

## Bulletproof People - Managing Emotions in the Workplace Course Outline



**FOCUS:** Training leaders / managers / supervisors to effectively identify and respond to the emotional needs within their team before, during and after any impacts on productivity and or safety.

**LENGTH:** 3 options

- 1 hr Awareness session
- 4 hr Workshop
- Customised program

**GROUP SIZE:** 10-20 (Larger groups may require extra facilitators).

**METHOD:**  Personal reflection  Pairs collaboration  Group think & action

### AWARENESS

1. What role does emotion play in business?
2. IQ vs EQ - What gets the result?
3. Empathy builds bridges not barriers within a team.

### IDENTIFY

1. Leading people through every zone of the resilience spectrum.
2. What are the triggers?
3. Case studies 'Think>Feel>Do'.

### FUTURE

1. What do I do with a team member who is at rock bottom?
2. What do I do with a team member who is showing warning signs?
3. Building a variety of platforms that provide dialogue opportunities with my team.

### TRANSFORM

1. Bullets first then cannonballs. (Low risk. Low cost. Low distraction) What's our game plan for managing emotions in the workplace? Building a set of convictions and execution strategies.
2. Building Key Resilience Actions for my team. Next 30, 60, 90 days.