



# Managing Emotions within Tough Situations

Dealing with Conflict as a Professional

## Who can benefit:

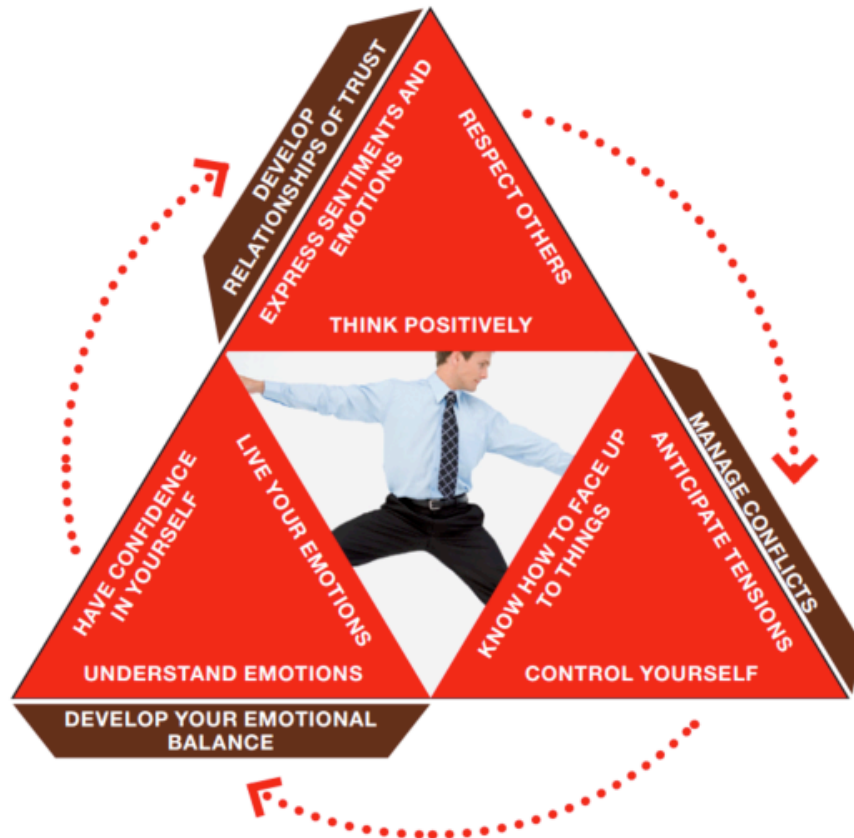
- Executives and middle managers who needs to know how to manage tough situations in their job.

## If you want to...

- Enrich your relationships with stimulating, pleasant emotions
- Come to grips with unpleasant emotions, both yours and other people's
- Nurture your emotional balance
- Handle tension and conflict more effectively

**...Then this course is for you.**

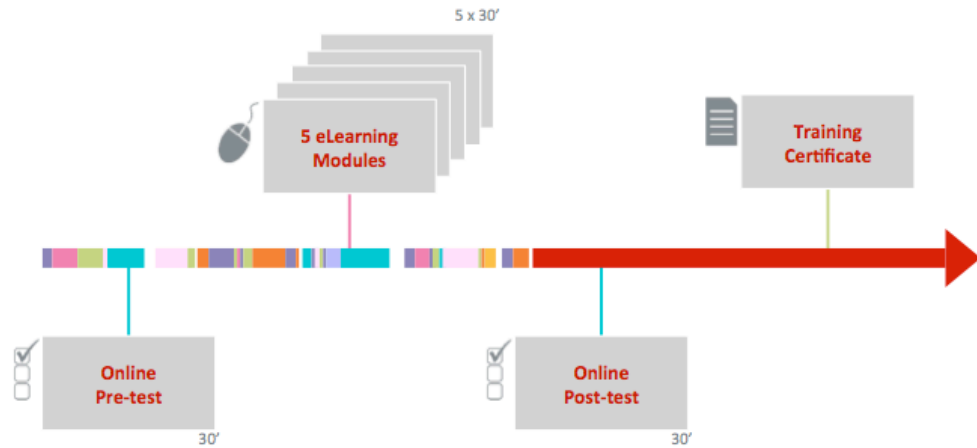
## Model which guided the course design



### Practical advice about...

- **Managing your emotions and conflicts:** nurture your emotional, balance, dare to trust others, learn to prevent conflicts.
- **Developing your emotional balance:** understand your emotions, build your self-confidence, take the time to experience emotions
- **Developing trusting relationships:** express your feelings and emotions, respect others, think positively
- **More effectively managing conflicts:** anticipate and control tense situations in relationships, control and express your emotions

## Your training path



## Knowledge self-assessment

### Impact of emotions in the workplace

#### eLearning module 1

- Identify how your emotions work.
- Develop your perception of emotions.
- Use emotions to improve your relationship with others and resolve conflict.

### Developing your emotional conscience

#### eLearning module 2

- Identify how your emotions work.
- Develop your perception of emotions.
- Use emotions to improve your relationship with others.
- Resolve simple conflicts.

## Your training path (continued)

### Understanding emotional dysfunction

#### eLearning module 3

- Identify your emotions and emotional reactions.
- Manage your own emotional reactions.
- Deal with the reactions of others.

### Understanding and expressing your anger positively

#### eLearning module 4

- Identify the first signs of anger.
- Identify hidden messages.
- Express your anger appropriately.
- Managing anger in others.

### Controlling your emotions

#### eLearning module 5

- Understand why self-control is vital.
- Use practical tools for self-control effectively.
- Measure the importance of positive thinking.
- Create your own action plan.

## Progress self-assessment

## Personalized support throughout your course

- You can track your progress through the course on the web platform
- A technical hotline is available weekdays to make sure your course runs smoothly: [elearning@cegos.ch](mailto:elearning@cegos.ch)

## Evaluation and Certification

### Evaluation

#### Online pre-test: diagnostic evaluation before the eLearning modules

- 10 random questions from all the eLearning modules to diagnose previous knowledge. Can only be taken once. Results do not count.

#### Online post-test: final evaluation after the eLearning modules

- 10 random questions from all the eLearning modules to assess the achievement of the learning outcomes. Can be taken many times and records the best score.

### Certification

In order to obtain your training certificate, you must complete all the eLearning modules and obtain **a score of at least 80%** on the online post-test.

