

# How to Manage Your Emotions

## What Place do Emotions Have at Work?

### Emotional Messages at Work

- We want something and are not getting it.
- We have feelings of powerlessness.
- We have unfulfilled expectations.
- People or circumstances are affecting our outlook.

### Most Common Negative Emotions at Work

- Frustration/irritation
- Worry/nervousness
- Anger/aggravation
- Disappointment/unhappiness
- Embarrassment



### Sources of Your Perceptions

- ✓ Experiences
- ✓ Values/beliefs
- ✓ Personality

### Responses

- ✓ Mental: Positive/ negative self-talk and emotions
- ✓ Physical: Heart rate increases, blood pressure rises, pupil dilate, muscles tense, body releases adrenaline and glucose

## Common Workplace Triggers

### Organizational Causes

- Harassment, sexual or otherwise
- Favoritism of one employee over another
- Lack of leadership
- Public criticism
- Persistent conflict
- Inadequate training
- Lack of teamwork and trust

### Personal Causes

- Low self-esteem
- Lack of sense of control
- Fear of failure or rejection
- Feeling of over-responsibility
- Chronic striving to be perfect

## Productive Confrontations

- **Be Respectful:** You don't have to like the person, but treat everyone with respect and courtesy.
- **Be Assertive:** Clearly state your needs. If the other person demeans you, calmly explain that you won't be treated that way and leave the situation.
- **Be Open-Minded:** Seek to understand what the other person is thinking and feeling.

## Handling Your Own Anger and Emotions

- Breathe deeply.
- Remove yourself from the situation if possible.
- Count backward from 20 (or 50 or 100).
- Visualize a tranquil place or environment.
- Let go of expectations about the situation.
- "Freeze frame" the situation.

### Restoring Harmony

#### If You Are Involved

- Be willing to reconcile.
- Offer an apology, and accept an apology if it's given.
- Agree to disagree if you can't resolve the issue.
- Resist the urge to have the last word.

#### If You Are a Supervisor

- Allow limited venting and discuss the incident.
- Set expectations for appropriate behavior among all employees, not just those involved.
- Follow up a couple days after the incident

## Constructive vs. Destructive Communication

### Destructive Behaviors

- Being sarcastic
- Questioning integrity
- Dismissing people
- Judging and labeling
- Acting incredulous
- Asking why

### Constructive Behaviors

- Using empathy
- Being curious and open
- Using restatement to keep conversation focused
- Discussing issues sitting down
- Listening until you experience the other side of the issue
- Using neutral language
- Taking a proactive approach

### Eliminate Negative Self-Talk

- Obsessing
- Overanalyzing
- Catastrophizing
- Polarizing
- Jumping to conclusions.
- Dismissing the positive
- Overgeneralizing