



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Attitude—**

Maintains a friendly, positive, and enthusiastic outlook.

- **Interpersonal Skills—**

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

RELATED COMPETENCY CATEGORIES:

- **Adaptability—**

Open-minded to new ideas. Demonstrates flexibility when faced with changes in work expectations and environment. Responds to situations while maintaining a positive attitude.

- **External Awareness—**

Sees things from multiple points of view. Is mindful of how actions impact others. Keeps up to date with issues that affect area of responsibility.

- **Stress Management—**

Differentiates between positive and negative stress. Maintains a balance between productive and unproductive attitudes and behaviors.

Emotional Control

SUMMARY

This module will examine the connection between how people think, feel, and behave. You will explore how emotions affect your job performance, discover personal emotional “hot” buttons, and review tips for maintaining positive energy and controlling emotions in difficult situations.

CONTEXT

Haven’t you noticed that many of your employees are competent in their jobs skills, yet some are far better at getting the job done and far easier to work with than others? Research shows that positive energy and emotional control results in high productivity, smart decisions, high retention rates, good morale, and strong teamwork. Studies have shown that raising overall emotional intelligence in an organization positively affects the bottom line. The good news is that whereas your IQ is set in early adulthood, EQ can be developed over the lifespan.

At the completion of this module, you will understand the connection between what you think, how you feel, and how you behave, and the competencies of emotional intelligence. You will discover your current emotional fitness level, explore how your emotions and “hot buttons” affect your job performance, and apply tips for maintaining positive energy and controlling emotions in difficult situations.

At the completion of this module, participants will be able to:

- Understand the connection between how they think, feel, and behave
- Maintain emotional control in difficult situations
- Demonstrate greater effectiveness through improved emotional intelligence

“When dealing with people, remember you are not dealing with creatures of logic, but creatures of emotion.”

—Dale Carnegie