

Habilidades com pessoas

Conflict - Maintaining Emotional Control

Presencial

Strong emotions are both a cause of, and a result of conflict.

O que você vai aprender

- Identify the steps of the conflict cycle
- Express emotions in a healthy way
- Commit to principles for maintaining emotional control
- Talk through a conflict issue with the other person

Por que você quer aprender

In this workshop, you will address the emotional aspect of resolving conflict. You will discuss why anger, in particular, is an emotion that you have to process and manage for the conflict to be resolved professionally.

Como isso vai ajudar você