

MANAGE YOUR EMOTIONS 24 WORKBOOK V2



Graham Taylor-Edwards

GTE TRAINING AND DEVELOPMENT

+64 21 246 8885 +61 404 190057

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PRESENTED BY GRAHAM TAYLOR-EDWARDS

GRAHAM IS THE FOUNDER OF SUCCESS RESOURCES INTERNATIONAL A REGISTERED TRAINING ORGANISATION (RTO) IN BRISBANE AND GTE TRAINING AND DEVELOPMENT IN NZ

HE FACILITATES HUNDREDS OF TRAINING WORKSHOPS EACH YEAR ON:

1. LEADERSHIP
2. SALES
3. FIXED OPERATIONS
4. PERSONAL DEVELOPMENT
5. CUSTOMER EXPERIENCE
6. BLENDED LEARNING AND SUPPORT TRAINING B.L.A.S.T



QUALIFICATIONS

ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

DIPLOMA IN AUTOMOTIVE MANAGEMENT

DIPLOMA OF TRAINING AND EDUCATION AND DESIGN

CERTIFICATE IV IN FINANCE AND MORTGAGE BROKING

CERTIFICATE IV IN BUSINESS SALES

NZ CERTIFICATE IN MARKETING

NLP PRACTITIONER.

Born in North Wales Graham has lived in Australia for sixteen years after working in New Zealand for over 24 years.

He has served in the Royal Navy and Royal NZ Navy and is married to a kiwi girl Shelley from the Bay of Islands.

They have two children Mackenzie and Gareth and four grandchildren Hudson, Reo, Avyana and Vivienne.

LET'S GET STARTED

COURSE OBJECTIVES

UNDERSTAND EMOTIONAL INTELLIGENCE

DEVELOP EMOTIONAL TRIGGERS

CREATING POSITIVE HABITS

INCREASE YOUR CONFIDENCE

TURN LEARNING INTO BEHAVIOUR

CREATE A REVISION TRAINING PLAN (SPACED REPETITION)

BECOME A MASTER OF YOUR CRAFT

HAVE THE CONFIDENCE TO DEAL WITH ANY ISSUE

PRACTISE, PRACTISE, PRACTISE

GTE TRAINING AND DEVELOPMENT trust you will enjoy this workshop and implement the techniques and philosophies into your business successfully.

REMEMBER IF IT IS TO BE IT IS UP TO YOU.

MANAGE YOUR EMOTIONS

WE HAVE BEEN CONDITIONED TO LEAVE EMOTIONS AT HOME.
IF ONLY IT WAS THAT EASY.
WE HAVE EMOTIONS EVERY SINGLE SECOND OF THE DAY.
WHY ARE SOME SITUATIONS EASY AND OTHERS ARE NOT.
AS A FRONTLINE PERSON NEW SKILLS ARE REQUIRED.
NOTHING GREAT IN LIFE HAS EVER BEEN ACHIEVED WITHOUT THE POWER OF EMOTIONS BEHIND IT.
WHERE CAN I BE BETTER?

1. SELF-AWARENESS

SELF-AWARENESS IS THE FOUNDATION THAT SUPPORTS ALL OF THE OTHER EMOTIONS.
IT MUST COME FIRST BECAUSE IF WE DON'T KNOW OURSELVES AND WHAT WE'RE FEELING, HOW CAN WE POSSIBLY KNOW OR UNDERSTAND SOMEONE ELSE AND HOW THEY FEEL?
WHEN WE FEEL EMOTIONAL REACTIONS TO SITUATIONS, WE DON'T ALWAYS REALISE WHAT IS BEHIND THAT REACTION.
IT'S IMPORTANT TO STOP AND ASK YOURSELF "WHY DO I FEEL TENSE, FRUSTRATED OR ANGRY?" AND TO IDENTIFY THE FEELING AND WHAT IS CAUSING IT.

IDENTIFY 3 SITUATIONS AT WORK OR HOME THAT CAUSE FRUSTRATION OR ANGER

SITUATION	CONSEQUENCES	TRIGGERS

2. SELF-REGULATION

BY LEARNING TO MANAGE OUR EMOTIONS, WE BECOME MORE ADAPTABLE AND INNOVATIVE IN STRESSFUL SITUATIONS.

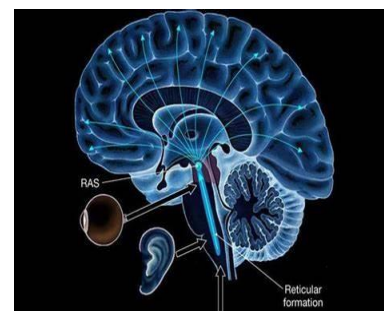
WHEN WE ARE ANGRY, WE CANNOT MAKE GOOD DECISIONS AND BLOW INCIDENTS OUT OF PROPORTION.

OUR PASSIONS CAN BE CONTAGIOUS AND ENERGISE OTHERS, BUT OUR RANTING AND RAVINGS CAN DAMAGE.

SO HOW DO WE DO THAT?

STEP 1. WHAT IS YOUR RETICULAR ACTIVATING SYSTEM? (RAS)

1. THE RAS IS CONNECTED TO THE BASE OF THE SPINAL CORD FROM WHERE IT ACCEPTS YOUR THOUGHTS, INTERNAL FEELINGS AND OUTSIDE INFLUENCES.
2. IT IS CONSIDERED THE BRAIN'S ATTENTION CENTRE.
3. IT IS THE REASON WHEN YOU BUY A RED CAR OR EVEN THINK ABOUT A RED CAR YOU SEE RED CARS EVERYWHERE.
4. YOUR FOCUS AND SELF-TALK ACTIVATES YOUR RAS.



STEP 2 YOUR FOCUS CHANGES EVERYTHING

MAKE A COMMITMENT

BE AWARE OF YOUR FOCUS

SAY WHAT YOU WANT

STAY POSITIVE.

MONITOR YOURSELF

FOCUS ON WHAT YOU CAN CONTROL.

CELEBRATE YOUR SUCCESS.

CATCH YOURSELF.

PRACTICE

BE PERSISTENT

WRITE IT DOWN

PICTURE IT.

STEP 3. CONTROL YOUR SELF-TALK

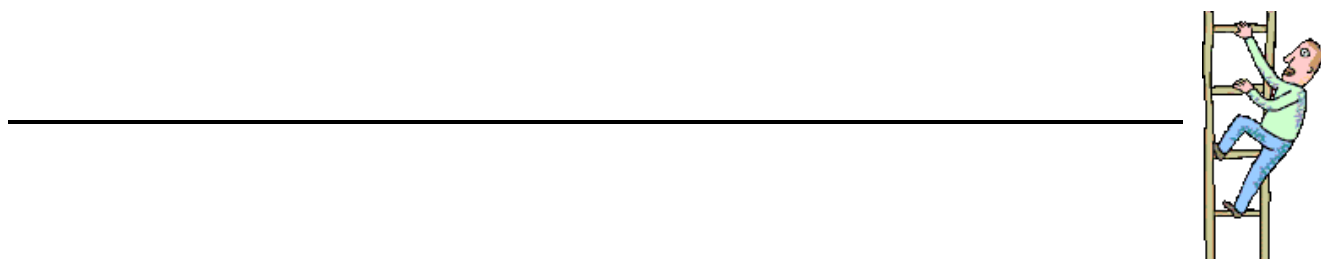
1. WHAT YOU TELL YOURSELF GOES IMMEDIATELY TO YOUR RAS WHERE IT INCREASES OR DECREASES YOUR FEELINGS, THOUGHTS AND OTHER EMOTIONS.
2. REPEATED NEGATIVE SELF-TALK CAN LEAD TO EXAGGERATED AND IRRATIONAL THINKING.
3. OFTEN, WE USE NEGATIVE SELF-TALK BECAUSE WE HAVE NO IDEA OF WHAT WE ARE DOING TO OURSELVES.

STEP 4. MONITOR YOUR SELF-TALK.

Directions: Tick in the YOU SAY IT column next to any of the following remarks if you have said them to yourself or the YOU HEAR IT column if you have heard others saying it recently. Add in two (2) that are not listed.

SELF-TALK	YOU SAY IT	YOU HEAR IT	CONSEQUENCES	TRIGGER
I haven't got time				
It's not my job				
I'm not a good at spelling				
I'm tired				
It's too busy				
I hate the customers				

STEP 5. THE 3 SECOND RESET



STEP 6. LOOK AT THINGS DIFFERENTLY

EMPLOYEES WHO ARE HIGHLY SELF-MOTIVATED REALISE THAT EVERY JOB HAS ITS LESS ENJOYABLE ELEMENTS, BUT THEY KEEP GOING.

THEY CAN ENVISION REACHING THE GOAL WHICH GIVES MEANING TO THE MUNDANE.

IDENTIFY 2 ASPECTS OF YOUR JOB AND 2 AT HOME THAT FRUSTRATE OR ANNOY YOU BUT IF YOU LOOKED AT THEM DIFFERENTLY YOU WOULD BE MORE SUCCESSFUL

ASPECTS	CHANGE PERSPECTIVE	NEW OUTCOME
W		
W		
H		
H		

3. SELF-MOTIVATION

ONCE WE ARE AWARE OF OUR FEELINGS AND HAVE LEARNED WAYS TO MANAGE THEM, THE THIRD STEP IS TO DIRECT THE POWER OF OUR EMOTIONS TOWARDS A PURPOSE THAT WILL MOTIVATE AND INSPIRE US.

SELF-MOTIVATION IS ABOUT VISUALISING THE ACHIEVEMENT OF A GOAL AND TAKING THE NECESSARY STEPS TO GET THERE.

ATHLETES USE THEIR EMOTIONS TO PSYCHE THEMSELVES UP FOR A COMPETITION.

THEY CONSCIOUSLY GENERATE FEELINGS TO MOTIVATE THEMSELVES FOR THE CHALLENGE AT HAND.

THE SAME TECHNIQUE IS EFFECTIVE IN THE WORKPLACE TO RAISE JOB PERFORMANCE.

4. EMPATHY

EMPATHY BEGINS WITH LISTENING. NOBODY IN LIFE WILL LISTEN TO US UNLESS THEY FEEL WE HAVE LISTENED TO THEM.

SOMEONE WHO IS EMPATHETIC LISTENS AND RESPONDS AND CAN'T HELP BUT DISPLAY SENSITIVITY AND CONCERN, WHICH MAKES A CONNECTION WITH PEOPLE.

INDIVIDUALS WHO LACK EMPATHY ARE MORE FOCUSED ON THEIR NEEDS AND PAY LITTLE OR NO ATTENTION TO ANYONE ELSE'S.

NO CONNECTION IS MADE.

5. EFFECTIVE RELATIONSHIPS

SHARE YOUR PASSION AND ENTHUSIASM FOR YOUR JOB AND THE ORGANISATIONS VISION - IT IS CONTAGIOUS

CREATE AN INSPIRING WORK ENVIRONMENT

BRING THE VISION TO LIFE

BRAINSTORM AND INVOLVE OTHERS

COACH, MENTOR AND BE OPEN TO NEW LEARNINGS AND WAYS OF DOING THE JOB

WHAT HAVE YOU LEARNED AND WHAT NEEDS ATTENTION

WHAT ARE 5 EI COMPETENCIES?

3 SITUATIONS AT WORK OR HOME: WHAT HAVE YOU OBSERVED?

SEEN ANY RED CARS LATELY?

WHAT PHRASES THAT ARE UNRESOURCFUL HAVE YOU NOTICED?

WHAT HAVE YOU CHANGED WITH YOUR SELF-TALK?

HAVE YOU CHANGED PERSPECTIVE ON ANY PART OF YOUR WORK THAT FRUSTRATED YOU?

EXCELLENCE IS NOT AN ACT BUT A HABIT

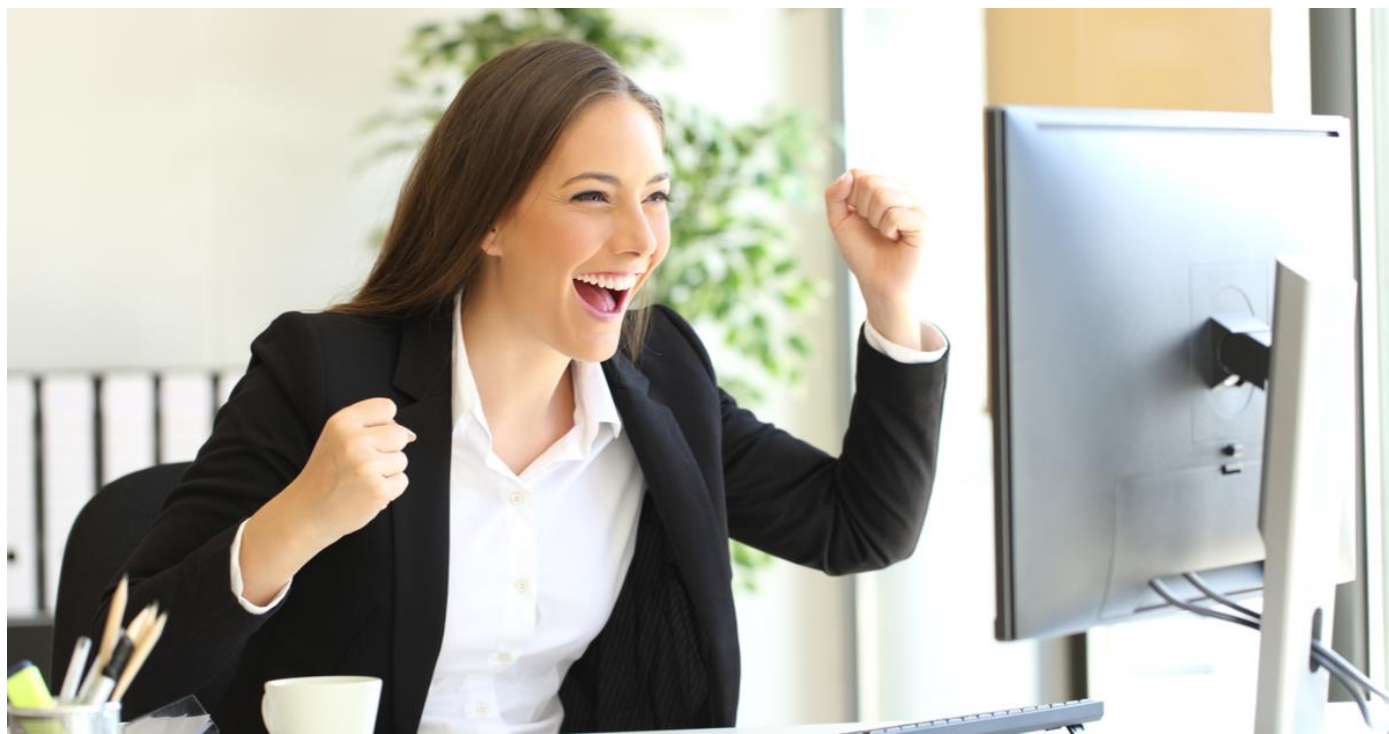


45% OF OUR DAILY ACTIVITY IS HABIT.
HABITS ARE AUTOMATED ACTIONS LIKE DRIVING A CAR.
CUE / BEHAVIOUR / REWARD.
DOPAMINE RELEASE.
AFTER SEVERAL WEEKS THE NEURONS GET STRONGER.
REPETITION TELLS THE BRAIN THIS IS IMPORTANT.
CHECK WHAT YOU DO EVERYDAY.
DO YOU WANT TO BE THAT PERSON.
GET COMFORTABLE BEING UNCOMFORTABLE.

WHAT BAD HABITS DO YOU HAVE

- | | |
|--|---|
| <input type="checkbox"/> STRESS EATING OR DRINKING | <input type="checkbox"/> OVERWORKING |
| <input type="checkbox"/> ALWAYS RUNNING LATE | <input type="checkbox"/> TOLERATING TOXIC RELATIONSHIPS |
| <input type="checkbox"/> NOT GETTING ENOUGH SLEEP | <input type="checkbox"/> HANGING OUT WITH NEGATIVE PEOPLE |
| <input type="checkbox"/> ALLOWING DISTRACTIONS | <input type="checkbox"/> DRINKING TOO MUCH ALCOHOL |
| <input type="checkbox"/> PROCRASTINATION | <input type="checkbox"/> TOO MUCH TIME ON SOCIAL MEDIA |
| <input type="checkbox"/> EATING TOO MUCH JUNK FOOD | <input type="checkbox"/> BEING ON YOUR PHONE TOO MUCH |
| <input type="checkbox"/> NOT GETTING ENOUGH EXERCISE | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |

SETTING TRIGGERS WITH NEW HABITS



HABITS FROM BAD TO GOOD	NEW GOOD HABIT

- WE ARE WHAT WE REPEATEDLY DO
- TAKE SMALL STEPS
- CHANGE TAKES TIME
- DEVELOP HABITS THAT TAKE YOU CLOSER TO YOUR GOALS
- BE THE PERSON YOU WANT TO BE

LIST TWO (2) THINGS THAT EXCITE YOU ABOUT YOUR JOB ROLE AND EXPLAIN WHY THOSE ASPECTS ARE SO APPEALING

Is there something that excites you about your work? Is it a great product or a new one coming out? Could be your workplace, your customers, the people you work with or the business itself.

2 THINGS THAT GET YOU EXCITED ABOUT YOUR ROLE	WHY

INCREASE YOUR CONFIDENCE WITH POWER POSES (AMY CUDDY)



HOW YOU STAND AND SIT SIGNIFICANTLY IMPACTS ON HOW YOU FEEL.

2 MINUTES HIGH POWER POSE INCREASES TESTOSTERONE AND DECREASES CORTISOL.

WHAT HAVE YOU LEARNED?

1. THE MOST IMPORTANT LEARNING

2. MY STRONGEST COMPETENCY

3. WHAT I NEED TO WORK ON?

4. WHAT ACTIONS I CAN TAKE TO RAISE MY EMOTIONAL INTELLIGENCE?

5. WHAT ACTIONS I CAN TAKE TO RAISE THE EMOTIONAL INTELLIGENCE OF MY TEAM?

TAKE AWAY