

# Working Through Emotions and Conflict™

## Training

Meeting the needs of the new global marketplace with a flexible, total-systems approach

Emotions. Conflict. They permeate our organizations, and they can sometimes have a negative connotation. But emotions and conflict are central to the way we operate. When managed productively, they can serve as keys to enable dialogue and forward process.

Today's employees must prepare for the emotionally complex situations common in today's work environment. In this workshop, participants learn the best ways to successfully tackle conflicts with their peers at work, and the emotions that accompany them.

### Module 1: Addressing Emotions at Work™

Emotions are as much a part of the workplace as the air we breathe. Happiness, surprise, frustration, anger—they are all there and more. Emotions play a role in the choices we make and actions we take. Directed emotions can motivate, inspire, and add positive intensity to our work. When strong emotions leave our control, or “run away,” our personal productivity and the productivity of others suffers. Key relationships in our network are damaged, making it even harder to maintain necessary focus. Individuals who take the initiative to stay on top of their own emotional reactions and help others to do the same have a positive impact on productivity, relationships, the overall atmosphere of the workplace, and their personal well-being.

The purpose of this module is to provide employees with strategies to address strong emotions — their own, and when appropriate, those of people they work with.

At the end of the module, participants will be able to:

- Identify the impact of emotions on productivity.
- Be more aware of factors that cause emotions to intensify so that they can manage them more effectively.



Developing the 21st  
century workforce™

- Choose and apply techniques to address strong emotions, so they can focus on getting work done.
- Know when it is useful and appropriate to take positive action to help others manage their emotions.
- Respond to the strong emotions of others in a constructive and objective way.

## Module 2: Resolving Conflicts With Your Peers™

The more people have to depend upon each other to achieve results under pressure, the higher the instance of conflict. Given the complex web of inter-relationships that exist in most organizations today, there is ample opportunity for conflicts — big and small — to arise.

Conflicts can show up as minor disagreements or heated debates. However they present themselves, mishandled conflict situations damage work relationships and deplete personal energy and focus, causing productivity to plummet. People and organizations can greatly benefit from learning to handle conflicts skillfully and confidently.

The purpose of this module is to provide participants with a process for resolving conflicts with their peers that encourages neutral solutions while building constructive work relationships.

At the end of the module, participants will be able to:

- Get ready to address conflict with a resolution mindset.
- Talk through a conflict situation objectively and non-defensively.

- Get a clear picture of the causes behind a conflict.
- Develop first steps and trial solutions to begin to resolve a conflict.
- Follow through to keep momentum toward a solution.
- Work towards reducing the impact conflict has on productivity and work relationships.

Please Note: The modules in the workshop are also available via eLearning.

## About AchieveGlobal

In the 21st century, the level of human skills will determine organization success. AchieveGlobal provides exceptional development in interpersonal business skills, giving companies the workforce they need for business results. Located in over 40 countries, we offer multi-language, learning-based solutions — globally, regionally, and locally.

We understand the competition you face. Your success depends on people who have the skills to handle the challenges beyond the reach of technology. We're experts in developing these skills, and it's these skills that turn your strategies into business success in the 21st century.

These are things technology can't do. Think. Learn. Solve problems. Listen. Motivate. Explain. People with these skills have a bright future in the 21st century. AchieveGlobal prepares you for that world.



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