

**MANAGING EMOTIONS IN THE WORKPLACE®: STRATEGIES FOR SUCCESS**

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

Seminar #2540

**Overview**

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.

**Schedule**

- [2] days

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- [2] days - **\$2,095** Non Members
- [2] days - **\$1,895** AMA Members
- [2] days - **\$1,623** GSA

**Credits**

1.2 CEU /12 PDU

**Schedule**

We have 9 scheduled sessions located nationwide starting between 5/31/2012 - 12/13/2012

Date	Location	Duration
May 31, 2012 - Jun 1, 2012	New York, NY	2 Days
Jul 19, 2012 - Jul 20, 2012	Chicago, IL	2 Days
Aug 2, 2012 - Aug 3, 2012	San Francisco, CA	2 Days
Sep 6, 2012 - Sep 7, 2012	Arlington/Washington DC, DC	2 Days
Sep 17, 2012 - Sep 18, 2012	New York, NY	2 Days
Oct 22, 2012 - Oct 23, 2012	Atlanta, GA	2 Days
Nov 5, 2012 - Nov 6, 2012	Chicago, IL	2 Days
Nov 29, 2012 - Nov 30, 2012	New York, NY	2 Days
Dec 13, 2012 - Dec 14, 2012	Arlington/Washington DC, DC	2 Days

Registering more than 4 people, please call 1-877-566-9441.

**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.

#### Ways to Register

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email [customerservice@amanet.org](mailto:customerservice@amanet.org)
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)