# Guidelines to Deal with Moods and Emotions

# TYPES OF SENSE CHECKING TECHNIIQUES

* 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.

