



Emotions and their Management

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You may be familiar with films and television programmes when alternative endings are shot and then one is selected for broadcasting. In the same way, there are many alternative endings for everyday situations you may find yourself in. Each situation could have a positive and negative outcome – how you handle your emotions will determine what sort of outcome occurs.

Thinking about a range of different emotions

- Can you identify any triggers?
- Can you identify any feelings at the onset of the feeling?
- Can you identify alternative emotional responses?
- What would happen if you responded with a neutral feeling?
- What beliefs are causing you to feel the way you do when the event occurs?

Some suggestions are given for Anger. Give your own examples for Anger and complete the rest of table below.

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Emotion	When do you experience this emotion?	What triggers it?	What impact does your behaviour have on others?	What is an alternative ending that you can choose?
Anger	<i>When a client withdraws a job near to a closing date.</i>	<i>Thinking about all the wasted time and effort in working to complete the project.</i>	<i>Terseness and brusqueness with client. Shouting at colleagues and family.</i>	<i>Positively expressing frustration with the client. Talking about the situation with my manager or a colleague.</i>

Anger

Sadness

Anxiety

Joy

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Emotion	When do you experience this emotion?	What triggers it?	What impact does your behaviour have on others?	What is an alternative ending that you can choose?
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Worry

Disgust

Surprise

Fear

Guilt

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For each event that leads to a particular feeling, identify alternative emotional responses.

Visualise your behaviour leading to the alternative response and rehearse how to respond in this way.

Set a goal for the alternative response and affirm the use of this response.

Repeat it regularly.

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