

Work Emotions: Control of Emotions at the Workplace

Do you not understand how human emotions affect work quality?

Want to understand how human emotion affects our attitudes and behaviour?

Introduction

Emotions are a daily, if not a moment-by-moment, occurrence. Emotions determine the quality of our lives. They occur in the everyday relationship we care about in the workplace, friendships, in dealings with family members and our most intimate relationship. They can save our lives, but they can also cause real damage. Above all, emotions are centred information that is integral to our well-being or, in the extreme, to our survival. Human attitude and behaviour are directly influenced by our emotions. This module enables us to understand the concept of emotion, the fundamentals of each type of emotion and at the same time how each of the emotions influence human attitude and behaviour. This module covers different human emotions such as sadness and agony, anger, surprise and fear, disgust and contempt, self-conscious emotions and enjoyable emotions.

Program Objectives

This program aims to

- Provide fundamental knowledge on the understanding of human emotions
- Enable participants to the mastery of human emotion and control of emotion at the workplace.

Learning Outcomes

After completing this program, participants should be able to

- Understand the philosophy and fundamentals of human emotions
- Understand the different theories of emotions
- Understand the main aspects of a good psychological test and its validity and reliability.
- Acquire skills in applying some intelligence and personality tests.

Who should attend?

First-line management, middle management, senior management and anyone who needs to deal and manage with people in the organisation.

Methodology

Case studies, forum discussion, role-play, presentations, gamification

Program Outline

Time	Day One
9.00am– 10.30am	Human Emotions: An Overview In this module, the participants would start to understand how human emotion derived and factors influencing human emotion. The participants would learn the interaction and impact of human emotion in different settings.
10.30am-11.00am	Morning Break
11.00am-1.00pm	Basic Human Emotion: Attitude and Behaviour In this module, the participants would learn the fundamentals of human emotion such as sadness and agony, anger, surprise, fear, disgust and contempt. The participants would identify the physiology and anatomy of human emotion.
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	The Self-conscious Emotions The module focuses on the self-conscious emotions, including embarrassment, pride, shame and guilt. The participants would apply these emotions into strategies to boost the organisation productivity.
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	Complex Human Emotions To make a more holistic strategy, the participants need to understand the more complex human emotion such as love and attachment processes, enjoyable emotions, empathy and sympathy. By mastering all these human emotions, the participants can apply nudges into their organisation strategy.

Time	Day Two
9.00am–10.30am	<p>Impact of Emotion on Attitude, According to Different Perspectives</p> <p>Before venturing into managing human emotion, the participants would learn fundamentals of human emotion and attitudes and behaviours such as phenomenological theory, behavioural theory and physiological theory.</p>
10.30am-11.00am	Morning Break
11.00am-12.00pm	<p>Impact of Emotion on Attitude, According to Different Perspectives</p> <p>In the module, cognitive and specific emotional theory are applied in managing productivity and human emotion. The participants would integrate behavioural economics into human emotion for decision making.</p>
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	<p>Human Emotions in Different Stages and Social Context</p> <p>In this module, the participants would learn human emotional development in different stages. The impact of social context and human emotion are shared in this module.</p>
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	<p>Emotions Across Cultures</p> <p>Culture plays an important role in affecting human emotion. In this module, participants would identify different emotions according to the different cultures. By understanding the impact of culture in human emotions, the participants would manage people effectively.</p>