Hearing and understanding other people's emotions

Practical advice about…

Managing your emotions and conflicts:
> Nurture your emotional balance
> Dare to trust others
> Learn to prevent conflicts

Developing your emotional balance:
> Understand your emotions
> Build your self-confidence
> Take the time to experience emotions

Developing trusting relationships
> Express your feelings and emotions
> Respect others
> Think positively

More effectively managing conflicts
> Anticipate and control tense situations in relationships
> Control and express your emotions
> Learn to come to grips with and resolve disagreements

Programme

Knowledge
self-assessment

Introduction
and the first tools

Classroom training:
ongoing role-play exercises, case studies,
peer coaching, individual action plan, etc

Cement knowledge and practice

Progress self-assessment

Initial assessment → **e-learning** → **Classroom training** → **e-learning** → **Final assessment**

Three 30' e-learning modules +

Impact of emotions in the workplace

- Identify how your emotions work.
- Develop your perception of emotions.
- Use emotions to improve your relationship with others and resolve conflict.

Developing your emotional conscience

- Identify how your emotions work.
- Develop your perception of emotions.
- Use emotions to improve your relationship with others.
- Resolve simple conflicts.

Understanding emotional dysfunction

- Identify your emotions and emotional reactions.
- Manage your own emotional reactions.
- Deal with the reactions of others.

Two-day classroom course +

1_ Take a new look at emotions
- Understand the connections between emotions, stress, conflict and self-confidence
- Learn about the brain's role
- Identify emotions
- Recognise the role of emotions

2_ Develop your emotional balance
- Develop your emotional awareness
- Experience emotions
- Handle incoherent emotional reactions
- Develop self-confidence

3_ Use emotions in relationships of trust
- Understand the benefits of trust
- Think positively
- Respect other people and their emotions
- Express and share the emotions you feel

4_ Resolve conflicts
- Learn conflict-resolution methods
- Learn to cope
- Establish attitudes and behaviours that avert conflict

5_ Develop your self-control
- Learn self-control techniques
- Manage your anger

Two 30' e-learning modules

Understanding and expressing your anger positively

- Identify the first signs of anger.
- Identify hidden messages.
- Express your anger appropriately.
- Managing anger in others.

Controlling your emotions

- Understand why self-control is vital.
- Use practical tools for self-control effectively.
- Measure the importance of positive thinking.
- Create your own action plan.

Key points

> Assessments both before and after the course
> E-learning modules accessible for 1 year
> Personalised support throughout your course