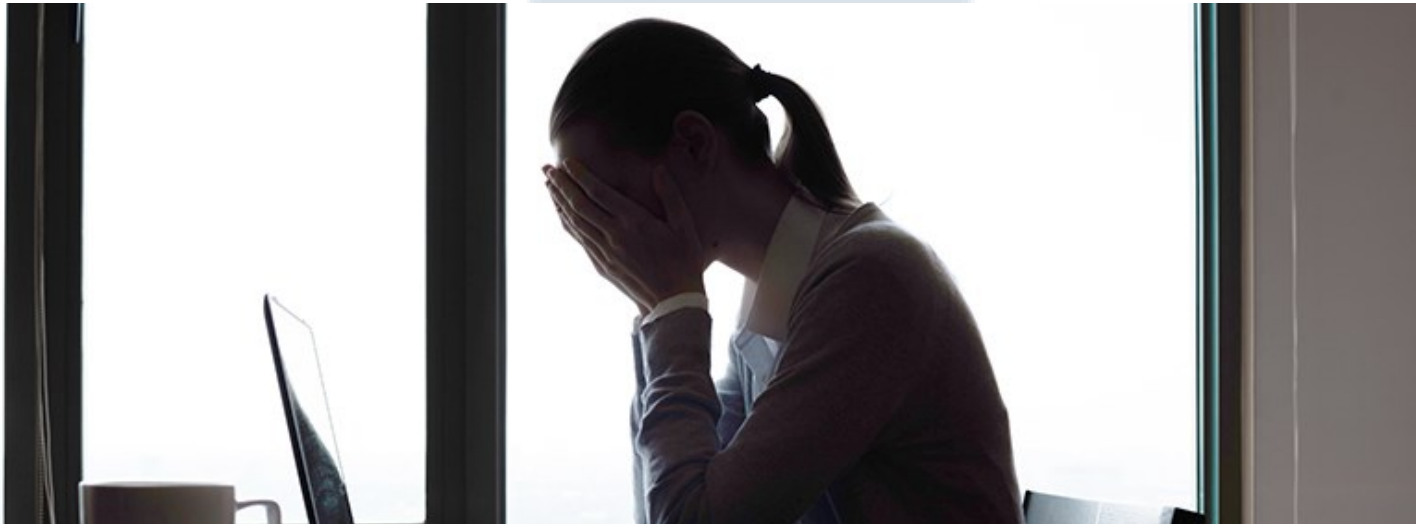


# MANAGE YOUR STRESS, HANDLE DIFFICULT SITUATIONS AND BOOST YOUR CONFIDENCE



**Time:** According to both employees and trainer availabilities

**Duration:** 6 hours (3 days)

**Software:** Zoom

**Trainer:** Mrs. Raphaela Vallauri

**Language:** English

**Rate per session:**

700 USD/Members

1,000 USD/Non-Members

Up to 14 employees per session

## WHY YOU SHOULD ATTEND?

The goals of this workshop are to improve inter-personal communication, handle their stress as well as the one from others and enhance the skills and the emotional intelligence of each participants. More specifically, the goals are to help each person to feel more confident, to reduce their stress, to be able to manage their emotions in their everyday work and in their personal life.

Each part will be interactive and not 'lecture' style, involving group work, discussions, training activities and role plays.

## COURSE OUTLINE

### **PART # 1 – Introduction (2 hours)**

How to better interact with people: clients, colleagues, (friends, family)

How to better interact with people and solve communication problems

Role playing. 1st impression exercise: 7 seconds, discussion on challenges, difficulties, situations to address - Brainstorming

### **PART # 2 – Stress (2 hours)**

How to manage it, reduce it? How to manage your emotions? Where does the stress come from?

Negative emotions and their impact on your everyday work and life

Exercise / Tool: Applying the basics of EFT

### **PART 3 – Feel powerful and confident (2 hours)**

How to shift your perceptions?

Practice your public speaking skills on a real situation.

Exercises / Tools: The Super Hero, The Circle of Excellence, Wonder woman

Practice and implementation of previous exercises

# MANAGE YOUR STRESS, HANDLE DIFFICULT SITUATIONS AND BOOST YOUR CONFIDENCE

TRAINER: RAPHAËLE VALLAURI



Raphaële is an expert in the treatment of fears, stress and anxiety. She has developed an original method and has successfully accompanied hundred people around the world.

She holds two Masters and an Executive MBA in Management, Communication and Marketing (France), and a certification in NLP and coaching (USA).

She has a strong international background as she worked on 4 continents: Europe, South and North America, Asia, North Africa and Middle East.

In 2010, she created her coaching and counseling company specialized in team building and business & life coaching. She has now 6 years of experience as an instructor and collaborated with internationally renowned organizations such as the World Bank, Save the Children or Lafarge Holcim.

Her areas of expertise cover business & life coaching, counselling, stress management as well as marketing, communication or sales development.