

Logic and Emotion

Most people say they think logically. In reality, every decision we make is through a lens of emotion. Because of this, there is a natural tension between emotion and logic as we think things through. The best decision-makers have learned how to balance this tension while assisting customers and communicating with co-workers.

Fostering an Emotionally Healthy Workplace

Educate on how emotions impact decisions and performance. Make emotional health part of coaching. Watch for cues that signal unease. Take time to listen. Notice the nuance. It is the little things that drive a person into a bad mood. Help others maintain perspective. Be the voice of reason and calm for others. Remember your own outlook. Managers are watched for changes in their own behavior. Your balance will impact others' balance.

The Brain Wants to Keep You Safe

The brain can't tell the difference between a physical and emotional threat. If it perceives you're facing uncertainty, it will trigger stressor hormones. It will also introduce thoughts of all the things that can go wrong. The key is developing the perspective to take these encounters in stride and manage these discomfort signals.

Managing Emotions in the Workplace

Manage Decision Discomfort

Acknowledge the discomfort you will feel in making the decision. Ask, "What will success look like?" to get a clear vision of your desired outcome. Anticipate what could happen and prepare for those possibilities. If dealing with people, prepare for how they might respond. Rehearse what you're going to say so it comes out right when you say it.

Manage Your State of Mind

State of mind is your clarity of thinking in the moment. The best decision-makers have learned how to keep their state of mind in check, especially when the unexpected happens. They acknowledge that "stuff" happens. They recognize and manage the signs of stress. They learn from uncomfortable encounters, but don't own them. They refuse to take responsibility for others' emotions.

Your Locus of Control

How do you view the world? Some people believe they are at the mercy of whatever happens to them. Others believe they can determine how they respond no matter what happens. Which one are you? The best decision-makers learn to manage how they respond to life events. As a result, they get better outcomes.

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