

Emotional Control

Taken by: **Boyang Yan**

Date taken: **Thursday, 24 February 2022**

YOUR RESULTS:

Emotional Control

Your Score: 98

1. If you scored between 25 and 45 you are prone to frequent, sudden emotional outbursts.

You probably have immediate and strong emotional reactions to events at work. You may often feel angry, frustrated, worried and disappointed if things don't go as you would like, and people may expect to see outbursts and fireworks from you on a regular basis.

You may also experience strong positive emotions such as passion and joy at times. Life can be a bit of a roller-coaster for you and those that work around you.

A question to ask yourself is whether your emotions are helping you and the organisation achieve your shared objectives. For example a passionate manager who shouts at his staff may feel that is the best way keep them motivated, but may, in fact, be driving them away through stress, or staff may learn to ignore what is happening due to the frequency of these emotional outbursts.

Keep a note of each time you feel that you may have lost control or got too emotional and identify: why you think it happened; what you were thinking and feeling at the time; whether, in the cold light of day, your behaviour is giving you the results that you want from yourself and your colleagues.

2. If you scored between 46 and 65 then more reflection might be helpful.

At times you can be quite emotional. You may find that you are more sensitive than others and that your emotional reactions can last a long time. However, just because you experience a strong emotional reaction does not mean that you have to react in a strongly emotional way.

Your emotional reactions may lead you to say or do things that you later regret and at times you may not feel fully in control. There are likely to be situations where your lack of emotional control has a negative effect on others as well as on yourself. Identify some situations where this has happened before and work out what the common trigger points are.

For example, you may have felt angry or upset when your manager gave you an additional task to do and perhaps you reacted badly to it. Consider what you were thinking when this happened and assess the accuracy and usefulness of your thoughts. If your first thought was 'I'm too busy already, it's not fair when Joe isn't very busy at all' explore it. First of all it's worth considering that Joe may have work on that you are not aware of, but then, when you are calm, make sure you have a conversation with your manager about it perhaps to discuss re-prioritising your tasks.

You may also benefit from learning some techniques to help manage your strong feelings in the moment, such as deep breathing, looking for something positive in the situation, seeing the humour in it, or writing down your concerns to park now and act on later.

3. If you scored between 66 and 85, you could challenge yourself more to respond differently.

You are probably managing your emotions reasonably well in the majority of situations, but may be finding that there are still some circumstances when you don't feel fully in control. Work on learning to recognise your emotional reactions more quickly, so you can nip unhelpful ones in the bud and then challenge yourself to behave differently.

For example, when dealing with an extremely demanding colleague or customer, you may find that your tendency to grind your teeth is an early sign that your blood is beginning to boil. Remember that, just because your first instinct may be to get angry, you don't have to respond in that way. Try, if you can, to stop what you are doing and find something to distract you, to interrupt your angry thoughts and feelings; don't let it escalate to the point where you might shout at them.

When you want to express strong feelings, rather than risk damaging emotional outbursts, try using phrases that start with 'I' rather than 'you' such as "I feel very..." instead of "you are being very..."

4. If you scored between 86 and 100 you are doing well, now learn some new strategies to do even better.

You probably manage your emotions well in most situations at work; however, it is worth learning some more advanced strategies to manage them even better, particularly when you are under pressure.

When facing a challenging situation, the way you think about that specific situation, person or event and subsequently feel about it, is a major factor in how stressful and emotional you find it. It is often not the situation itself, but rather how you perceive and react to it that is important.

Sometimes we can get into some unhelpful thinking habits, which drive us to have unhelpful negative emotions: we may find it difficult to separate the person from the behaviour, which means we may attack someone on a personal level rather than dealing with a particular behaviour; we may struggle to separate the person from the message – the message may be a good one, but the person may be delivering it poorly; 'Black and White thinking' is another common, but unhelpful thinking pattern, which might be seen as, for example, 'either you are on our side or against us', rather than looking for common ground to build further on.

However, it's important to bear in mind that strong negative emotions are telling you that something is wrong and that something needs to change. It may be that no matter how good we are at seeing the positive side to things, there is a serious underlying problem that we need to act on. It is rarely good in the long term to bottle up strong emotions; it's important to work with them in a constructive way.

5. If you scored between 101 and 125 you are doing extremely well, but can you always keep it up?

You seem to cope with managing your own emotions very well, being able to recognise them and take action to influence them in the direction that you want.

You are probably able to express negative emotions in a constructive way that leads to positive change and able to express positive emotions in a way that others appreciate and are motivated by. You can probably separate how you experience strong emotions from how you choose to express them yourself.

However, beware of controlling your emotions to such an extent that you may then be perceived as being somewhat detached and manipulative, perhaps seen as putting your own personal agenda first too often. Or you may be seen as someone who doesn't have feelings, is hard-hearted or shallow. It is normal and healthy to express your feelings and doing so (in a constructive way) is an essential part of building and maintaining effective relationships at work, in

particular within teams.

If you find it hard to express your emotions, pay more attention to your body and what it is telling you when under pressure. Ask yourself 'What am I feeling now in my body and where am I feeling it?' before deciding which emotion it is and choosing how best to deal with it. As well as being able to manage your own emotions well, it can be very useful to learn more about reading other people's emotions too, so that you are more able to empathise and connect with them and their own emotional experience at work.

ABOUT THIS ASSESSMENT:

Emotions in themselves are neither good nor bad; strong emotions can even be a powerful catalyst for change. However, emotions out of control can have a disruptive influence on the working environment.

How well do you cope with your emotions at work? Are you sometimes too sensitive? Do you get angry too easily and fly off the handle? Most people would like the emotions they and others experience at work to be constructive, predictable and proportionate to the circumstances.