持續進修
CPD

持續專業進修活動 -
情緒控制與衝突管理

CPD Activity on Emotion Management and Skills in Dealing with Conflicts

在日常生活中，我們會面對不同的情緒反應及其帶來的負面影響，適當的情緒管理能將負面情緒轉化成為進步的正面動力。正面的情緒可以提升工作效率和表現，負面的情緒卻可能誘發一系列生理和心理問題，導致人與人之間的衝突。為加強持牌人對情緒管理的認識及了解引致情緒起伏的原因，監管局於 2019 年 8 月 21 日，邀請香港青年協會，舉辦了一個題為「情緒控制與衝突管理」的持續專業進修講座。

是次講座分為兩部份，第一部份由監管局代表向持牌人分享涉及情緒控制的違規個案。第二部份由香港青年協會代表講解情緒控制的長遠好處及自我身心放鬆的技巧、衝突管理的重點以及處理衝突的方法。

是次講座共有 67 名持牌人出席，參加者均對講座給予正面的評價和支持。

In our daily life, we are faced with different emotions and their negative effects. Appropriate emotion management skills can turn negative emotions into positive forces. Positive emotions can improve productivity and performance. Conversely, negative emotions may trigger a range of physical and psychological problems and lead to conflicts with people. In order to enhance licensee's understanding of emotion management as well as the causes of emotional upheaval, the EAA had invited the Hong Kong Federation of Youth Groups to hold a CPD seminar titled "Emotional Control and Conflict Management" on 21 August 2019.

The seminar was divided into two parts. The first part was conducted by a representative of the EAA who shared with the licensees a number of non-compliance cases relating to emotional control. The second part, conducted by a representative of the Hong Kong Federation of Youth Groups, was about the long-term benefits of emotional control, skills of emotional awareness relaxation as well as conflict management and effective ways to deal with conflicts.

A total of 67 licensees attended this seminar and gave positive comments.