Core Competency Addressed in this Class:

Leading People
Apply negotiating skills including appropriate approaches for finding mutually acceptable solutions to problems or conflicts in the workplace and gaining cooperation from others.

Objective:
This class provides participants with an understanding of the brain mechanisms that underlie the behaviors of difficult and angry employees, along with approaches for helping to manage them.

Desired Learning Outcomes:
By the end of this class, participants should be able to:

1. Explain how emotions control our behavior.
2. Identify ways to manage our own emotions and control our own behavior.
3. Implement personal strategies for improving responses in difficult situations.
4. Identify ways to communicate more clearly and effectively.
5. Improve professional interactions by considering the perspectives of colleagues from different generations.