Managing Emotions in the Workplace:
By Daphney Valcinor, MHC, MFT
Agenda

- Common Negative Emotions - causes
- Misconceptions about Emotional expressions
- Tools and Strategies - Managing tips
- Wrap up/ Q&A
To Express or to Not Express
What are the most common negative workplace emotions?
Most Common Negative Workplace Emotions

- Frustration/Irritation
- Anger/Aggravation
- Worry/Nervousness
Frustration and Irritation

• Frustration is the dominant workplace emotion - 73%
• Source: Ann Kreamer
Anger/Aggravation

60% have seen their bosses angry in the last year

• Source: Ann Kreamer
Nearly 50% of employees experience anxiety.

Anxiety is the #1 mental health disorder.

Worry/Nervousness
Coping strategies when in tears

• Examine your emotional triggers

• Excuse yourself - take a break

• Identify the emotion behind the tears

• Think through the tears
Strategies when Frustrated

Frustrated:

- Find some positive in the situation
- Remember the last time you felt this way, it resolved, this will too
Anger/Aggravation

It’s not “them”

• Your anger is a response, YOUR response

Anger is a secondary emotions

• Identify the first emotion; hurt, shame, fear, disappointment
Strategies for Managing Anger

- Be aware of your emotional patterns and triggers
- Breathe and excuse yourself
- Intervene with your anger early
- Choose your response, you have more control than you know
- Visualize yourself angry
  - imagine how you look to others
- Seek release (exercise, journal etc.)
Strategies for Anxiety

Worried/Anxious:

• Don’t surround yourself with others’ negativity (worry/anger) it rubs off
• Focus on action plan
• Stay in the present
• Ask for help: we all like to help
• Ask “What’s the worst that can happen?”
What’s the Story?
Emotions can get in the way or get you on the way

~ Mavis Mazhura

Thank You

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Suggested Reading

• It’s Always Personal, Anne Kreamer, 2011
ALLONE HEALTH
MEMBER ASSISTANCE PROGRAM

A Total Well-Being MAP

New Services Orientation
Mental Health Counseling

- Available to members and household family members
- Licensed Master’s level counselors
- Accessible via phone, mobile app, chat, and video 24/7
- Free short-term counseling

For help with:
- Family Conflict
- Couples/Relationships
- Substance Abuse
- Work/Life Balance
- Depression
- Grief
- Anxiety
- Parenting
- Stress
• Available for members and household family members
• Up to 3 free sessions
• For your personal & professional goals:

  • Life transitions
  • Enhancing communication skills
  • Improving stress and time management
  • Creating better work/life balance
  • Managing multiple projects and demands
  • Living a more purposeful life
  • Setting goals and action steps
  • Improving relationships
Legal & Financial Resources

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• Bankruptcy
• Divorce/Custody
• Estate Planning/Will
• Real Estate
• Adoption
• Elder Care

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Access a Personal Assistant via: phone, web portal, mobile app, and chat.
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The MAP Total Well-Being model offers everyday solutions for you and your family. Our goal is to create meaningful connections with MAP through our broad range of services and multiple access points. Services are available on-demand via telephone, web portal, mobile app, video counseling and chat.
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