



## Dealing with emotion and aggression

### Getting comfortable with uncomfortable feelings

Have you ever said or done something you regretted later? Or been on the receiving end of someone else's negative emotional outburst? These are uncomfortable situations, but we've all been there. Now, fortunately, you can learn a better way to deal with these moments going forward. This course offers you a safe, methodological approach to getting the upper hand on difficult emotions.

**COMPETENCE<sup>+</sup>**

 **RELEVANCE**  
A SCHOUTEN & NELISSEN COMPANY

## Results

- Your colleagues benefit from the emotional intelligence you contribute
- Your colleagues feel safe and comfortable exchanging ideas with you
- Your colleagues understand and respect your boundaries

## Competences

In this training you will be working on the following competence(s):

- Conflict management
- Conversational skills
- Listening
- People-oriented leadership

Nobody is perfect. Yet when we understand the causes of difficult emotions, both in ourselves and in others, we are much better prepared to deal with them whenever they occur. This course welcomes all individual performers and project leaders for an opportunity to get to know yourself and others from a new perspective.

## Participants

The maximum group size for the training course is 12 participants.

## Course description

### What will you learn

As human beings, we're all largely driven by emotions. But what happens when negative emotions like rage or sadness take over? Bringing emotionally charged situations like these to a positive conclusion takes sensitivity, self-awareness and an understanding of the interpersonal dynamics at play. This course helps you identify emotions and their triggers, so you're prepared to actively deal with them.

We've all been upset or hurt in the past by emotional experiences. To learn to stay in control when emotional situations arise, it's important to learn about emotions in a safe environment. This course is carefully designed to improve your emotional intelligence without retraumatizing or reopening old wounds. Our method-based, constructive approach empowers you to overcome conflict going forward.

### Program path





Some of the topics you'll learn about in this course include understanding the functions of emotions, their benefits and downsides, recognizing and dealing with four types of emotional and aggressive behavior, and techniques for neutralizing conflicts and de-escalating situations. You will also learn how to keep listening, show understanding, name behavior and set boundaries, as well as how to safely end conversations that may escalate into harmful situations.

### Training method

The Core program is a blended learning journey that forms the foundation for your skills. Relevant for professionals who are new to a skill and are ready for an in-depth learning experience. It is a 11-week program where you will receive ongoing support by a facilitator. During the 11 weeks you will get 1 day of group training, virtual peer coaching and online learning sessions.

### Accreditation

Relevance Learning has been awarded as a gold accredited learning provider by LPI (Learning and Performance Institute). This badge is received for its commitment to high quality process improvement in the provision of learning, development and training services to clients.

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### Certificate

On completion of the training course and subject to attendance and active participation, Relevance Learning will award a certificate. Our certificates are highly regarded in the business community.

### Duration

### Training Days

The Core program is a blended learning journey (in partnership with CrossKnowledge) that forms the foundation for your skills. Relevant for professionals who are new to a skill and are ready for an in-depth learning experience. It is a 11-week program where you will receive ongoing support by a facilitator. During the 11 weeks you will get 1 day of group training, virtual peer coaching and online learning sessions.

### Face to face training set-up:

- Week 1 Welcome Kick-off session and 360 effect scan
- Week 2 Online Learning
- Week 3 Online Learning
- Week 4 Online Learning
- Week 5 Face-to-face training from 9:30 AM to 5:30 PM
- Week 6 Online Learning
- Week 7 Virtual Peer coaching
- Week 8 Online Learning
- Week 9 Online Learning
- Week 10 360 Effect Scan
- Week 11 Online toolkit, certificate and evaluation

### Virtual training set-up:

- Week 1 Welcome Kick-off session and 360 effect scan
- Week 2 Online Learning
- Week 3 Online Learning
- Week 4 Virtual facilitator led training 1/2 day
- Week 5 Online Learning
- Week 6 Virtual facilitator led training 1/2 day
- Week 7 Online Learning
- Week 8 Virtual Peer coaching
- Week 9 Online Learning
- Week 10 360 Effect Scan
- Week 11 Online toolkit, certificate and evaluation





## Investment

### Training course

The price of the training course is € 1.500,00 (excl. 21% VAT).

Do you pay the invoice yourself? Then you automatically get a beneficial advantage. No 21% VAT will be charged. The price will then be € 1.500,00.

### Facility costs

The price for the use of the accommodation, coffee/tea and an extensive lunch buffet is € 95,00 (excl. VAT). You obviously do not pay any facility costs if you choose the online course in the 'virtual class'.

### Payment method

You or your organization will receive a digital invoice from Competence Training Institute – a Schouten & Nelissen company, which can be paid via bank transfer. Or use the payment link in the email for an internet or credit card payment (Mastercard or Visa). Please ensure that payment is made within 30 days of the invoice date and at the latest before the first day of class.

## Terms & Conditions

Our current terms and conditions are displayed at [www.competence.org/terms-conditions](http://www.competence.org/terms-conditions).

## Current start and registration dates

You can register for this training course at [www.competence.org/CPDEA](http://www.competence.org/CPDEA). For questions or help with registration contact [info@competence.org](mailto:info@competence.org) or call + 31 (0)418 682 938.

## Additional information

### Reserve your place

You can book an optional seat in the training you prefer. This will be valid for two weeks. This assures you of participation even if you cannot decide now. Book your option on our website or call + 31 (0)418 682 938.

### Incompany

Do you wish to do this training course together with colleagues? We also provide incompany training courses. We can develop training programs specially tailored to your organization's needs. For more information on tailor-made and in-house programs: Call + 31 (0)418 682 938 and book a telephone consultation.

### Free consultation

Unsure whether this training program fits your learning needs? Our program advisors will be pleased to support you in making the right choice. You can call them on + 31 (0)418 682 938 on working days between 8.00 AM and 5.30 PM.



## About Competence & SUAS

### Your talent is the focus

SUAS and our international brand Competence are committed to talent. Whether it is your talent or that of your team or organization, we develop talent by means of training, coaching and consultancy. This way we can contribute to your personal success and the success of your organization.

### Continuous learning

Our approach goes beyond classical training. Your learning is optimized by continuously working to achieve your own learning goals.

### The best training, from the best trainers

At Competence & SUAS you are trained by the best trainers. Professionals, trained in behavioral science and with broad experience in group-dynamic processes. Our trainers develop your awareness of your own abilities and help you to develop new skills and behaviors. Their style is down-to-earth and direct, with a strong focus on practical applications. They are also always abreast of and utilize the latest insights in their field.

### Choose for quality

Competence & SUAS stand for quality and permanent, positive results - since 1980. This has led to various recognitions and accreditations: Such as CEDEO, ISO 9001, ISO 27001 and NVAO. We are also a member of several industry associations such as NRTO.

### Training programs throughout Europe

Competence & SUAS offer you training at more than 30 locations in Europe. Our locations have been selected on the basis of accessibility and quality. And, as many of our training courses start on a weekly or monthly basis, you can start working on your personal development immediately! Start dates and locations can be found on our website [www.competence.org](http://www.competence.org). Please contact us if the location or date that you want is not listed. We will schedule extra

training programs in response to sufficient need.

## Contact

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## Planned events

Datum	Plaats
06-12-2024	VIRTUAL CLASS

Do you wish to register or if you would like more information about the start dates? Call +31 (0)418 682 938.

Version: 18-10-2024