Help your supervisor candidates understand the importance of controlling their emotions, especially in stressful circumstances. This course introduces the concept of emotional intelligence and how to apply it in emotionally-charged situations.

**HIGHLIGHTS**

- Illustrates what it’s like to work for someone who is not in control of his or her emotions
- Provides practical advice for handling an emotional employee using calm discussion and empathy
- Practice handling an emotionally-charged situation in a way that produces a positive outcome for the co-worker while protecting the guest experience