

**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
- Describe Key Characteristics of Emotional Health, Including How Feelings Work, How to Pay Off Emotional Debt, How to Recognize Where Your Defense Mechanisms Can Distort Your Perception, How Defense Mechanisms Work, and How to Create Emotional Peace of Mind
- 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