



Benefit from Emotional Control

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Having emotional control means having the ability to maintain a rational and objective demeanor when faced with stressful or emotional situations; a measure of self-composure in a difficult situation and the ability to act objectively, rather than impulsively or emotionally.

Why is this skill important?

A person who has good skills in the emotional control capacity is comfortable handling emotional employees or co-workers. They are able to distance themselves from the emotions involved and logically deal with the situation at hand calmly, sensibly, and compassionately.

Good emotional control involves several key factors:

1. Understanding and managing your own emotions, as well as those of other people.
2. Listening carefully to understand the wants and needs of others.
3. Analyzing situations objectively, rather than impulsively or emotionally.
4. Resolving difficult or emotional situations with specific, manageable action steps.

There are two types of emotional control: internal and external. Internal is what is going on in your mind, but may not be seen by anyone else. External emotional control is what others see in your actions. In order to be able to maintain emotional control, you have to be able to control both.

A person with a low score in this area may have difficulty separating his emotions from his actions. He may instead allow his emotions to lead his actions and, as a result, he may lose composure at critical times.

Why Do We Lose Emotional Control?

1. We spent a lot of time, effort, emotional energy into a project and it was rejected or unsuccessful for some reason.
2. Other people don't seem to value our solutions, ideas, or proposals.
3. Fatigue, stress, or anxiety.
4. Improper focus, or focusing on our own survival instead of our customer's satisfaction.
5. Personal problems carrying over to the workplace.

6. Poor management, which may make us outwardly angry or aggressive.

The end result of losing emotional control is almost always bad – from negatively affecting others' opinions of you to losing a job to losing profits, revenues, and repeat business.

Remember, your goal should be to RESPOND with carefully thought-out solutions, rather than REACTING with strong emotion.

What are Skills Associated with Emotional Control?

Someone who has mastered skills associated with Emotional Control:

- Keeps their eye on the prize
- Realizes that nothing is ever over until it's over
- Thinks clearly and strives to be at their absolute best.
- Has mastered negotiation skills
- Has good problem solving skills
- Listens well
- Understands and manages their own emotions
- Is as prepared as possible for problems or crisis situations

How do you develop your own skills in Emotional Control?

- Do not allow anyone or anything to control you. You can control your own reactions to events around you.
- Choose to respond, not just react. Don't just have a knee jerk reaction. Develop a pre-planned, thoughtful response.
- Try to remain as unemotional as you can and try to find meaningful, positive solutions to any problem before you allow your emotions to enter into the scene.
- Develop your skill set, systems, and solutions. They will defeat emotionalism every time.
- Never (ever) say anything, anywhere, anytime about anything or anybody that you will regret later.

- Once you have resolved an emotional issue, put it behind you.

- Keep careful notes in meetings related to potential problem areas that will affect you or your department. Try to make initial plans for handling those problems you deem likely to occur.

- Think ahead about decisions you know you will have to make. Start early in gathering information you need to address these decisions.

- Define the potential impact of current events or decisions at your workplace. Will these events or decisions cause problems or concerns?

- Think carefully about each problem you perceive, and try to discover what the main cause of each problem is.

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- Ask managers or peers for their perceptions of current organizational events. This may enlighten you about problems you didn't know existed or help you to define a current problem better.
- Understand that both parties in any disagreement must get something they want before an agreement is feasible. Research the topic of disagreement thoroughly and think carefully about what you perceive the differing opinions to be.
- Use open-ended questions to encourage parties to express their thoughts and concerns. Not only will this help you understand others better, but it can also buy you time to master your own emotions.
- Listen carefully to all points of view to identify and understand what each party wants. It is helpful to write down on a

whiteboard or easel what both parties' goals and objectives are.

- Determine what each party is willing to accept in an agreement.
- Work to understand the needs behind each request that is made. By identifying specific needs behind the issues, you can better develop alternatives that both parties can benefit from.
- Don't get into "win/lose" discussions-the ideal is to find "win/win" solutions.
- Once an issue has been resolved, state terms of the agreement deliberately and establish positive expectations of both parties.
- Don't jump too quickly to a conclusion about the best solution to each problem. List all possible solutions to the problem before you choose the best alternative.
- Gather information about the problem from any resources you have at your disposal.
- Look at each problem from different perspectives.
- When you discover a problem, recognize that you must solve the problem within an organizational system. Effects of solving the problem may be felt across your department or across the entire organization.
- When you feel you have gathered all relevant information, make sure the conclusion you draw really follow from the facts.
- Prioritize action steps towards solving the problem. Break the solution into manageable tasks and delegate them to relevant individuals or complete them in order yourself.

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