







Wise and Intelligent with Emotions

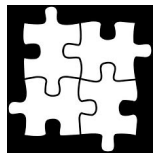
From time to time, feeling angry, sad, anxious, surprised, disgusted, or happy, etc., at work or outside of work, falls within the daily routine. But when emotions escape from our control, reach others and cause damages, we all bear the consequences. As the price to

What is in it for me in this workshop?

-  Developing a sense of empathy
-  Working to create a relevant climate for performance
-  Diagnosing the spectrum of common emotions
-  Analysing what triggers them
-  Focusing on strengths and knowing limits
-  Proactively looking for others's feedback



Understand



Integrate



Practise

Wise and Intelligent with Emotions - Agenda

DAY 1

- 📌 The Goleman Model
- 📌 Twelve abilities organised in four Clusters
- 📌 Basic Emotions: triggers and usefulness



Subgroup Discussions

- 📌 Self-Esteem
- 📌 4 levels of Communication
- 📌 Anger and Fears



Role Plays/ Exercises

- 📌 Inner Voice
- 📌 Self-fulfilling Prophecy
- 📌 Reformulating negative statements



Tools, Models, Methods

DAY 2

- 📌 Bad Listening Habits
- 📌 Active Listening
- 📌 Empathy
- 📌 Mirroring



Illustrative Videos

- 📌 Principles of influence
- 📌 Conflict Triggers
- 📌 Resolving Conflicts
- 📌 Result Orientation
- 📌 Collaboration



Role Plays/ Exercises