

ORGANIZATIONAL BEHAVIOUR -EMOTIONS AT WORKPLACE



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OUTLINE

- Understanding emotions
- Managing emotions at workplace
- Some crucial emotions
- Anger
- Stress at workplace
- Managing stress





EMOTIONS

- Emotions are our first language
- Emotions are universal
- Role of culture on emotional expression
- Emotions most of the times have an object
- Emotions are contagious



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GLASBERGEN

**“You always complain that I don’t know how
to show my emotions, so I made these signs.”**

SELF-CONSCIOUS VS SOCIAL EMOTIONS

- Self-conscious emotions: feeling that stem from within. E.g. shame, guilt, embarrassment and pride.
- Social emotions: feelings based on information external to themselves. E.g. pity, envy, jealousy etc.

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MOOD

- An unfocused, relatively mild feeling that exists as background to our daily experience.
- Positive emotions and job performance.
- Mood congruence: tendency to recall positive things when in a good mood and vice versa.



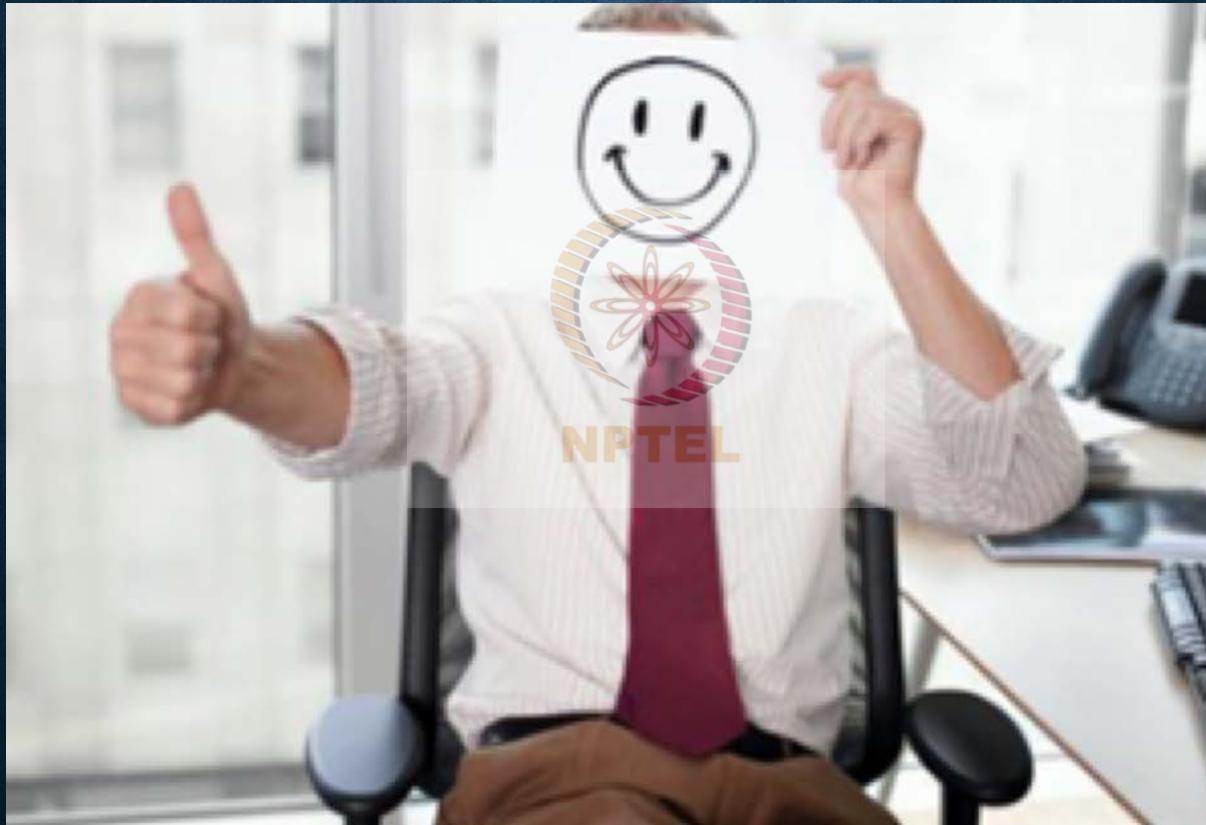
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MANAGING EMOTIONS AT WORK PLACE

- Work-family spillover effect
- Emotional labor: the psychological effort involved in holding back one's true emotions.
- Emotional dissonance: inconsistencies between felt emotions and expressed emotions.
- Emotional attachment at work place.



EMOTIONAL LABOR



SOME CRUCIAL EMOTIONS

- Shame: arises due to feeling of inadequacy, and perception of harmful or disreputable behaviour.
- Humiliation: feel of reduced to a lower position in our own or other's eyes. Feeling of disgrace and attack on self-respect.
- Guilt: feeling bad for violating some standards.
- Resentment: mild form of hate.

ANGER



**HOLDING ON TO ANGER IS LIKE
GRASPING A HOT COAL WITH THE
INTENT OF THROWING IT AT
SOMEONE ELSE; YOU ARE THE ONE
WHO GETS BURNED. – BUDDHA**

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**SPEAK WHEN YOU ARE ANGRY - AND
YOU'LL MAKE THE BEST SPEECH
YOU'LL EVER REGRET. –
DR. LAURENCE J. PETER**

**THE WORLD NEEDS ANGER. THE
WORLD OFTEN CONTINUES TO
ALLOW EVIL BECAUSE IT ISN'T
ANGRY ENOUGH.** ~BEDE JARRETT



**A MAN IS ABOUT AS BIG AS THE
THINGS THAT MAKE HIM ANGRY –
CHURCHILL**

AGGRESSION CAN BE PASSIVE

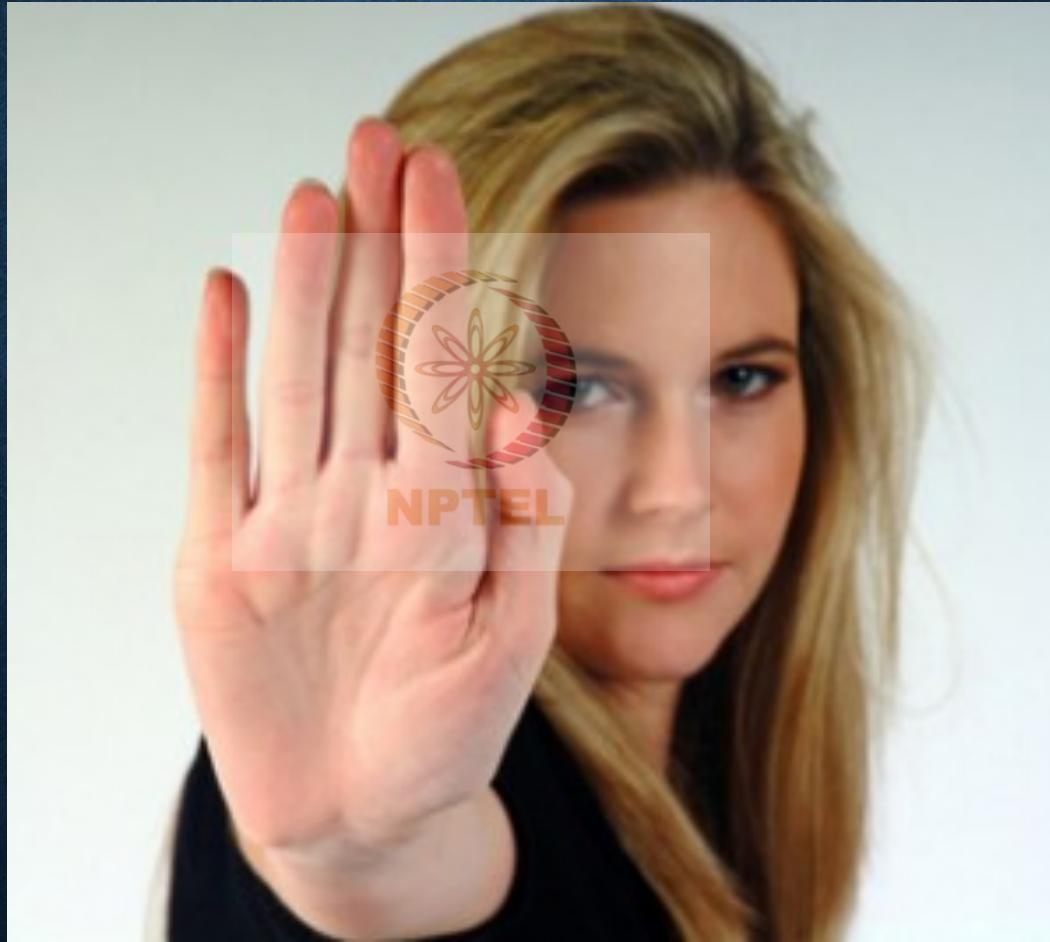


PATTERNS OF AGGRESSION

- Threat-based aggression: self-defense and aggression that grows out of fear.
- Irritable aggression: response to pain or irritation.
- Frustration-based aggression: when my goal oriented behaviour is blocked.
- Instrumental aggression: using aggression to get something.



ASSERTIVE



WHAT IS BEING ASSERTIVE?

- Being yourself ... being honest, being caring and above all being fair. Fair to your self — being authentic to your beliefs while maintaining an attitude of care for others. Clearly stating your case without being selfish, vindictive or sarcastic.



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WHAT MAKES US NON-ASSERTIVE?

- Fear
 - Of Rejection
 - Of being taken for granted
 - Of being vulnerable
 - Of being humiliated
 - Of embarrassment
- Insecurity



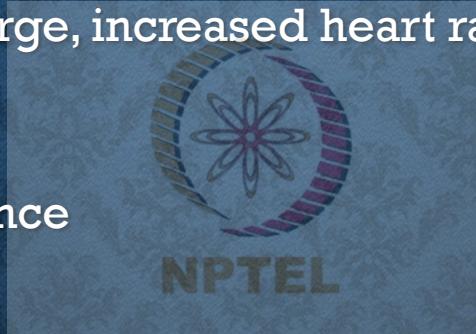
STRESS IN WORKPLACE

- Stress as an occupational hazard
- Indirect evidences
- Work and life style changes
- Physiological responses to stressful situations



GENERAL ADAPTATION SYNDROME

- Alarm reaction
 - Adrenaline discharge, increased heart rate etc
- Stage of resistance
 - Increase in resistance
- Stage of exhaustion
 - Collapse and drop in energy levels



DEFINITIONS

- Stress is a non-specific response of the body to situations.
- Physiological abnormality at the structural or bio-chemical level caused by overloading experiences
- An adaptive response to an external situation that results in physical, psychological and or behavioural deviations.

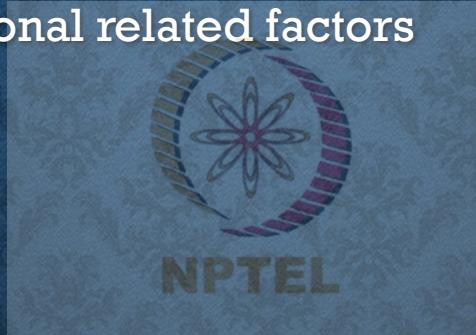
TYPES OF STRESS

- Eustress
- Distress
- Hyper work stress
- Hypo stress



TYPES OF STRESSORS

- Organizational stressors
 - Job and organizational related factors
- Life stressors
 - Life changes
 - Daily stressors
 - Life trauma
- Personal stressors
 - aging



ONCE UPON A TIME,
I WAS A PERFECT PARENT.

THEN I HAD CHILDREN.
NPTEL
THE END.

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BEHAVIOURAL SYMPTOMS OF STRESS

- Low productivity
- Absenteeism
- Interpersonal conflict
- Suicidal tendencies
- Isolation



PSYCHOSOMATIC SYMPTOMS

- Sleep disturbance
- High blood pressure
- Stress diabetes
- Back ache
- Bowel irritation
- Sexual dysfunction



**“It’s not the load
that breaks you
down, it’s the
way you carry it.”**

— LENA HORNE

MANAGING STRESS

- Self awareness
- Mindfulness
- Lifestyle changes
- Exercise and meditation



Stress Reduction Kit

Bang
Head
Here



Directions:

1. Place kit on FIRM surface.
2. Follow directions in circle of kit.
3. Repeat step 2 as necessary, or until unconscious.
4. If unconscious, cease stress reduction activity.