

What to Do When Emotions Disrupt at Work

PRESENTED BY
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PCI Webinars
your Personal Growth for Working

Our focus

- When do emotions become *disruptive* at work?
- What happens when we get *emotionally “hijacked”*?
- What steps can we take to *avoid* getting hijacked?
- What can we do when *others’* emotions disrupt?

Disruptive emotions in your workplace?

What’s your experience...
how have *you* seen
emotions be disruptive?



The *problem* with emotions at work?

- Problematic emotions can be set off by just about *anything*.
- Those kinds of emotions take us *out* of our “thinking brains.”
- Such emotions often give rise to *bad behavior*.
- Disruptive emotions can *play havoc* with
 - Our effectiveness
 - Our credibility
 - Our relationships
 - Our teamwork
 - Our careers?

Are emotions *always* a problem?

What's your experience...
how have *you* seen
emotions be *helpful*?



What happens in an *emotional hijack*

- We *react* instead of *respond*.
- Strong emotional reactions tend to *escalate* situations.



So what can we *do* about it?

Tap into
"Emotional Intelligence"



From work of Daniel Goleman

Two sides to tend to



Steps to take to *avoid* getting hijacked

- ✓ Be *aware* that your “emotional mastery” has an impact.
- ✓ Do periodic *check-ins* on your emotional state.
- ✓ Know your *triggers* – and *watch* for them.
- ✓ Notice the *signs* emotions are rising.

continued.....



Steps to take to *avoid* getting hijacked

- ✓ *Slow down* emotional reactions.
- ✓ Make a *conscious choice* about how you'll to respond.
- ✓ Keep your focus on what *you* have control over: your own response only!



Responding to emotions of *others*

- ✓ Never let *them* determine how *you* behave.
- ✓ Notice the *signs* their emotions are rising.
- ✓ Try to *understand* what might be going on for them.
- ✓ Refrain from *judging* – stay open & neutral.

continued.....



Responding to emotions of *others*

- ✓ Mind how *you* respond & it may positively affect *them*.
- ✓ Practice good *communication* techniques...
 - Especially *listening to understand* them
 - Speaking *respectfully* & talking *tentatively*.

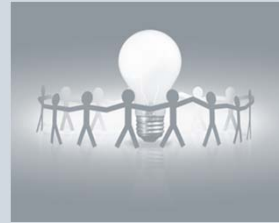


And in the end...

Keep *positive intentions*
front & center (*both* of you).
The *relationship* is generally
more important than any single issue.



What Will *You* Do Differently?



Questions?



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