

Managing Emotions within Tough Situations

Dealing with Conflict as a Professional

Target audience

- Executives and middle managers

Pre-requisites

- There are no pre-requisites for this course

Objectives

- 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

On-the-job benefits

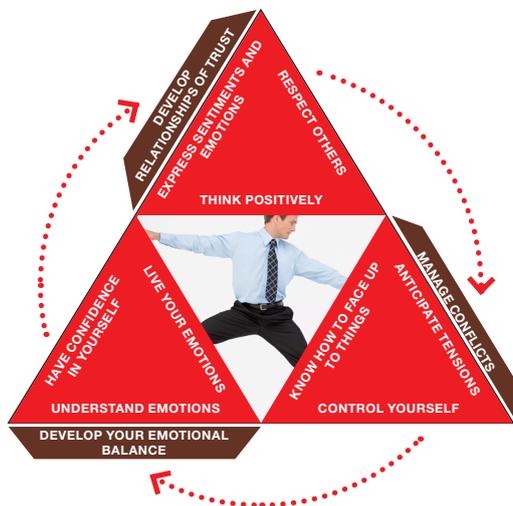
- Richer interpersonal communication
- Become more poised, responsive and rapid in periods of change
- Understand others better and communicate more effectively
- Pinpoint the positive aspects in yourself and those around you
- Avoid stress

Benefits for the company

- Increase individual and collective motivation thanks to a more varied and stimulating professional environment
- Improve collective ability to resolve difficult situations constructively:
- Streamlined interfaces
- Faster problem resolution
- Optimised decision-making processes
- Smoother work in project mode
- Increased productivity and performance

Special features of this course

The virtuous triangle of emotional management:
Balance – Confidence – Performance



Experience the virtuous triangle with three memorable exercises

Mobius strips

This exercise is a topological analogy:

- > Building rich relationships that can weather conflict

Emotional journey

Creative exercise:

- > Getting back in touch with your emotions
- > Opening up and listening

The neighbour on my right is a great person!

Real-time role-play:

- > Expressing recognition
- > Hearing and understanding other people's emotions

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
- > Learn to come to grips with and resolve disagreements

