

HOW TO HANDLE EMOTIONS UNDER PRESSURE

Participant Materials

 **Rockhurst Audio Conference Series**
From the training experts - Rockhurst University Continuing Education Center, Inc.

PRESENTED BY

ROCKHURST AUDIO

CONFERENCE SERIES,

A DIVISION OF ROCKHURST

UNIVERSITY CONTINUING

EDUCATION CENTER, INC.



Participant Notebook

Start	Stop

Participant Notebook, continued

Conference Agenda

- Positive and negative effects of emotions in the workplace
- Changing how you respond even when your mind doesn't want to
- Steps to changing responses
- How to neutralize paralyzing emotions
- Three ways to easily deal with the Big "A" — anger
- The three-step A.C.E. method of conflict resolution
- How to deal with back-stabbing, gossip, and resentment
- Active listening skills that are guaranteed to give you the upper hand
- Stress and burnout: tips for keeping them at bay

Participant Notebook, continued

Positive and Negative Effects of Emotions in the Workplace

1. Negative emotions can be used positively in the workplace.
2. To be effective, increase your awareness of what the real problem is and deal with it before you become emotionally involved.
3. Learn to identify and manage your emotions in order to create positive outcomes.

Change How You Respond Even When Your Mind Doesn't Want To

Respond Rather Than React

- Reacting indicates a lack of control.
- Responding is a choice in how we handle an event.
- You can choose your responses rather than reacting.

Most Behavior is Simply a Habit

- The easiest way to break a habit is to have new behaviors to substitute for the old ones.
- When you substitute and then practice the new behavior, that behavior will eventually become your new habit.
- Move from your unconscious mind to your conscious mind.

Participant Notebook, continued

Steps to Changing Responses

1. Create greater awareness of your emotional reactions.
 - Keep journals for the next few weeks, one at work and one at home.
 - Whenever you feel a reaction put it in your log.
 - Track two things:
 1. The real emotion.
 2. What triggered your reaction?

Note: The better you become at identifying the emotions and the triggers, the more able you'll be to make the choice to respond rather than react.

2. Identifying the source of triggers
 - a. Needing approval.
 - b. Trying to change or control someone or something.
 - c. Always having to be right.
 - d. Falling into the trap of perfectionism.
 - e. Sweating the small stuff.
 - f. Having to do it all.

Participant Notebook, continued

How to Neutralize Paralyzing Emotions

Two Steps to Overcoming Paralysis

1. Don't take the situation personally.
2. Become an outcome-based problem solver. Focus on the long term solution rather than the short term quick fix.

Note: "E + R = O" — event plus response equals outcome.

Overcoming Tears, Rage, Anger, and Self-Pity

- Get to the left side of your brain which is the side of logic, reasoning and linear thinking.
- Perform a real left brain activity, i.e. a long division problem in your head, name the states and their capitols, recite something that you memorized in high school and haven't said in a very long time.
- Change your exercises from time to time so they don't become too memorized.

Participant Notebook, continued

Three Ways to Easily Deal With The Big “A”— Anger

1. Don't take their anger personally.
2. Become more aware of your triggers and reactions. Let go and accept what you can and cannot control. Remind yourself frequently that there is only one person's behavior you can change — your own.
3. Do a left-brain exercise to control your mind and halt the physiological emotional responses. Become an “outcome based problem solver.”

Bonus Tip: Focus on the positive

The Three Step A.C.E. Method of Conflict Resolution

A

C

E

Two Steps You Can Take to Make Sure Everyone Remains Calm

1. Defuse the situation by saying “You're right” or “I agree.”
2. Ask questions.
 - Asking questions let people know that you're listening.
 - Asking questions help you to understand the real situation.
 - Asking questions helps you avoid assumptions by giving additional information that may clear up misunderstandings.

Participant Notebook, continued

How to Deal with Back-stabbing, Gossip, and Resentment

1. Realize that the back-stabber, gossip or person with resentment has a problem, not you. Ignore the behavior.

2. Employ the A.C.E. method to confront the issue.
 - Assess the real facts of the situation.

 - Control the situation by asking the other person questions which will also help you to understand and clarify information.

 - Engage them in a conversation to find solutions to the problems they are “talking” about.

3. Remember that other people only have the power you give them. Choose the way you respond.

Participant Notebook, continued

Active Listening Skills That Are Guaranteed to Give You the Upper Hand

“Effective people seek first to understand, then to be understood.”

— Stephen Covey

Three Ways to Listen Better

1. Listening barriers
 - Internal distractions — the voices in our heads! We’re thinking about what we want to say, or thinking about other things we want to do.
 - There may be external distractions — background noise, or difficulty hearing or understanding the person speaking.
 - Multi-tasking — make a conscious effort to be a proactive listener and give full attention to the speaker.
2. Use clear body language to let the other person know you’re listening.
 - Lean forward.
 - Use direct eye contact.
 - Paraphrase what the other person has said to make sure you understood.
3. Ask if you can take notes.

Participant Notebook, continued

Stress and Burnout: Tips for Keeping Them at Bay

Five Secrets for Maintaining a Healthy Perspective on Life

1. Laugh.
2. Exercise.
3. Drink water.
4. Eat right.
5. Get enough sleep.

Recommended Resources

Audio CDs

The Art of Being Assertive

Building Relationships

Communicate With Confidence

How to Communicate With Power, Diplomacy, and Tact

How to Handle Conflict and Confrontation

How to Handle Difficult People

How to Reach Your Personal Best

Mastering the 7 Habits

The Power of Persuasion

Winning Without Intimidation

Manuals and Handbooks

The Assertive Advantage

Dealing With Conflict and Anger

How to Work With People

Learn to Listen

Negaholics™ No More!

Lifescrpts

To order resources, call Customer Service at 1-800-258-7246,
or visit our Web site at www.NationalSeminarsTraining.com