



COVID-19: Managing Emotionally-Charged Interactions

In our current challenging and constantly changing environment, it is natural for people to feel that their certainty and safety is being threatened. When someone feels threatened, it is common for them to react emotionally – displaying anger, aggression, or distress, or engaging in personal attacks. Whether you are experiencing this behaviour from your customers, at home or in your local supermarket, this **1-hr virtual learning session** will provide you with an increased understanding of why emotionally-charged interactions occur and how to manage these effectively while maintaining your personal well-being.

Key concepts:

- Acknowledge how challenging conversations can affect us
- Increase awareness of what's happening when we/others react emotionally, to promote empathy and encourage cooperation
- Learn strategies for dealing with emotionally-charged interactions
- Learn strategies to help reset and recover between interactions and at the end of the day
- Know where to go to for additional support