

Understanding Toxic Emotions for Librarians (34 PDS Points)

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DATE: Fri, 2nd October 2009
TIME: 9.00 am - 5.00 pm
FEES: S\$200 - LAS Members
S\$220 - Non-LAS Members

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Organisations today are often caught up with efficiency, productivity and the technological aspects of business, neglecting the social aspects of work. This course shares the social aspect of management, that of emotional toxicity. The sources of emotional toxicity such as inconsiderate colleagues, difficult customers and clients, impossible deadlines, and unexpected tragedies are discussed, along with its impact on employees, which range from the erosion of morale and performance, to disenfranchisement of employees which may cause them to resort to negative behaviour such as sabotage and stealing. The concept of organisational care and techniques on how to handle emotional toxicity at work will be discussed. Case studies on how different organisations, e.g., Hewlett-Packard and Southwest Airlines, handle emotional toxicity will be covered. Specific measures on how to reduce toxicity in an organisation faced with the realities of a global and aging workforce, and of a delayed retirement age, will also be suggested.