



# Comprehensive Empowerment

## Wise and Intelligent with Emotions

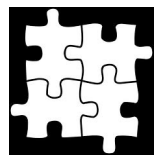
From time to time, feeling angry, sad, anxious, surprised, disgusted, or happy, etc., at work or outside of work, falls within the daily routine. But when our emotions escape from our control, reach others and cause damages, we all bear the consequences. As the price to pay is always precious, we have to act.

### What is in it for me in this workshop?

- Becoming aware of my emotions
- Developing my sense of empathy
- Working to create a relevant climate for performance
- Diagnosing the spectrum of my common emotions
- Analysing what triggers them
- Knowing how to intervene before they cause a lot of damage
- Focusing on my strengths and knowing my limits
- Proactively looking for others's feedback
- Developing my interpersonal competencies



Understand



Integrate



Practise

**Keep intuition and instinct - Add structure and strategy!**

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## Agenda

## Methodology

### DAY 1

- Basic Emotions
- The Goleman Model
- Twelve abilities organised in four Clusters
  
- Self-Esteem
- 4 levels of Communication
- Anger and Fears
  
- Inner Voice
- Reformulating negative statements
- Self-fulfilling Prophecy

### DAY 2

- Bad Listening Habits
- Active Listening
- Empathy
- Mirroring
  
- Principles of influence
- Conflict Triggers
- Resolving Conflicts
- Result Orientation
- Collaboration



Subgroup Discussions



Role Plays/ Exercises



Tools, Models, Methods



Illustrative Videos



Role Plays/ Exercises

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