

E-Learning Course

Emotional Management at the Workplace

Program Overview

This course is designed to help you learn how to effectively manage your own emotions at the workplace and navigate interpersonal dynamics with ease.

Pre-requisites

Have written and oral command of the language of instruction.

Learning Objectives

There are 4 main questions, and each of them will yield its own objectives, which will be covered module by module.

The questions are:

- What is Emotional Intelligence and why is important?
- Why should we manage emotions?
- How do we manage our emotions effectively?
- How do we manage other's emotions?

Course Content

- Introduction
- Self Awareness
- Situational Self Management
- Managing Emotions with Others

Duration

2 Hours

Assessment

Not Required

Certificate

The participant will be awarded with Gulf Aviation Academy (GAA) electronic certificate upon successful attendance and completion of the course.