L’AKADÉMIE DU DIGITAL · TRAINING PROGRAMME Qualiopi certification being prepared

The meaning of Emotions

FOR-CMR-M4-A · Relational Communication

Understand your emotions and those of others in order to regulate them and make them allies of the relationship

DURATION
14 hours — 2 modules of 7h (theory and workshop)

PRICE
On quote

AUDIENCE
Companies & individuals

ACCESS
Access within 2 working days after validation of needs and prerequisites.

Training delivered in co-facilitation, priced by quotation. Rate based on €70 excl. VAT per hour (14-hour module); indicative and negotiable depending on volume, format and context.

Learning objectives

- Understand the role and function of basic emotions
- Identify and precisely name your emotions and their triggers
- Use simple emotional regulation techniques
- Recognise other people’s emotions and respond appropriately
- Bring emotional intelligence into your work exchanges

Target audience

- Employees, managers and teams who want to improve their working relationships
- Individuals, freelancers and project owners
- Students and learners from schools and training centres

Prerequisites

- No technical prerequisites or particular qualifications.
- Be willing to take part in simulations and group discussions in a supportive setting.

Programme

THEORY Theory Module — The meaning of Emotions

The module presents basic emotions, their function and manifestations, the difference between emotion, feeling and mood, triggers (needs, values, memories), the components of emotional intelligence and several regulation techniques (breathing, stepping back, rephrasing, anchoring).

Objective : understand the role of emotions and know techniques to regulate them.

- Basic emotions, functions and triggers.
- Components of emotional intelligence.
- Simple regulation techniques.

Assessment : Quiz and analysis of an emotionally charged situation.

Welcome & framing	15 min	Present the programme, objectives and schedule; gather expectations. Oral presentation, round-table introductions.	
What emotions are for	2h05	Basic emotions, function, manifestations; emotion, feeling, mood. Interactive talk, concrete examples, group discussion.	Oral questions; mini-quiz.
Triggers and emotional intelligence	2h05	Needs, values, memories; self-awareness, regulation, empathy. Interactive talk, concrete examples, group discussion.	Oral questions; mini-quiz.
Regulating and responding	2h05	Breathing, stepping back, anchoring, rephrasing; responding to another person’s emotion. Interactive talk, concrete examples, group discussion.	Oral questions; mini-quiz.
Summary & assessment	30 min	Go over the key points and assess what has been learned in the module. Group recap, participant feedback.	End-of-module quiz (pass mark ? 60%).

WORKSHOP Practical Workshop — The meaning of Emotions

Participants build their “emotional map”, practise naming precisely what they feel, try several regulation techniques, then apply them to work scenes: difficult announcement, criticism received, team conflict.

Objective : build your emotional map and choose a regulation technique suited to each situation.

- Personal emotional map.
- Practice in naming your emotions precisely.
- Applying the techniques to work scenes.

Assessment : Simulation and written review of the technique chosen.

Workshop kick-off	15 min	Present the instructions, the confidentiality framework and the split into pairs or subgroups. Oral presentation, forming the groups.	
My emotional map	2h05	Spot your frequent emotions, their bodily signals and their triggers. Pair and subgroup simulations, role plays, group debriefing.	Observation by the trainer; guided self-assessment.
Trying out regulation	2h05	Breathing, stepping back, anchoring: trials, comparison, personal choice. Pair and subgroup simulations, role plays, group debriefing.	Observation by the trainer; guided self-assessment.
Work scenes	2h00	Difficult announcement, criticism received, team conflict: role plays and debriefing. Pair and subgroup simulations, role plays, group debriefing.	Observation by the trainer; guided self-assessment.
Debrief & review	25 min	Present your work, draw lessons and write a personal action plan. Oral presentation, group feedback, written action plan.	Written action plan and discussion with the trainer.
Satisfaction survey	10 min	Collect immediate satisfaction feedback. Satisfaction questionnaire.	Satisfaction survey.

Teaching methods and resources

In-person training at our premises or yours, in small groups. A mix of theory, hands-on workshops and practical scenarios.

Required equipment :

No particular IT equipment; room suitable for subgroup work

Assessment methods

Learning outcomes are assessed during and at the end of the training; an attendance certificate is given to every learner.

Accessibility

Training accessible to people with disabilities. Contact us before registering so we can study the adjustments needed.

Funding

Quote or training agreement on request. Qualiopi certification is being prepared: eligibility for OPCO funding will open once it is obtained.

Certification audit planned for T1 2027. No OPCO eligibility before it is obtained.

Trainer(s)

Claire Marguerie — Trainer — cognitive psychology, communication and NLP