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COURSE BROCHURE

# Managing Emotions and Problem Solving for Team Leaders Training Course

30 August – 3 September 2027
New York

# Managing Emotions and Problem Solving for Team Leaders Training Course

**Ref:** 3217_122398 **Date:** 30 August – 3 September 2027 **Location:** New York **Fees:** 7900 GBP

Managing Emotions and Problem Solving for Team Leaders is a 1-week training course for team leaders, supervisors and section managers who must resolve workplace problems while pressure runs high, and who leave with a personal problem resolution playbook. Faster decision cycles, stretched teams and constant change mean that a leader's emotional reactions now shape how well problems are framed and solved. Jupiter Prime Training offers this course on managing emotions and problem solving.

## Why Managing Emotions and Problem Solving Matters Now

Three forces shape how leaders handle difficult problems today. Workloads and deadlines have tightened, so frustration and anxiety arrive before facts do. Teams are more varied and often partly remote, which makes tension harder to read and easier to escalate. A leader who stays composed defines the real problem, keeps people talking and chooses solutions that hold. A leader who reacts in the moment blames, rushes or freezes, and the same fault returns. The course rests on established principles of emotional awareness, structured root cause enquiry and evidence-based option appraisal.

## Who Gains Most from Managing Emotions and Problem Solving

- Leaders responsible for front-line teams who absorb complaints, faults and urgent requests every day
- Supervisors accountable for shift handovers, service recovery and staff disagreements
- Section heads who chair problem meetings and must keep debate productive
- Project and operations coordinators who resolve conflicts between schedules, resources and quality
- Specialists stepping into first leadership roles who now carry decisions for others

Groups that gain most are leadership teams from one department or service line, who can agree a shared routine for working through problems.

## Managing Emotions and Problem Solving Capabilities

Participants practise pausing before reacting, separating feelings from facts and moving a stuck discussion towards a sound choice.

- Recognise early signals of anger, anxiety and defensiveness in yourself and others — choosing when to pause a discussion
- Apply calming and reframing techniques under pressure — keeping a problem meeting constructive
- Define a problem statement separating symptoms from causes — directing effort at the real issue
- Generate and weigh options against agreed criteria — selecting a solution sponsors can support
- Communicate difficult decisions with empathy and clarity — sustaining trust among affected staff
- Build a review routine that captures lessons from setbacks — preventing repeat failures across shifts

## Key Managing Emotions and Problem Solving Terms

- Emotional trigger — an event or remark that provokes a strong automatic reaction.
- Emotional regulation — noticing, labelling and adjusting a feeling so it supports judgement.
- Cognitive reframing — reinterpreting a setback from another angle so new options appear.
- Problem statement — a short factual description of the gap between what is happening and what should happen.
- Root cause — the underlying condition that, once removed, stops a problem recurring.
- Decision criteria — the agreed measures, such as cost, risk, time and staff impact, used to compare possible solutions.

## Managing Emotions and Problem Solving Day by Day

## Day 1: Emotions at Work and Their Effect on Judgement

- Emotional Trigger Mapping — Spotting Situations That Distort Leader Judgement
- Stress Response Signals — Knowing When Thinking Quality Starts to Drop
- Feelings Versus Facts Log — Separating Interpretation From Observable Events
- Team Mood Reading — Sensing Tension Before It Becomes Conflict
- Personal Reaction Profile — Identifying Habitual Responses Under Pressure

## Day 2: Regulating Reactions in Live Situations

- Pause and Label Technique — Calming Reactions During Tense Conversations
- Cognitive Reframing Drills — Turning Setbacks Into Workable Next Steps
- Breathing and Grounding Routines — Restoring Focus Before Critical Decisions
- De-escalation Language — Lowering Heat in Complaints and Disputes
- Recovery After Criticism — Responding to Blame Without Defensiveness

## Day 3: Defining Problems Clearly and Calmly

- Problem Statement Writing — Agreeing What Exactly Is Going Wrong
- Symptom and Cause Separation — Directing Effort at Underlying Conditions
- Repeated Why Questioning — Tracing a Fault Back to Its Source
- Cause and Effect Diagramming — Grouping Contributing Factors for Discussion
- Evidence Gathering Checklist — Testing Assumptions Before Acting

## Day 4: Generating Options and Choosing Solutions

- Structured Idea Generation — Widening Options Beyond the First Answer
- Weighted Criteria Matrix — Comparing Solutions on Cost, Risk and Impact
- Pre-Mortem Review — Anticipating How a Chosen Fix Could Fail
- Group Decision Facilitation — Reaching Agreement Without Silencing Dissent
- Decision Communication Script — Explaining Choices to Affected Staff

## Day 5: Practising the Problem Resolution Playbook

- Live Case Simulation — Applying Regulation Techniques to a Service Failure
- Root Cause Session Rehearsal — Leading a Team Through a Recurring Fault
- Criteria-Based Choice Exercise — Selecting a Fix for a Manufacturing Delay
- Setback Debrief Routine — Capturing Lessons Without Assigning Blame
- Problem Resolution Playbook — Assembling Personal Routines for Daily Use

## Applying Managing Emotions and Problem Solving After the Course

- Run one recurring problem through a calm root cause session with your team, using a written problem statement and a cause and effect diagram.
- Keep a two-week feelings versus facts log for tense situations, then adjust your pause routine.

## Managing Emotions and Problem Solving Questions FAQ

### What is managing emotions and problem solving, and why does it matter now?

It is the skill of staying composed while defining and resolving workplace problems. Leaders who regulate emotions frame issues accurately and choose fixes that last.

### Which roles gain most from managing emotions and problem solving training?

Team leaders, supervisors and section heads gain most. Their reactions set the tone for how calmly their teams work through difficult problems.

## How does managing emotions and problem solving differ from a general emotional intelligence course?

It joins emotional regulation directly to problem definition and solution choice. A general emotional intelligence course explores self-awareness and relationships broadly, while this one applies them to live faults, complaints and decisions a team leader must resolve.

## What will you bring back from managing emotions and problem solving training?

You bring back a personal problem resolution playbook. It holds your trigger map, calming routines, a problem statement template and a criteria matrix.

## Managing Emotions and Problem Solving: The Way Forward

The problem resolution playbook first informs how a leader opens the next tense problem meeting: pausing, naming the issue and agreeing criteria before debate. Team leaders use it with their staff in hospitals, call centres and production sites alike. After its first use, revisit the trigger map, because the situations that unsettle a leader change as the role and the team grow.