Training Topics:

"Quite Simply, Emotional Intelligence is the Intelligent Use of Emotions."— Goleman

I. Emotions—where they come from and how they affect you:

- What is your typical response to difficult people and situations? How is it working for you?
- How to see situations and people the way they really are—without distortion or judgments
- Stop the emotional train by detecting exactly when an intense emotion is taking over
- The E-factor: Overcome draining emotions and regain your energy and zest for life
- Your hot buttons—4 ways to keep people from pushing yours
- A remarkable process for mastering your emotions

II. Know how to eliminate behaviors and habits that hinder success:

- How to face up to conflict, in spite of the almost irresistible urge to run away
- How to give yourself the most wonderful gift of all—the ability to choose your emotional response on the spot
- How to stop worry from spiraling out of control
- The single best way to turn off negative self-talk
- Take control of anger and other strong emotions
- Common misconceptions about anger—and how to replace them with the truth
- New, healthy ways for releasing anger
- Reinterpreting events that would normally cause you to "lose it"
- How and why to detect underlying causes of anger (without going to a therapist)
- How to rewire your brain and stop overreacting—for good
- How to see anger as a feeling—not an insurmountable fault
- Replacing patterns of distorted thinking with "reality thinking"
Managing Feelings & Emotions Effectively

III. Stay positive and productive in the midst of workplace change:

- The very real connection between stress and intense emotions
- Dealing with workplace changes you have no control over—the secret to "going with the flow"
- Why some people thrive on the feeling of being overwhelmed
- How to act calmly under pressure—and feel that way inside, too
- Scientifically proven ways to remove stress and the symptoms associated with it
- A new way to look at communication and how it can protect you from emotional overload

“When I say manage emotions, I only mean the really distressing, incapacitating emotions. Feeling emotions is what makes life rich. You need your passions.” - Daniel Goleman

Training Hours:
The duration of the training program will be 8 hours

Training Methodology:
- PowerPoint Presentation
- Role Plays
- Games and Group Activities
- Movie and audio clips

Resources Required:
- MMM Training Solutions will conduct the training.
- Maximum number of participants to a class will be 15.
- The training will be conducted at a venue organized by client.
- The following will be provided by client:
  - Handouts will be printed/photocopied
  - The LCD projector & Audio speakers