

## DEFUSING EMOTIONALLY CHARGED SITUATIONS

### COURSE OVERVIEW

Frequent changes, tight deadlines, unresolved issues, personally conflicts, issues from home—conditions like these make the workplace a pressure-cooker where emotions can get out of control, affecting both performance and relationships. To succeed at work, employees need self-knowledge of what tends to set them off, as well as techniques for cooling down a tense situation.

In this module, participants begin by examining the consequences—for themselves and others—of allowing emotion to get the better of them. Then they work together to identify their individual “hot buttons,” and develop appropriate strategies for coping with them. Later, they consider and apply guidelines for handling others who may be out of control emotionally, and for moving the conversation toward calm, rational problem-solving.

Finally, participants come up with their own reminders of key techniques and plan later application of the skills they’ve learned.

### LEARNING OBJECTIVES

- List their hot buttons.
- Describe several methods for cooling down a situation.
- State the two keys for effectively defusing emotionally charged situations.
- Use a variety of responses to cool down an emotionally charged situation with another person.

### SKILL STEPS

- A. Tell yourself to stay cool.
- B. Say nothing until the other person calms down.
- C. Listen for facts and feelings.
- D. Offer your support.
- E. Ask questions to understand the situation better.
- F. Give information to clear up misunderstandings.
- G. Seek a solution.
- H. Know when to walk away.
- I. Try to see the other person’s point of view.
- J. Apologize, if necessary.

### LENGTH OF SESSION

2 Hours