

Emotions in Motion

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Just as it is impossible for us to expect people to leave their emotions at the door when they come in to work, it is equally essential that these emotions are managed and controlled. Emotional outbursts can hurt productivity, negatively impact morale and compromise safety. Here are some strategies to help you use your emotions to help yourself and others.

Figure out what pushes your buttons.

Learn to recognize what anger feels like to you, and what types of events trigger it. By recognizing in yourself when you are feeling angry you can better control your next moves. In the same way, by understanding what your hot spots are, you are better prepared to deal with them when they surface.

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Know that you are in control.

Your emotions are under your mental control. Your reaction to a situation is determined by your decision to act in one way versus another. Take responsibility for your emotions and the actions that follow from them. Someone might make you angry, but they can't make you slam your door!

Wait it out.

Sounds easier than it is, but can make the difference between cleaning out your office and being seen as a professional who's got it together. When someone says something unacceptable to you, clarify with them what they meant by it before reacting. It could be that what they said and what they meant differs. If you still

find that you are getting upset, excuse yourself from the situation and give yourself time to cool down before confronting the person.

Talk to someone.

The best way to overcome emotions is to express them productively. Find someone you trust (not someone who gossips!) and confide in them. Talk out what you're feeling and ask them to help you to deal with the problem constructively. Just getting it off your chest will help you to move forward.

Take care of yourself.

When work gets hectic, we sometimes begin to neglect our bodies. We eat poorly, exercise less and don't sleep as well or as much. These are all factors that reduce our ability to cope effectively with stress. When a stressful event does produce itself, we are more likely to react negatively because we are fatigued and in a poorer frame of mind. By keeping physical health a priority, you are better able to be rational in difficult times.

Apologize.

One key to getting along with others is, knowing when to say you're sorry. You don't need to offer a full explanation of the pressures you're under, or the reasons you think you're right. But saying "I reacted badly and I'm sorry" will be enough to demonstrate your professionalism, integrity and leadership skills.

Links:

<http://www.rediff.com/getahead/2007/jan/16emotion.htm>
<http://www.cio.com.au/index.php/id:880299848>

