

SOCIAL AWARENESS IN THE WORKPLACE

Social Awareness is about recognizing and understanding others' emotions. Unlike “self-awareness,” which is looking inward, “social awareness” is looking outward, being able to perceive the feelings of others and respond to their needs. Social awareness requires you to live in the moment — to ignore the clutter in your mind and, instead, actively listen and observe. This training focuses on the social impacts here and now that affect your workplace. Now is a time of unprecedented stress on everyone. There are people who thrive under stress, but such people are rare; for most of us, stress brings out our worst behaviors. We offer a tightly focused, behavioral-based program that helps you become aware of and — when possible — prevent potential workplace disruptions. Becoming more aware of your surroundings is critical to responding rationally to a difficult situation and to level heads prevailing in the workplace.

Intended Audience

Appropriate for all staff in your organization

Training Duration

1 hour for staff / 1.5 hours for managers*
(includes Q&A)

Learning Objectives

- **Recognizing people as individuals**
 - Gaining an understanding of our differences
 - How life experience influences people's actions
 - Identifying our own conscious/unconscious biases
- **Embracing the values of flexibility, compassion, and understanding**
 - Shifting your mindset from consistency to flexibility
 - Redefining fairness
 - Recognizing that your professional behavior is more important than ever before
- **Knowing your responsibilities to yourself, your teammates, and your customers**
 - Setting an excellent example
 - Respecting your teammates
 - Valuing your customers
 - Taking pride in how you treat others
- **De-escalating potential conflicts***
 - Safely intervening in conflict situations
 - Reinforcing respectful values
 - Managing political/social conversation
- **Your responsibilities for ensuring a safe workplace***
 - Identifying the warning signs of potential workplace violence
 - Acting proactively to prevent workplace violence
 - Identifying substance misuse, which may contribute to violent behavior
 - Practical “How to” steps to address potentially violent employees

*learning objectives included in Manager training only



Did you know we offer an array of trainings? Check out more of our trainings [here](#).