

MASTERING EMOTIONAL AGILITY AT WORK



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TRAINING CENTER



Introduction

Pressure at work does not disappear because people ignore it. It shows up in rushed decisions, strained relationships, and quiet disengagement. This Mastering Emotional Agility at Work Training Course teaches participants to notice their emotions, understand what drives them, and act on their values rather than their reflexes. Learners study the MayerSalovey emotional intelligence model, the core processes of emotional agility, and practical regulation techniques such as cognitive reappraisal and acceptance-based approaches. Furthermore, the course covers empathy, difficult conversations, and recovery after setbacks. As a result, participants handle pressure with balance, think clearly under stress, and build stronger working relationships.

Mastering Emotional Agility at Work Course Objectives

- Recognize emotional patterns using the emotional agility four-process model.
- Name and label emotions precisely to reduce their intensity.
- Apply cognitive reappraisal to reframe stressful workplace situations.
- Practice acceptance-based techniques instead of suppression or avoidance.
- Detect emotional triggers before they drive reactive behavior.
- Use box breathing and grounding methods to regain composure quickly.
- Build empathy through active listening and perspective-taking.
- Navigate difficult conversations without escalating tension.
- Recover from setbacks with structured reflection and self-compassion.
- Support colleagues' emotional wellbeing with appropriate boundaries.



Course Methodology

This course combines short lectures with guided reflection and role-play. Participants keep a daily emotion journal, practice regulation techniques, and rehearse difficult conversations in pairs. Trainers use case studies, mindfulness exercises, and video review of communication style. Group debriefs explore patterns and progress. In addition, participants build a personal emotional agility plan with clear triggers, strategies, and support networks.

Who Should Take This Course

- Managers and team leaders under high pressure
- Human resources and employee wellbeing staff
- Customer-facing and complaint-handling professionals
- Healthcare, education, and public service employees
- Project managers in fast-changing environments
- Professionals recovering from burnout or heavy workloads
- Anyone who wants steadier performance under stress

Mastering Emotional Agility at Work Course Outlines

Day 1: Understanding Emotions at Work

- What emotions are and what they signal
- The MayerSalovey emotional intelligence model
- Emotions and decision-making quality
- The emotional agility four-process model: showing up, stepping out, walking your why, moving on
- Common myths: emotions are unprofessional, emotions are fixed

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- Emotional patterns and workplace culture
- Building a personal emotion vocabulary

Day 2: Self-Awareness and Triggers

- Identifying personal triggers and their early signals
- Body awareness: the physical map of emotion
- The emotion journal and pattern tracking
- Values clarification and the "walking your why" principle
- Naming emotions with granularity to reduce intensity
- Distinguishing facts from interpretations
- Self-awareness practice with partner feedback

Day 3: Regulation and Resilience

- Cognitive reappraisal: changing the story you tell yourself
- Acceptance-based approaches versus suppression
- Box breathing, grounding, and the 90-second rule
- Managing anger, anxiety, and frustration constructively
- Reframing setbacks and restoring perspective
- Self-compassion practices and the inner critic
- Regulation lab with real workplace scenarios

Day 4: Empathy and Difficult Conversations

- Cognitive and affective empathy defined
- Active listening, paraphrasing, and validating emotion
- Perspective-taking across roles and cultures



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- Delivering difficult feedback with care
- Holding boundaries without coldness
- De-escalating tense exchanges with colleagues or clients
- Role-play with recorded review

Day 5: Sustaining Emotional Agility

- Building daily habits that protect emotional balance
- Recovery routines after high-stress periods
- Recognizing burnout signals in yourself and others
- Supporting colleagues while respecting boundaries
- Building a resilient team culture
- Personal emotional agility plan and accountability
- 30-day follow-up commitments

Conclusion

By successfully completing Mastering Emotional Agility at Work, participants will gain a practical understanding of how emotions influence judgment, behaviour, and working relationships. They will be able to identify triggers early, regulate reactions under pressure, practise empathy in difficult moments, and recover quickly after setbacks. In addition, they will know how to support colleagues without overstepping. Gentex Training Center designed this course so that learners return to work calmer, clearer, and more effective under pressure.

FAQs





Q1 What is the "Mastering Emotional Agility at Work" course about?

It teaches how to understand and work with emotions rather than suppress them. Participants learn to identify triggers, regulate reactions under pressure, practise empathy, handle difficult conversations, and build habits that keep performance steady during stressful periods.

Q2 What are the key benefits of the "Mastering Emotional Agility at Work" course?

Participants make clearer decisions under pressure, recover faster from setbacks, and reduce conflict with colleagues and clients. They also lower their risk of burnout, improve working relationships, and become steadier, more trusted team members.

Q3 What skills will I gain from the "Mastering Emotional Agility at Work" course?

You will gain emotional self-awareness and trigger recognition, emotion regulation under pressure, empathy and difficult-conversation handling, and resilience and recovery practices. These four skills combine to keep your performance stable when pressure rises.

Q4 What tools, methods, or standards are covered in the "Mastering Emotional Agility at Work" course?

The course covers the MayerSalovey emotional intelligence model, the emotional agility four-process model, cognitive reappraisal, acceptance-based approaches, box breathing and grounding techniques, the emotion journal, and active listening and validation methods.



Q5 How is the "Mastering Emotional Agility at Work" course applied in real-world practice?

Professionals apply it during performance reviews, customer complaints, tight deadlines, team conflicts, and periods of organizational change. The methods transfer to any role where composure and relationship quality determine how well work gets done.