

# How to Handle Emotionally Charged Situations in the Workplace

Have you ever been confronted by an angry co-worker or had to deliver bad news you knew would set someone off?

Workplaces are stressful and there are plenty of triggers for strong negative emotions. If you're like most people, you'd prefer to avoid these uncomfortable situations. But avoidance doesn't usually work for long.

In this LIVE, interactive, virtual seminar, you'll discover how to handle tense situations and emotionally-charged behavior in a calm, reasonable way. This course prepares you with practical advice for keeping your cool and knowing what to say and do to de-escalate the conflict around you, preserve your work relationships and get on with your day.

## Day 1

### Session 1

#### Achieving Emotional Balance

- The importance of embracing your emotions, while staying in control of your responses
- 6 traits of an emotionally balanced individual
- How emotions catch you off guard and play into your patterned approach to situations; and how to change old habits
- Steps for maintaining emotional control by choosing how you respond when you feel afraid, anxious or angry

### Session 2

#### Using Self-Awareness and Empathy to Tackle Conflict in its Early Stages

- How to become more conscious of your emotional triggers so you can choose your reactions
- 3 parts of empathic communication and how they help you show others that you understand
- Important interpersonal skills for strengthening relationships and to use in emotionally charged situations
- De-escalate conflict by using a consistent, planned method

### Session 3

#### Controlling Your Reactions

- React to stressful situations better by understanding which things you can control and which things you can't
- How to effectively communicate and get people to respond during intense or urgent situations
- Techniques for responding constructively to criticism

## Day 2

### Session 1

#### Tactful Communication for Difficult Situations or People

- Communication techniques to fall back on when facing a difficult conversation
- Tools to help you work through disagreements or misunderstandings
- How to reword what you're saying so you don't make things worse when dealing with difficult people
- Tactics to say "No," deliver bad news or give constructive feedback with fewer negative effects

- Techniques for calming an angry person so they'll be receptive to your words

### Session 2

#### Assessing and Resolving Conflicts

- 5 basic causes of conflict and how they affect the approach you use
- Positive, constructive techniques that will help you gain cooperation
- Questions to ask to help you get all the facts and build rapport as you deal with conflict
- Tactics to use when you're caught in the middle of other people's conflicts
- Ways to prevent people from getting defensive

### Session 3

#### Using Social Awareness and Communication Flexibility to Strengthen Relationships

- Top people skills needed to survive in the workplace
- 4 different communication styles and the need to adjust to the other person's communication preferences
- Valuable communication tactics that will strengthen your relationships

