

Have you ever regretted having a knee-jerk reaction to a situation at work? Or regretted blowing up at someone? Come join us at Managing Emotions in the Workplace coming up this month, sponsored by HR/Organization and Employee Development in conjunction with Value Options (WSU EAP Provider)

***Managing Emotions in the Workplace.
July 23 (Part 1) and July 30, 2008 (Part 2)***

9:30a – 11:30am

3700 A/AB

At some time in our life, we all experience stress in the workplace or get into situations that adversely affect how we interact with people and our job. Discover ways to manage your emotions in a healthy way.

This program is a two- session informative, hands-on workshop that will help you to increase your ability to respond to situations coolly, calmly and confidently even while under stress.

You will work on developing and enhancing the skills you need to maintain more productive workplace relationships.

Participants will be able to apply techniques in a fun and interactive way to:

- 1) Respond more effectively to conflict situations, and conflict related stress.
- 2) Increase your own communication skills
- 3) Increase the ability to deal with difficult people
- 4) Increase customer service skills (improved customer relations)
- 5) Reduce your own stress levels and increase your satisfaction at work and home.

**** Note: you must attend Part 1 before you can participate in Part 2***

Instructions to sign-up for Managing Emotions in the Workplace:

1. Login to Pipeline at <http://pipeline.wayne.edu>
2. Click on this link:
https://www.eaa.wayne.edu/event_new/session_registration.cfm?eid=729