

# How to Manage Your Emotions

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## Course Objectives

**Upon completion of this course, you'll be able to:**

- Recognize the messages your emotions send you at work
- Understand the trigger-perception-response cycle
- Reframe your thinking to avoid emotional outbursts
- Replace emotional outbursts with productive confrontations
- Recover from your own or another person's emotional outburst
- Employ long-term strategies to channel emotions productively

# How to Manage Your Emotions

## Chapter One: The What and Why of Emotions

## Do You Manage Your Emotions?



Think of a time when you were emotional at work. What words would you use to describe your emotion? Where did the emotion come from? What happened, and how did you handle it?

## Or Do They Manage You?

Do you remember Steven Slater? He's the JetBlue flight attendant who, after allegedly being harassed by a passenger, announced over the plane's PA system that he was quitting his job, grabbed two beers from the beverage cart, deployed the emergency evacuation chute and slid down it into infamy.



That would be a case of over-the-top emotions at work.

*“Control your emotion or it will control you.”*

**Anonymous**

## What Are Emotions?

Emotions are messages that bring attention to something. It can be as simple as “I’m mad because Jim ignored my suggestion.” Emotions are an outward expression of inward beliefs.

“Having my suggestion ignored makes me feel unappreciated.”

Emotions guide our behavior, sometimes productively and more often unproductively. Emotions, even positive ones, can lead us to make impulsive, irrational decisions. It’s almost impossible to change your initial emotion; however, you can change how you feel after the fact.



*Emotions bring  
attention to  
something*



## What Place Do They Have at Work?

A 1997 study by Cynthia Fisher at Bond University found that the most common negative emotions experienced in the workplace are:

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

Negative emotions are a signal that lets you know when something is wrong.

- You want something and aren't getting it.
- From past experience, you expect trouble.
- You have feelings of powerlessness.
- People or circumstances are influencing your outlook.

If not expressed constructively, negative emotions can drain your energy and damage relationships.



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