

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/2540](http://www.amanet.org/2540)

# Managing Emotions in the Workplace®: Strategies for Success

**Understand how emotions affect your job performance—and learn practical techniques to manage them.**

As you face the pressures of doing more work with more stressful deadlines and workplace demands on personal time, you're likely to find yourself in situations where it's critical to control your emotions.

## How You Will Benefit

- Understand the connection between emotions and stress in the workplace
- Improve your skills at managing emotions in the workplace and maximizing work relationships
- Become more effective at managing emotions in the workplace through assertiveness communication skills
- Create less stress in the workplace by fostering work environments where emotional honesty and emotional energy are accepted
- Learn how to balance the physical, mental and emotional aspects of life
- Control your emotions when faced with stress in the workplace and achieve positive interaction in teams and work groups

## What You Will Cover

### Understanding Stress in the Workplace

- Identify common causes of stress in the workplace from personal experiences
- Categorize common symptoms
- Discern the difference between positive stress and negative stress in the workplace
- Determine your levels of personal and work-related stress
- Recognize the ways you may be contributing unintentionally to your own levels of stress in the workplace
- Identify aspects of your personal and professional lifestyles in relation to your management of emotional well-being

### A Closer Look at Feelings and Emotional Well-Being

- Define personal mastery and its impact on your work life

- Differentiate between the two groups of emotions to better understand how you are feeling and why
- Identify different feelings in the past, present and future
- Evaluate your emotional debt and discover ways to pay it off
- Analyze situations so that your emotions do not sabotage the results you want
- Recognize thoughts, feelings and behaviors associated with stressful situations
- Analyze behavior patterns associated with stressful events

### **Communicating or Controlling? Balance or Ballistics?**

- Use your mirror listening skills to understand how others are feeling
- Identify feelings and the reasons why people feel the way they do
- Recognize when to be assertive in interacting with others
- Construct assertive messages using the XYZ technique

### **Rituals—Managing Emotions in the Workplace**

- Identify rituals that presently exist in your life
- Classify rituals according to purpose

### **Personal Action Plans—Putting It All Together**

- Create a personal action plan to implement your learning back at work

## **Who Should Attend**

Any business professional who is experiencing intense emotional and/or stressful situations at work.

## **Special Feature**

AMA Blended Learning combines instructor-led training with online pre- and post-seminar assessments, tune-up courses and other resources to maximize your training goals. Through a blend of proven instructor-led seminars and powerful online technology, AMA Blended Learning provides a compelling and more comprehensive experience for the learner—producing a greater return-on-investment for the employer and the seminar participant.

## **Schedule**

- [2] days - \$2,095 Non Members
- [2] days - \$1,895 AMA Members
- [2] days - \$1,795 GSA

## **Credits**

12 PDU/1.2 CEU/12 PDU\_L

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