

Managing Your Emotional Response

Length: 1/2 Day

Summary: Stress, anxiety and fear are real emotions leaders must contend with daily, especially during a crisis. These emotions are easily compounded among our teams and other spheres of influences. Students will learn the importance of communicating assertively, listening to understand the needs of others and exercise emotional self-control when the stakes are high.

COURSE CONTENT

EMOTIONAL INTELLIGENCE DIAGRAM

- Self-Awareness
- Social Awareness
- Self-Management
- Social Skills

EMOTIONAL MANAGEMENT

- Read The Emotions of Others
- Access Your Own Level of Emotional Intelligence
- Recognize Situations in Which Emotions Have an Impact
- Use Tools to Accurately Respond to Emotional Situations