

Human Emotions, Attitude and Behaviour

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 them 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?

Non-managerial, First-line management, middle management, senior management and anyone who wants to understand emotions, attitude and behaviour better.

Methodology

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

BI0036 Emotions, Attitude and Behaviour

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Program Outline

Time	Day One
9.00am– 10.30am	<p>What are Emotions, Attitude and Behaviour?</p> <p>In this module, participants would learn the fundamentals of emotions, attitude and behaviour. Participants would learn the correlation between emotions, attitude and behaviour</p>
10.30am-11.00am	Morning Break
11.00am-1.00pm	<p>Types of Emotions</p> <p>There are several types of emotions. Here, participants learn about the 7 types of human emotions.</p>
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	<p>Emotions and Behaviour</p> <p>How do emotions affect behaviour? Participants learn and grasp the trigger points and the motivation that causes the behaviour of someone.</p>
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	<p>Emotions at the Workplace</p> <p>Participants learn how to keep emotions intact in the workplace. Emotions in the workplace play a large role in how an entire organisation communicates within itself and to the outside world.</p>
Time	Day Two
9.00am– 10.30am	<p>Different Human Emotions</p> <p>In this module, participants learn the love and attachment processes, enjoyable emotions, empathy and sympathy.</p>
10.30am-11.00am	Morning Break
11.00am-1.00pm	<p>Impact of Emotions on Attitude</p> <p>In this module, participants are exposed to different theories that are related to emotions and attitude.</p>
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	Self-Management

	Participants learn what is going through their heads during an emotional breakdown. Participants also explore self-control and regulating techniques which work best for them when they lose control.
3.30pm-4.00pm	Tea Break
4.00pm-5.00pm	Emotions Across Cultures In this module, participants learn how culture can affect emotions. They would also learn whether emotions are universal or culture-specific.