

Course : Managing with emotional intelligence

manage your emotions and those of others

Practical course - 2d - 14h00 - Ref. EMO

Price : 1650 CHF E.T.



4,5 / 5

BEST

Adapt your verbal and relational managerial communication by decoding the behavioral structures of your colleagues and managing their emotional potential. Encourage constructive relational development, identify the stages in the evolution of a crisis situation and reinforce self-control.



Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understanding emotional mechanisms
- ✓ Reinforce self-control in destabilizing situations
- ✓ Identifying relationship games
- ✓ Handling delicate emotional situations
- ✓ Act constructively on team emotions

Intended audience

Managers and team leaders.

Prerequisites

No special knowledge required.

Practical details

Hands-on work

Emotional diagnostic tools. Role-playing based on professional cases. Group role-playing and debriefing.

Course schedule

PARTICIPANTS

Managers and team leaders.

PREREQUISITES

No special knowledge required.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

1 Understanding the emotional dimension of management

- Identify key relationship management skills.
- Decode the behavioral structures of individuals in the workplace.
- Listening and responding to relational needs.
- Understanding emotional mechanisms.
- Anticipate and manage the reactions of individuals in [[aggressive]] situations.
- Understand emotional "fears" and manage associated stressful thoughts.
- Control the process of self-mastery.
- Analyze key behaviors in destabilizing situations.

Hands-on work

Self-evaluation test of emotional processes.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

2 Developing emotional competence

- Identify progress and blocking factors of emotionality.
- Managing emotional "non-effective" behaviors in the relationship.
- Identify "scenarios" and trade distortions.
- Help your interlocutor identify his or her interpretations and misunderstandings.
- Handling delicate emotional situations.
- Tailor your communication to the needs of your audience.
- Unblock difficult situations by seeking common ground.

Role-playing

Case scenarios based on "difficult message". Debriefing with individual analysis.

3 Identify and manage the emotional reactions of interlocutors

- Learn to avoid emotional "pollution".
- Identify relational games.
- Helping your contacts move into emotional growth.

Role-playing

Case scenarios based on "[[emotional message]]". Debriefing with individualized analysis.

4 Supporting collective emotions

- Approach the team as an emotional entity.
- Unite your teams around constructive emotions.
- Managing collective emotions by mastering the evolution process
- Overcoming resistance.
- Establish a development partnership.
- Optimize emotional resources by identifying the "role" best suited to the situation.
- Use verbal structures to consolidate your "role".

Role-playing

Situational simulation of tricky situations. Debriefing with individual analysis.

REMOTE CLASS

2026 : 18 June, 17 Sep., 16 Nov.