American Management Association's  
Managing Emotions in the Workplace®:  
Strategies for Success

**Learning Objectives**

- Identify the Causes of Workplace Stress
- Consider How Perception Has a Direct Impact on Your Emotions, and Understand How to Modify Your Perceptions
- Analyze How Hurt, Loss, Anxiety, Anger, Guilt and Depression Trigger Emotional Arousal and Reactions
- Identify the Six Myths About Stress
- Practice and Use Hands-On Techniques to Keep from Being “Emotionally Hijacked” at Work
- Identify and Practice Assertive Communication Skills to Effectively Express Your Emotions and Use Assertive Messages
- Create Rituals to Remind Yourself How to Lower Stress and Better Manage Your Emotions By Balancing the Mental, Physical, Emotional, and Spiritual Aspects of Life

**Understanding More About Stress**

- Identify Common Causes of Stress from Personal Experiences
- Interpret the Psychological and Physiological Effects of Stress
- Categorize Stressors and Common Symptoms, and Distinguish Acute Stress from Episodic Stress
- Discern the Difference Between Positive Stress and Negative Stress
- Determine Your Levels of Personal and Work-Related Stress
- Recognize the Ways You May Be Unintentionally Contributing to Your Own Stress Levels Through Perceptions of Excessive Demands
- Identify Aspects of Your Personal and Professional Lifestyles in Relation to Your Management of Emotional Well-Being
- Synthesize Your Personal Profile By Creating a Graphic Representation of the Interconnectedness of the Causes, Effects, and Personal Characteristics of Stress
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
- Assess What You Are Feeling and Why You Are Feeling That Way
- Differentiate Among 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
- Identify Thoughts, Feelings, and Behaviors Associated with Stressful Situations
- Analyze Behavior Patterns Associated with Stressful Events
- Assess the Discrepancies Between the Magnitude of a Stressful Event and the Ramifications and/or Implications of the Results of the Event, Based on the Management of Your Emotions

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
- Construct Assertive Messages Using the XYZ Technique

Rituals—Managing Emotions and Stress

- Identify Rituals That Presently Exist in Your Life
- Classify Rituals According to the Purpose They Serve
- Create Meaningful Workplace Rituals
- Test Workplace Rituals Against Real-Life Events

Personal Action Plans—Putting It All Together

- Create a Personal Action Plan to Implement Your Learning Back at Work