



Managing Your Emotions at Work

Simply put, emotions bring attention to something. It can be as simple as “I’m mad because Jim ignored my suggestion,” or “Having my suggestion ignored made me feel unappreciated.” Contrary to what most people think, a person or event doesn’t cause your emotions – your belief or perception about that event leads to your response (emotions). In other words, your boss doesn’t make you angry; your perception about what your boss said or did leads to your emotion.

Emotions guide our behavior, sometimes productively and sometimes unproductively. Emotions, even positive ones, can cause us to make impulsive, irrational decisions. Emotions (in the context of this program) are a signal that lets you know when something is wrong. However, they don’t solve the problem. ***And, if not expressed constructively, they can drain your energy and damage relationships.*** That’s why it’s important to learn how to handle your emotions effectively.

You have a choice to change how you feel after the fact, but it is usually very difficult, or impossible to change your initial emotion – it simply occurs too quickly and automatically. However, you can manage your second (and subsequent) thoughts and emotions about a situation. This **4-hour** program will provide the skills and strategies to help you manage your emotions in ways that increase your effectiveness at work, and enhance your interpersonal communication with co-workers, customers and peers.

Course Objectives

Successful completion of this program 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.

\$95, 8:30 – 12:30

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