



Learner Guide

Effective Emotional Expression at Work

Reflect on what you've learned and think about how you can apply your new knowledge to your goals and objectives.

I. Saying “No”

For some individuals, "no" might be the most difficult word to say. But learning to say "no" can benefit your work relationships. Complete parts A and B to brainstorm ways to say "no" in a common work situation.

A. My Situation

In the space below, describe a common work situation when you have the option to say “no.”

[illegible]

B. My Brainstorm

For the situation you described, brainstorm how you could use each of the three methods for saying “no.” Identify what you could say and how you could act. Then, identify how you think each method could benefit you at work. Note your ideas in the table below.

Ways to Say “No”	My Ideas	The Benefits
The Empathic “No”	What I Could Say:	
	How I Could Act:	
The Preemptive “No”	What I Could Say:	

	How I Could Act:	
The Broken Record	What I Could Say:	
	How I Could Act:	

II. Preparing Your Goal

When expressing your feelings, it's important to be prepared to prevent expressing any uncontrolled emotion. Complete parts A and B to identify your strengths and areas for improvement.

A. Self-Assessment Checklist

Read each statement that completes the sentence below, and check the ones that are true for you.

When I have a conversation with someone who hurt or angered me, ...

- ☐ I'm able to control my emotions.
- ☐ I prepare a clear objective that sets out exactly what I want to achieve from the conversation.
- ☐ I try to see how their intentions could have been positive.
- ☐ I try to see how I appear from their perspective.
- ☐ I try to identify what they could have been afraid of or anxious about.
- ☐ I don't vent, or try to "get things off my chest."
- ☐ I don't only see bad traits or negative reasons for their actions.

B. Reflection

From your self-assessment results, identify what you already do well and what you can improve to better prepare for these types of conversations. Note your ideas in the table below.

What I Do Well	What I Can Improve

III. Clarifying Your Feelings

In order to talk about your feelings with someone who may have hurt or upset you, you first need to clarify and understand how you feel. Review the six-step process for clarifying and understanding your feelings. For each step, identify (1) what might be easy for you and (2) what might be challenging for you during this part of the process. Note your ideas in the table below.

Steps	What Might Be Easy	What Might Be Challenging
1. Identify what you're feeling		
2. Identify the underlying message		
3. Identify your personal history		

<p>4. Clarify how much of your feelings are caused by the other person</p>		
<p>5. Talk about your own feelings</p>		
<p>6. Don't act out your feelings</p>		

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