



Life Works
Employment Assistance
Program Provider

For more than 40 years, we've been providing EAP and Work-Life solutions that help employers develop and maintain healthy work environments and improve their people's health and productivity at work and home. With genuine commitment, we continuously innovate to establish new benchmarks in everything we do. We introduced a market-leading Employee Assistance Program. This was the first EAP to provide 24-hour access to master's-level counsellors. The year we launched fully integrated EAP and Work-Life services - an industry first. We were the first to add Health & Wellness solutions to our fully integrated EAP and Work-Life services. Introduction of the first Total Employee Well-being Platform. And since the merger with WorkAngel, we lead the market with technology.

Managing Emotions at Work

Friday, May 18, 2018 • 10:45 am - 12:15 pm

Presenter:

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Workshop Summary:

This session provides clinic staff with an understanding of potential stressors that occur in and out of the workplace and provides techniques to manage those emotions. In the session there will be discussion of the importance of emotion management within the workplace and the five components of emotional intelligence. Emotional triggers will also be discussed with the intention of having participants be able to pinpoint their own personal responses to certain triggers and how to manage these responses.

Learning Outcomes:

After participating in this session, learners will be able to:

- Indicate the importance of emotion management in the workplace.
- Identify five components of emotional intelligence in the workplace.
- Pinpoint situations at work that trigger emotional reactions and recognize personal responses to these hot buttons.
- Create techniques for understanding and managing feelings.