
WEBINAR

Helping co-workers through difficult emotions



Optimal HR
Group

Webinar “Helping co-workers through difficult emotions”

People are emotional beings and the most powerful emotions can inhibit our relationships, our everyday routine, and our job, particularly if those emotions are negative or not helpful.

Webinar Goals

Participants will:

- ✓ Use a teach-back process to learn about the four stages associated with moving others through their emotions, from being confrontational to a state of acceptance
- ✓ Be introduced to some of the core skills that will enhance this emotional progression through the four stages

Webinar Contents

- To explain where emotions come from and what triggers them
- A practical guide for a four-stage process to manage and handle someone else's emotions, so that the relationship becomes and remains a positive one
- To learn a range of interpersonal skills that will support the transition between each of the stages of the process
- To identify key actions to implement after the session

Webinar lasts **60'** and will be performed through the zoom platform.