

Teaching Employees How To Deal With Emotions In The Workplace

Good or bad and whether we like it or not, emotions are abundant in the workplace. There has always been some question as to why employees behave a certain way while at work and now there is an explanation. Emotion and mood greatly affect how one behaves. Recently, it has come to light how important it is know and understand the distinction among the two. Why? As an employer, your bottom line is to run a successful business and make a profit. Learning how to recognize and deflate an emotionally saturated situation will only benefit your bottom line.

Emotions are classified as being temporary and often intense by nature encompassing a full spectrum of feelings ranging from fear, anxiety, sadness and happiness. Often, the first three on the spectrum lead to feelings of anger. Anger leads to poor workplace behavior which is often experienced on different levels by males and females.

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How Are You Dealing With Emotions in the Workplace?

Employee Management Techniques

With an upturn in the economy, more companies are planning on hiring additional employees. Many will be college aged students, young and fresh out of school. Most are eager and ready to jump into the

workforce. Even more are grateful to have secured a job while the economy takes its time recovering. As an employer, what are your techniques when it comes to training and managing a new team of employees, especially the younger generation?

Characteristics of the Younger Working Generation

Before you can begin effectively managing your new employees, you must come to an understanding of what makes them tick and what motivates them to work to their fullest potential. You may be wondering why this is an important step in management. The answer is simple. If you properly manage your employees, especially across generations, they will work harder and produce a better result which in the long run nets you a better profit.

- Eager to Learn
- Crave Affirmation of a Job Well Done
- Better Motivated by Acknowledgment
- Motivated by Educational Opportunities
- Encouraged by incentives

Characteristics of a Productive Manager for the Younger Working Generation

In addition to motivation, a productive manager has the ability to teach an employee to mirror their thinking and learn from their long-term employment & experience.

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By incorporating rotation programs, mentoring programs or mini-workshops into management strategies yields time effective payoffs.

- Gain Pleasure from Teaching
- Diagram their Rationale
- Offer Sound/Full Explanations
- Teach from experience & knowledge
- Utilize mentoring programs to maximize the knowledge of long term employees

Motivational Techniques –

It's important to incorporate a new employee into the workings of your company from the beginning. Essentially, the employee should be thrown into their work immediately with guidance from a mentor. (After a good orientation program) Give them an important decision to make right away. This will make them feel important. Never hold their hand if they are not sure what to do, instead encourage them to figure things out on their own. This is a great way to motivate them to put their best effort forward. It also trains them to think steadily and instills problem solving skills. If presenting the opportunity of decision making or problem solving is too high a risk for a particular employee, it's best to place them in another position where they will be more effective. Always offer feedback immediately as this has proven to be a substantial motivating factor.



Motivation Goes Well Beyond the First Day –

- *Public Praise:* During a meeting with your new staff, highlight who has performed at the highest level. Explain how and why the employee's performance deserves your praise. Along with issuing praise, a thank you should be presented.
- *Ask Quality Questions in Quantity:* Asking frequent questions that are meaningful and require an honest answer helps to stimulate junior employees to think about matters on their own. As the manager, respecting the answers you receive further motivates and empowers your junior staff.

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- *Encourage Interaction among Junior and Senior Employees:* This management tactic is an effective way to bring employees together as a team in addition to being motivating. This move encourages future collaborations and team efforts. It also aids junior employees who are shy about intermingling.
- *Promote Responsibility with Short-Term Projects:* Set weekly goals. Each junior employee should know what is expected of them from Monday to Friday. This managerial tactic boosts productivity by encouraging junior employees and motivating them to accomplish a project within the time span you have determined.

Rewards: Offer the incentive of long-term rewards. This is perhaps one of the most effective motivation strategies for aspiring junior employees. Allow room for them to grow and be forthcoming about the opportunities available in your company. A diligent junior employee with aspirations of ascending the hierarchy ladder is more productive when promotions are in sight. Establish the point that only those performing at an efficient level within your company will be considered for a higher position. ♦

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SPAM BUSTING

Don't fall prey to the "oldest spamster trick in the book" – don't use the unsubscribe feature in spam messages (not to be confused with Lists and Ezines). Spam marketers and list providers use the unsubscribe feature to qualify email addresses! Do you see the irony?



You can consult with your ISP. More and more ISPs are providing effective spam filters. You can also forward the spam you get to the FTC. Send it to uce@ftc.gov. ♦

"Determine never to be idle. No person will have occasion to complain of the want of time who never loses any. It is wonderful how much may be done if we are always doing."

~ Thomas Jefferson

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It is important to understand what constitutes emotions in order to construct a course of action, turning bad behavior into good.

On the contrary, moods tend to last for shorter periods of time and their origins are not quite as well known. Some wake in a disdainful or cheerful mood, carrying it to work with them. There is a correlation between emotion and mood. A positive emotion may be used to change a bad mood into a good one. Moods affect ones impulses. For example, if an employee is in a dreadful mood, they are more likely to walk out on a meeting with an important client when things don't go their way. If they are in a good mood, they are more likely to form a plan of action and work through the situation.

Dealing with Emotion and Mood – Knowing the difference between emotion and mood is the first step. The next is teaching employees how to deal with emotion and mood in the workplace.



If you ask employees how they would prefer their co-workers deal with emotion and mood in the workplace, a vast majority of them will tell you they'd rather see none at all. This includes both the positive and the negative. There are appropriate ways for employees to deal with emotion and mood while at work. The key here is moderation. Being overly negative, especially on a continuous basis, or even too happy is considered unprofessional by many employees.

Employees expect a certain level of professionalism at work not only from their superiors but from their coworkers as well. Gloating about a promotion or carrying on about one's disdainful feelings towards a supervisor can both be construed as unprofessional. Employees expect their coworkers to filter their feelings and keep both positive and negative emotions and moods to a minimum.

The best way to teach employees how to handle emotion and mood at work is to lead by example. If you, the boss are upset over losing a major client, don't dwell on the subject. Be honest about the situation. End the conversation on the topic with a positive note and move on.

Emotions Under Pressure – Managing emotions while under pressure is critical when it comes to focusing on the task at hand. Dealing with bottled emotions makes it hard to concentrate on work especially if reprimands and comments feeding these emotions made by other employees are unjust.

In order to remain a productive team member, it is vital to find a way to release emotion. Bottled up emotion has a trickle-down effect on other employees and customers. Increasing an employee's sense of self will inherently build team morale and increase company profits making it important to supply a method of emotional release for employees.

Examples of methods to incorporate include: *Self-motivation programs, Coaching, Mentoring, and Therapeutic Exercises.* ♦

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One Minute Ideas

Tips For Conducting Better Training Meetings

As a team leader conducting a productive training is challenging.

Your training meeting must be informative, relevant, open for participation, fun, and motivating.

Here are some suggestions for making your meetings more effective:

- ✓ **Treat all of your team members as knowledgeable.**
Appreciate their experiences and their opinions.
- ✓ **Do not lecture.**
How boring! Make the meeting a participatory experience for everyone. Ask questions and allow them to participate in the discussion.
- ✓ **Don't just read what's in the training manual.**
Team members can read it themselves. Your job is to expand on the subject and provide clarity of the information as well as to explain how it applies in your company.
- ✓ **Be prepared for the training meeting.**
You should know ten times more about the subject than your participants. Give yourself plenty of time to research and validate the information.

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harmony

Coaching & Consulting

1650 Faxon Avenue
Memphis, TN 38112

Tel: 901-272-7390

E-mail: bburtch@harmonycc.net

Visit Our Web Site at:
www.harmonycc.net

Exceptional Leaders... Are Outrageously Positive

Research has shown that being positive and reacting positively yields better results in every aspect. *Exceptional Leaders* know that being positive pays big dividends. Moods are contagious.

Some leaders default to what's wrong. Their first response to new ideas is "no." They sort for the negatives, i.e. what's wrong, what's flawed, what's missing, and what won't work. This approach has some value; however, it is valuable only after the positives have been mined, and in the context of consciously playing the devil's advocate.

In looking for what is right, what could work and what is working, the *Exceptional Leader* balances out the negative and critical approaches. The ratio should be 5 or 6 times positive for one negative.

Thought Provoker

- How do you initially react – positively or negatively?
- Are you optimistic and upbeat? Do you know as a leader that others are intensely attuned to your attitude and moods?
- Do your attitude and moods create a 'can do' culture?
- Do you focus solely or first on the negatives?
- Do your reactions shut people down, or do you respond in ways that motivate and bring out the best for your employees?
- How do others respond to your communications? Are they motivated or de-motivated?



Exceptional Leaders know that by being positive, they breed an upbeat, productive and motivated workforce. ♦

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Schedule of Public Courses

The following courses are being offered to the public by Harmony Coaching & Consulting. Click on the associated link for more information on the program or to register.

Course Title	Date(s)	Time	For More Information/Registration
SHRM Learning System® is the preparation course for the HR Certification Exam (Every other Saturday)	Sep 8 thru Dec 3	8:30am - 4:00pm	www.cbu.edu/shrm
The Coaching Clinic® is a two-day workshop for executives, managers and leaders to experience and learn coaching skills and competencies.	TBD	TBD	www.harmonycc.net/coaching-clinic.php
Leading at the Speed of Trust™ is a two-day workshop for anyone interested in increasing revenues, decreasing costs, enhancing/repairing relationships, or improving their credibility with employees or customers.	TBD	TBD	Email: info@harmonycc.net