

## Guidelines to Deal with Moods and Emotions

- Be sensitive but not afraid to address an individual if they are 'taking over' a session with their emotions.
- Provide empathy without having to manage the emotion head on.
- Don't try to fix the participants; they are entitled to their feelings.
- Recognise positive and negative emotions so that the participants feel listened to.
- Manage emotions, when required. If someone is overly excited, help them to focus and, if frustrated, find out the cause of the frustration and remove it.

## Types of Sense-Checking Techniques

Here are three types of sense-checking techniques:

### Emotional Icons:

- Use different icons, such as the sun, clouds, thumbs, ticks, etc.
- Limit the number of icons, for example, three good or bad or average.
- Give participants their own set of icons to show, when needed or asked for.

### Emotional Associations:

- Play with imagery; colours, shapes or landscapes.
- Alternatively, focus the questions so that the participants give a more specific response. For example, ask, 'In one word, what does the image say to you?'

### Analogies:

- Localise your analogies depending on well-known analogies.
- Alternatively, play with metaphors or use objects instead of images.