



How to Manage Your Emotions

Course objectives

Successful completion of this course will increase your knowledge and ability to:

- ✓ Recognize the messages our emotions send us at work
- ✓ Understand the trigger-perception-response cycle
- ✓ Reframe our thinking to avoid emotional outbursts
- ✓ Replace emotional outbursts with productive confrontations
- ✓ Recover from your own or another person's emotional outburst
- ✓ Employ long-term strategies to channel emotions productively