

## Managing Emotion & Stress at Work



HRD Corp Claimable Course

Trainer : Dave Yeogeswaran

Date : 25-26 June 2025 (Online)



### Workshop Description

In today's fast-paced and demanding work environments, stress and emotional challenges are inevitable. This **2-day Managing Stress and Emotion at Work** workshop is designed to equip professionals with the tools and strategies to effectively manage stress, regulate emotions, and build resilience. By combining the science of stress management with the principles of emotional intelligence, participants will gain a deeper understanding of their emotional triggers and learn practical techniques to navigate high-pressure situations with confidence and composure.

Through interactive activities, self-assessments, and real-world applications, this workshop will help participants enhance their self-awareness, improve emotional regulation, and foster stronger interpersonal relationships. Whether you're looking to prevent burnout, improve workplace communication, or develop a healthier work-life balance, this program provides actionable insights and strategies to thrive both personally and professionally.

### Workshop Learning Objective

- Understand the science of stress and its impact on the brain, body, and behavior.
- Identify personal stress triggers and emotional patterns through self-awareness.
- Apply practical stress management techniques, including mindfulness, reframing, and time management.
- Develop emotional regulation skills to respond constructively to high-pressure situations.
- Build resilience by cultivating a growth mindset, practicing gratitude, and maintaining work-life balance.
- Strengthen interpersonal relationships through empathy, active listening, and effective communication.
- Create a personalized stress management and emotional intelligence development plan for long-term success.

**Day 1: Understanding Stress and Emotional Intelligence****Welcome and Icebreaker**

- Welcome participants and introduce the program objectives.
- Icebreaker Activity: "What's your biggest stressor at work?"

**Module 1: Foundations of Stress Management**

- The science of stress: How it affects the brain and body.
- Types of stress: Eustress vs. distress.
- Identifying personal stress triggers and patterns.

**Activities:**

- **Self-assessment: Stress inventory to identify personal stressors.**
- **Group discussion: Share common workplace stressors and coping mechanisms.**

**Module 2: Introduction to Emotional Intelligence (EQ)**

- What is Emotional Intelligence?
- The 5 components of EQ:
  - Self-awareness
  - Self-regulation
  - Motivation
  - Empathy
  - Social skills
- The connection between EQ and stress management.

**Activities:**

- **EQ self-assessment: Evaluate strengths and areas for improvement.**
- **Case study: Analyze a workplace scenario where EQ could improve outcomes.**

**Module 3: Building Self-Awareness**

- The importance of self-awareness in stress management.
- Identifying emotional triggers and patterns.
- Understanding the link between thoughts, emotions, and behaviors.

**Activities:**

- **Reflection exercise: Journaling to identify emotional patterns.**
- **Group activity: Mapping thoughts, emotions and behavior patterns.**

**Day 2: Stress Management and Emotional Regulation****Module 4: Mastering Emotional Regulation**

- Strategies for emotional regulation:
  - Reframing negative thoughts
  - Practicing mindfulness and meditation
  - Using positive self-talk
- Managing emotional responses in high-pressure situations.

**Activities:**

- **Guided mindfulness exercise: Practice a 10-minute virtual relaxation.**
- **Card game: Emoji Swap card game to practice responding to stressful workplace scenarios using emotional regulation techniques.**

**Module 5: Building Resilience and Preventing Burnout**

- What is resilience?
- Strategies for building resilience:
  - Developing a growth mindset
  - Practicing gratitude and optimism
  - Maintaining work-life balance
  - Recognizing and addressing burnout

**Activities:**

- **Role-play activity: Practice on growth mindset statements.**

**Module 6: Enhancing Social Skills and Empathy**

- The role of empathy in stress management.
- Active listening and effective communication.
- Building trust and collaboration in teams.
- Activities: ◦ Empathy exercise: Practice active listening.

- **Group activity: Empathy Monster flip chart presentation.**

**Module 7: Creating a Personal Stress Management Plan**

- Integrating EQ and stress management techniques into daily life.
- Setting realistic goals for personal and professional growth.

**Activities:**

- **Individual exercise: Create a personalized stress management and EQ development plan.**



Dave is a Certified Professional Trainer from Western Kentucky University, USA, and a Certified Course Leader and Trainer for UP Your Service! – Achieving Superior Service by Ron Kaufman. Rooted in and emerging from the service industry, Dave is passionate about delivering value and obsessively determined to transform individuals, teams, and organizations to excel with the highest standards of a high-performance culture. With over 10 years of experience, he has trained and transformed hundreds of customer service agents and support staff, enabling them to excel in individual performance and deliver outstanding customer experiences, many of whom have received numerous compliments, awards, and recognitions within the organization.

After graduating as a Physiotherapist and becoming a certified Pilates practitioner, Dave kick-started his career by serving as a full-time teacher for a religious institution and as a youth leader. It was during this time that he discovered his passion for helping people be the best they can be, leading small groups, and supporting the institution's outreach efforts, fostering growth in individuals and groups alike.

Discovering his interest in the service industry, he ventured into the contact center environment as a customer care officer. Recognized for his potential, he was soon promoted to the role of a soft-skills trainer. Over the course of a decade, while supporting customers and gaining Learning & Development experience in a foreign telecommunications provider, he conducted more than 300 sessions, developing hundreds of individuals in various areas, including Customer Service and Care Fundamentals, Telephone Etiquette, Call Management, Upselling and Cross-selling, Effective Communication, Stress Management, Emotional Management, Emotional Intelligence, Influencing Negotiation, Analytical Thinking and Problem Solving, Assertiveness and Saying NO, Managing Challenging Customers, Call Back Failures, Zero Complaint Management, and many more.

In addition to his extensive service industry experience, Dave has ventured into various industries, including B2C and B2B sales, digital marketing, artificial intelligence, public relations, and media. He has had the privilege of collaborating with leading social media platforms and clients from around the globe, further enriching his versatile skill set. Dave also brings valuable experience from his time at TDCX, a BPO, where he managed various digital marketing, sales, and CX training programs for LinkedIn Account Directors, Client Solution Managers, Campaign Strategists, and Media Ops Specialists, supporting LinkedIn Marketing Solution initiatives.

Dave's diverse skill set also extends to digital learning experiences. He is an advocate of digital learning transformation, known for creating engaging and interactive e-learning content and videos. He has played a pivotal role in digitizing training strategies for organizations through the implementation of Learning Management Systems (LMS) and gamification, thereby enhancing the effectiveness of learning programs. His passion for training, equipping, and developing individuals earned him recognition as the Best Contact Centre Trainer in Malaysia (2018) by the Contact Centre Association of Malaysia (CCAM).

Dave's dynamism, charisma, and expertise are evident in his training delivery, which has not only transformed lives but also increased productivity and produced tremendous improvements in employee engagement scores within organizations. Having devoted himself to helping people discover and pursue their passions, Dave embodies the maxim:

"Discover your passion and push forward to pursue it. Your passion will keep your fire alive!"

**Participant 1**

Name: (Mr/Ms) \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Contact No: \_\_\_\_\_  
 IC No: \_\_\_\_\_  
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**Participant 2**

Name: (Mr/Ms) \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Contact No: \_\_\_\_\_  
 IC No: \_\_\_\_\_  
*(for HRD Corp grant purpose, if any)*

**Participant 3**

Name: (Mr/Ms) \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Contact No: \_\_\_\_\_  
 IC No: \_\_\_\_\_  
*(for HRD Corp grant purpose, if any)*

**Human Resource / Approving Manager**

Name: (Mr/Ms) \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Company Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
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