

# MentorTraining

Corporate Computer and Soft Skills Training  
*Serving the Bay Area since 1987*

## **Putting Emotions to Work**

### *Experiential Learning Series*

#### **Course Description:**

Research by Daniel Goleman, author of *Emotional Intelligence* (1995) and *Social Intelligence* (2005), and others have proven that our ability to understand and manage emotions in the workplace is a key factor for success – more so than IQ or advanced degrees. This course is design to improve the emotional expression choices at work and strengthen social skill, for both individual contributors and managers. Participants in this course will learn about emotions and feelings; their different roles and how to identify these roles in themselves and others; and how to effectively deal with emotions and feelings in the workplace. Participants will explore dimensions of both social and emotional intelligence in the workplace, as well as discuss regulation techniques and tips.

**Course Length:** 1 day with a total of 6 hours of class time, typically 9-12 and 1-4 PM.

#### **Audience and Size:**

1) High potential individual contributors and first-line managers of corporations; 2) High influence employees and opinion leaders; 3) Challenged intact groups. Diversity of enrollees is encouraged. A minimum of 10 participants is required, with a limit of 25.

#### **Learning Objectives:**

- Recognize emotions and feelings when they arise
- Identify your personal emotional tendencies
- Practice emotional regulation and experience the impact on co-workers
- Broaden your emotional self-awareness and range of response options

#### **Methodology:**

Each module of the course begins with a brief lecture introducing one or more new concepts. Each short lecture is followed by break-out exercises, typically in groups of two to four, in which the new concepts are applied, and new behaviors are practiced. Each exercise is followed by facilitated group discussions of the experience, personal learning, and its applicability to your workplace.

## **Course Outline:**

### **I Emotions and Feelings**

- a. What are emotions and feelings?
- b. How they serve us
- c. Seven primary emotion groups

### **II Emotional Awareness**

- a. Recognize and identify my own emotions
- b. Emotional flooding
- c. Recognizing self emotional tendencies
- d. The four horsemen

### **III Emotional Regulation**

- a. Communicating authentically, genuinely and congruently
- b. Self-soothing
- c. Suspending judgment and negative attribution
- d. Mindful choice versus impulsive reaction

### **IV Working in Teams**

- a. Positive sentiment override
- b. Addressing personal and interpersonal differences
- c. Empathy
- d. Value of Repair

## **Course Facilitators:**

The instructor for this course is a Senior Facilitator at Stanford's Graduate School of Business for *Interpersonal Dynamics*. She is the co-founder of Dialogue Circles and has over 15 years experience helping individuals and groups improve communication skills in both community and corporate environments. Nirit has a strong background in and passion for experiential learning. She has a Masters degree in Industrial and Organizational Psychology from San Jose State University.

Kevin Martin is the President of Mentor Training and a Senior Facilitator at the Stanford Graduate School of Business. He brings over 25 years of leadership experience in the management consulting, private equity and technology industries. Kevin possesses a deep knowledge of and keen appreciation for employee development and the skills necessary to succeed at every career stage.