



Learning from Emotions at Work

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We remember facts – including dates, times and places – about important events. We also have the ability to recall the emotions associated with the events. Sometimes an event is important, not because it was a particular milestone, but because of the emotion that we attach to the event – either fondly or not so fondly. By allowing the luxury of remembering, we can learn from these experiences and bring our learning to the present.

Below is a list of some emotions that we experience at work. For each emotion, think about a time when you experienced and expressed this emotion. Extract one lesson that you have learnt or can learn from the event or memory.

Describe the example and the lesson that you have learnt for each emotion given.

Pride



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Happiness



Anger



Sadness



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Anxiety

A large, empty rounded rectangular box with a dark blue border, intended for notes related to the emotion of Anxiety.

Satisfaction

A large, empty rounded rectangular box with a dark blue border, intended for notes related to the emotion of Satisfaction.

Exhilaration / Joy

A large, empty rounded rectangular box with a dark blue border, intended for notes related to the emotions of Exhilaration and Joy.

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Frustration



Often, we experience situations that make us feel angry, frustration, fear or another emotion that could create a negative situation if we were to act without thinking.

Develop a phrase or statement that is personal to you and that would be useful to help you gain more self-control around mastering your emotions. This can be used as a mantra to repeat to yourself to stop you becoming a victim of your emotions.

A mantra is a critical phrase that can be used to shift a person's emphasis from limbic to rational thought. This will allow you to think and select a reaction more appropriate to your intentions.

Here are some examples.

This issue is really not worth the hassle.

In the scheme of things is this really that important?

Am I even going to remember this in five years from now?

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Let it go!

He or she is not having a go at me – it's just that I am in the way.

Write down your mantra.




A word of caution!

Mantras are not negative statements about other people. Your mantra should be able to help you redirect your future actions in a positive way. So, “*Everyone’s an idiot*” could give you calmness and change your perspective but it is not set up for redirecting emotions in a positive way.

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