



# DEALING WITH EMOTIONAL PEOPLE COURSE

"It's hard to be a diamond in a rhinestone world." - Dolly Parton

This course will give you the confidence and skills needed to effectively manage emotions in the workplace. You will gain insight into recognizing and understanding the different types of emotions exhibited by colleagues, as well as strategies for responding to them in a professional and effective manner. Through interactive activities, discussions, and role-playing scenarios, you will learn how to empathize with emotional colleagues without taking on their emotions yourself, and how to effectively manage your own emotional reactions in order to remain composed and productive. By the end of the course, you will have the essential skills and understanding to handle emotional encounters at work with confidence.

## Key Course Content:

- Identify root cause of the challenging situation.
- Use reflective listening techniques.
- Widen the perspective to capture any underlying concerns.
- Blueprint the customer's experience.
- Rework your communication style - introduction to NLP techniques.
- Tailor messages instead of a one size fits all approach.
- Remain positive even when the going gets tough.
- Embed a service recovery plan when the service delivery is failing.
- Substitute vocabulary that can add fuel to the fire.
- Understand that people have different values and therefore different behaviours.
- Manage your reactions and learn to relax.



## Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



## Duration:

This course is available as a 1-day course or a truncated half-day course.



## Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



## Group Size:

We recommend a group size of 4-10 people.