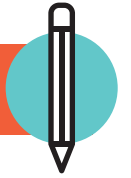


# Problem Solving Managing Emotions Top Tips



## Advice from the internet

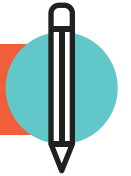
### Huffington Post:

#### 6 steps to managing emotions.

- 1. Don't react right away.** Reacting immediately to emotional triggers can be an immense mistake. It is guaranteed that you'll say or do something you'll later regret. Before refuting the trigger with your emotional argument, take a deep breath and stabilize the overwhelming impulse. Continue to breathe deeply for five minutes, feeling as your muscles untense and your heart rate returns to normal. As you become calmer, affirm to yourself that this is only temporary.
- 2. Ask for divine guidance.** Faith is our saving grace in our darkest moments. No matter your creed, developing a healthy relationship with the divine world will help you surmount your obstacles more easily. This is because when you believe in a higher force, you also believe in the power of divine intervention to show you what you must do, teach you why something is happening or even save you from a certain unwanted situation. When burdened with emotion, close your eyes, envision a positive solution to your problem, and ask the universe to illuminate the best path forward.
- 3. Find a healthy outlet.** Now that you've managed your emotion, you'll need to release it in a healthy way. Emotions should never be bottled up. Call or go see someone you trust and recount to them what happened. Hearing an opinion other than your own broadens your awareness. Keep a journal and transfer your emotions from your inner self onto the paper. Many people find it helpful to engage in aggressive exercises, such as kickboxing or martial arts, to discharge their feelings. Others meditate and chant to return to a tranquil state of being. Perform whatever activity is best-suited to you in order to liberate your being from pent-up sentiments.
- 4. See the bigger picture.** Every happening of our lives, whether good or bad, serves a higher purpose. Wisdom means being able to see past the moment and discern the greater meaning of any given situation. You may not understand it in the beginning, but as time goes by, you'll begin to see the bigger picture falling into perfect order. Even in the midst of an emotionally upsetting moment, trust that there exists an ultimate purpose which you will come to comprehend soon.
- 5. Replace your thoughts.** Negative emotions bind us to recurring negative thoughts, creating cycles of downright negative patterns. Whenever you are confronted with an emotion which is making you feel or think something bad, force it out of your mind and replace it with a different thought. Imagine the ideal resolution to your problem playing out, think about someone who makes you happy or remember an event that makes you smile.
- 6. Forgive your emotional triggers.** Your emotional triggers may be your best friend, your family members, yourself or all of the above. You may feel a sudden wave of anger when your friend "does that thing she does," or a stab of self-loathing when you remember something you could have done differently. But when you forgive, you detach. You detach from the resentment, the jealousy or the fury lingering within you. You allow people to be who they are without the need for escalating emotions. As you forgive, you will find yourself disassociating from the harsh feelings attached to your being.

[http://www.huffingtonpost.com/dr-carmen-harra/controlling-your-emotions\\_b\\_3654326.html](http://www.huffingtonpost.com/dr-carmen-harra/controlling-your-emotions_b_3654326.html)

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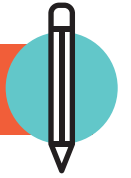
## Psychology today:

### 5 ways to get your emotions under control

- 1. Select the situation.** Avoid circumstances that trigger unwanted emotions. If you know that you're most likely to get angry when you're in a hurry (and you become angry when others force you to wait), then don't leave things for the last minute. Get out of the house or office 10 minutes before you need to, and you won't be bothered so much by pedestrians, cars, or slow elevators. Similarly, if there's an acquaintance you find completely annoying, then figure out a way to keep from bumping into that person.
- 2. Modify the situation.** Perhaps the emotion you're trying to reduce is disappointment. You're always hoping, for example, to serve the "perfect" meal for friends and family, but invariably something goes wrong because you've aimed too high. Modify the situation by finding recipes that are within your range of ability so that you can pull off the meal. You may not be able to construct the ideal soufflé, but you manage a pretty good frittata.
- 3. Shift your attentional focus.** Let's say that you constantly feel inferior to the people around you who always look great. You're at the gym, and can't help but notice the regulars on the weight machines who manage to lift three times as much as you can. Drawn to them like a magnet, you can't help but watch with wonder and envy at what they're able to accomplish. Shifting your focus away from them and onto your fellow gym rats who pack less punch will help you feel more confident about your own abilities. Even better, focus on what you're doing, and in the process, you'll eventually gain some of the strength you desire.
- 4. Change your thoughts.** At the core of our deepest emotions are the beliefs that drive them. You feel sad when you believe you have lost something, anger when you decide that an important goal is thwarted, and happy anticipation when you believe something good is coming your way. By changing your thoughts you may not be able to change the situation but you can at least change the way you believe the situation is affecting you. In cognitive reappraisal, you replace the thoughts that lead to unhappiness with thoughts that lead instead to joy or at least contentment. People with social anxiety disorder may believe that they'll make fools of themselves in front of others for their social gaffes. They can be helped to relax by interventions that help them recognize that people don't judge them as harshly as they believe.
- 5. Change your response.** If all else fails, and you can't avoid, modify, shift your focus, or change your thoughts, and that emotion comes pouring out, the final step in emotion regulation is to get control of your response. Your heart may be beating out a steady drumroll of unpleasant sensations when you're made to be anxious or angry. Take deep breaths and perhaps close your eyes in order to calm yourself down. Similarly, if you can't stop laughing when everyone else seems serious or sad, gather your inner resources and force yourself at least to change your facial expression if not your mood.

<https://www.psychologytoday.com/blog/fulfillment-any-age/201502/5-ways-get-your-unwanted-emotions-under-control>

# Problem Solving Managing Emotions Top Tips



## Mindtools: Managing Your Emotions at Work

### **Frustration/Irritation**

Frustration usually occurs when you feel stuck or trapped, or unable to move forward in some way. It could be caused by a colleague blocking your favorite project, a boss who is too disorganized to get to your meeting on time, or simply being on hold on the phone for a long time.

Whatever the reason, it's important to deal with feelings of frustration quickly, because they can easily lead to more negative emotions, such as anger.

### **Here are some suggestions for dealing with frustration:**

Stop and evaluate – One of the best things you can do is mentally stop yourself, and look at the situation. Ask yourself why you feel frustrated. Write it down, and be specific. Then think of one positive thing about your current situation. For instance, if your boss is late for your meeting, then you have more time to prepare. Or, you could use this time to relax a little.

Find something positive about the situation – Thinking about a positive aspect of your situation often makes you look at things in a different way. This small change in your thinking can improve your mood. When it's people who are causing your frustration, they're probably not doing it deliberately to annoy you. And if it's a thing that's bothering you – well, it's certainly not personal! Don't get mad, just move on.

Remember the last time you felt frustrated – The last time you were frustrated about something, the situation probably worked out just fine after a while, right? Your feelings of frustration or irritation probably didn't do much to solve the problem then, which means they're not doing anything for you right now.

### **Worry/Nervousness**

With all the fear and anxiety that comes with increasing numbers of layoffs, it's no wonder that many people worry about their jobs. But this worry can easily get out of control, if you allow it,

and this can impact not only your mental health, but also your productivity, and your willingness to take risks at work.

### **Try these tips to deal with worrying:**

Don't surround yourself with worry and anxiety – For example, if co-workers gather in the break room to gossip and talk about job cuts, then don't go there and worry with everyone else. Worrying tends to lead to more worrying, and that isn't good for anyone.

Try deep-breathing exercises – This helps slow your breathing and your heart rate. Breathe in slowly for five seconds, then breathe out slowly for five seconds. Focus on your breathing, and nothing else. Do this at least five times. For more on this, read our article on Physical Relaxation Techniques .

Focus on how to improve the situation – If you fear being laid off, and you sit there and worry, that probably won't help you keep your job. Instead, why not brainstorm ways to bring in more business, and show how valuable you are to the company?

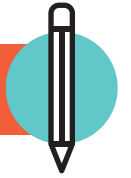
Write down your worries in a worry log – If you find that worries are churning around inside your mind, write them down in a notebook or "worry log," and then schedule a time to deal with them. Before that time, you can forget about these worries, knowing that you'll deal with them. When it comes to the time you've scheduled, conduct a proper risk analysis around these things, and take whatever actions are necessary to mitigate any risks.

When you're worried and nervous about something, it can dent your self-confidence. Read our article on Building Self-Confidence to make sure this doesn't happen. Also, don't let your worries get in the way of being appropriately assertive.

### **Anger/Aggravation**

Out-of-control anger is perhaps the most destructive emotion that people experience in the workplace. It's also the emotion that most of us don't handle very well. If you have trouble managing your temper at work, then learning to control it is one of the best things you can do if you want to keep your job.

# Problem Solving Managing Emotions Top Tips



## Try these suggestions to control your anger:

Watch for early signs of anger – Only you know the danger signs when anger is building, so learn to recognize them when they begin. Stopping your anger early is key. Remember, you can choose how you react in a situation. Just because your first instinct is to become angry doesn't mean it's the correct response.

If you start to get angry, stop what you're doing – Close your eyes, and practise the deep-breathing exercise we described earlier. This interrupts your angry thoughts, and it helps put you back on a more positive path.

Picture yourself when you're angry – If you imagine how you look and behave while you're angry, it gives you some perspective on the situation. For instance, if you're about to shout at your co-worker, imagine how you would look. Is your face red? Are you waving your arms around? Would you want to work with someone like that? Probably not.

## Dislike

We've probably all had to work with someone we don't like. But it's important to be professional, no matter what.

## Here are some ideas for working with people you dislike:

Be respectful – If you have to work with someone you don't get along with, then it's time to set aside your pride and ego. Treat the person with courtesy and respect, as you would treat anyone else. Just because this person behaves in an unprofessional manner, that doesn't mean you should as well.

Be assertive – If the other person is rude and unprofessional, then firmly explain that you refuse to be treated that way, and calmly leave the situation. Remember, set the example.

## Disappointment/Unhappiness

Dealing with disappointment or unhappiness at work can be difficult. Of all the emotions you might feel at work, these are the most likely to impact your productivity. If you've just suffered a

major disappointment, your energy will probably be low, you might be afraid to take another risk, and all of that may hold you back from achieving.

## Here are some proactive steps you can take to cope with disappointment and unhappiness:

Look at your mindset – Take a moment to realize that things won't always go your way. If they did, life would be a straight road instead of one with hills and valleys, ups and downs, right? And it's the hills and valleys that often make life so interesting.

Adjust your goal – If you're disappointed that you didn't reach a goal, that doesn't mean the goal is no longer reachable. Keep the goal, but make a small change – for example, delay the deadline.

Record your thoughts – Write down exactly what is making you unhappy. Is it a co-worker? Is it your job? Do you have too much to do? Once you identify the problem, start brainstorming ways to solve it or work around it. Remember, you always have the power to change your situation.

Smile! – Strange as it may sound, forcing a smile – or even a grimace – onto your face can often make you feel happy (this is one of the strange ways in which we humans are “wired.”) Try it – you may be surprised!

## Key Points

We all have to deal with negative emotions at work sometimes, and learning how to cope with these feelings is now more important than ever. After all, negative emotions can spread, and no one wants to be around a person who adds negativity to a group.

Know what causes your negative emotions, and which types of feelings you face most often. When those emotions begin to appear, immediately start your strategy to interrupt the cycle. The longer you wait, the harder it will be to pull yourself away from negative thinking.

[https://www.mindtools.com/pages/article/newCDV\\_41.htm](https://www.mindtools.com/pages/article/newCDV_41.htm)