

# Workplace composure & *self composure*

COMPOSURE IN THE WORKPLACE IS A HIGHLY VALUED BEHAVIOUR. COMPOSURE IS AT THE OPPOSITE END OF THE CONTINUUM TO CRISIS MANAGEMENT.

HELP YOUR PEOPLE LEARN THE IMPORTANCE OF BEING CALM AND COMPOSED AT WORKPLACE.

## Plan of action

Composure in the workplace is critical. Being composed can be likened to a swan in water. The swan is perceived to glide along gracefully. Is your workplace surrounded with graceful swans or is it an environment of never-ending crisis and conflict management? Exit surveys will identify if your workplace needs more composure. Your HR department and your instinct will highlight any of your people who need assistance with self composure.

- How to develop workplace emotional intelligence
- How to recognise appropriate behaviour for the workplace
- How to get past composure busters
- How to understand and minimise your workplace composure triggers
- How to control emotional reactions under pressure
- How to understand the nature of composure and the negative impact of losing composure
- How to prevent others from diminishing your ability to maintain composure
- How to stay calm regardless of the circumstances
- How to be professional
- How to recognise the value of composure

“ Every great player has learned the two Cs: how to concentrate and how to maintain composure. ”

— Byron Nelson

## Key Learning Outcomes

At the conclusion of this program participants will possess the skills to:

- Understand what composure entails
- Understand the workplace benefits of being a metamorphic graceful swan
- Set a composed environment
- Remove clutter and keep your objectives top of mind
- Accept and manage personal and organisational change
- Remove the root cause of problems rather than address the symptoms of the problem
- Stay positive
- Deflect anger
- Handle criticism and confrontation
- Build trust levels within the organisation as a door opener to composure
- Positioning composure as a value
- Use time management techniques to avoid wasting precious time
- Halt negative thinking and be more aware of thinking styles
- Control reactions under pressure
- Reward and recognise positive workplace behaviours
- Link composure with rewards
- Deal with composure saboteurs
- Pursue positive thoughts rather than dwelling on faults
- Understand how thoughts affect our perceptions
- Broaden your vision and develop a more positive outlook
- Set composure goals and benchmark your progress

## Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size** 4 - 12 participants.
- **Venue** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration** This program can be adapted to meet your requirements.
- **Cost** Price on request.
- **Target Audience** Supervisors, Team Leaders and Management.

If you would like more information on this training program, please contact:

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[www.preftrain.com](http://www.preftrain.com)