

# MANAGE YOUR EMOTIONS WORKBOOK V6



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# MODULE INTRODUCTION

## MANAGE YOUR EMOTIONS

### Learn better faster

The concepts and ideas within each module are provided as suggestions and should be adapted to fit your unique environment, personality, and style, while still preserving the core value of the information presented.

Your workbook includes ample white space for you to jot down personal notes, thoughts, or ideas you may want to put into practice.

The workbook is designed to be completed in combination with the video.

Have fun and enjoy yourself.

To make sure you get the most out of this course, please ensure you're fully prepared to begin. Here's a quick checklist to help you get ready:

1. **Tools and Materials:** Have pens, and any required textbooks or resources organised and easily accessible.
2. **Time Management:** Schedule dedicated time for each module in advance. Block out these periods in your calendar to avoid interruptions.
3. **Distraction-Free Environment:** Choose a quiet space where you can focus solely on the course material, minimizing distractions from phone calls, emails, or other activities.
4. **Progress Tracking:** Consider keeping a checklist or journal to track your completion of each module or refer to your portal which will help keep you motivated and organised.
5. **Complete the quiz**

**Remember, this learning platform offers resources that you can access anytime.**

Don't hesitate to reach out to Graham anytime if you want to explore this topic further, clarify any questions, or share your thoughts. He's here to assist you!

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## MODULE STRUCTURE

### KEY CONCEPTS

Welcome, everyone! We're thrilled to have you here for this module on managing your emotions. Today, we'll explore the vital role emotions play in our daily lives and how we can harness them for greater well-being.

### EXPECTATIONS

Throughout this session, you can expect:

1. **Understanding Emotions:** We'll delve into what emotions are, their purpose, and how they influence our thoughts and behaviours.
2. **Practical Techniques:** You'll learn practical strategies to identify, express, and regulate your emotions effectively. We'll cover mindfulness, cognitive reframing, and emotional regulation skills.
3. **Interactive Activities:** Engage in group discussions and activities designed to foster a supportive environment. Sharing experiences will enhance our learning and growth.
4. **Personal Reflection:** Take time to reflect on your emotional patterns and triggers, helping you gain insights into your own emotional landscape.
5. **Goal Setting:** By the end of the workshop, you will create a personal action plan to apply the skills learned in your daily life.

### WHAT YOU WILL ACHIEVE

By the end of this module, you will:

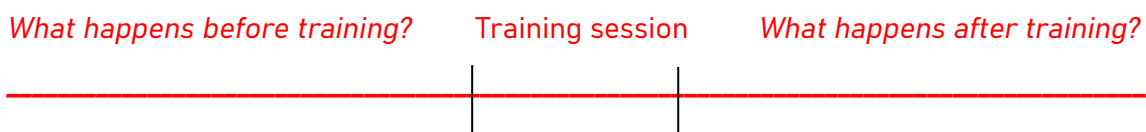
- ✓ Gain a deeper awareness of your emotions and their impact on your life.
- ✓ Develop tools to manage stress, anxiety, and other challenging emotions.
- ✓ Enhance your communication skills, improving your relationships with others.
- ✓ Cultivate resilience, allowing you to navigate life's ups and downs more effectively.

**We're excited to embark on this journey together and support each other in managing our emotions for a healthier, more fulfilling life.**

### Let's get started!

Robert Brinkerhoff (*Robert O. Brinkerhoff is Professor of Counselling Psychology at Western Michigan University. An internationally known speaker, he has written several books on organisational training and measurement*)

Trainers are sometimes accused of failing to deliver value on investments in training but, organisations need to start looking at the line manager's and the individual's responsibility for turning learning into performance.



The relative size of the sections represents the influence that they have over the ultimate result of improved performance or behaviour.

**Perfect practice makes perfect:** Role-plays and having fun will improve performance and results.

## MANAGE YOUR EMOTIONS



### EMOTIONAL INTELLIGENCE INTRODUCTION

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.

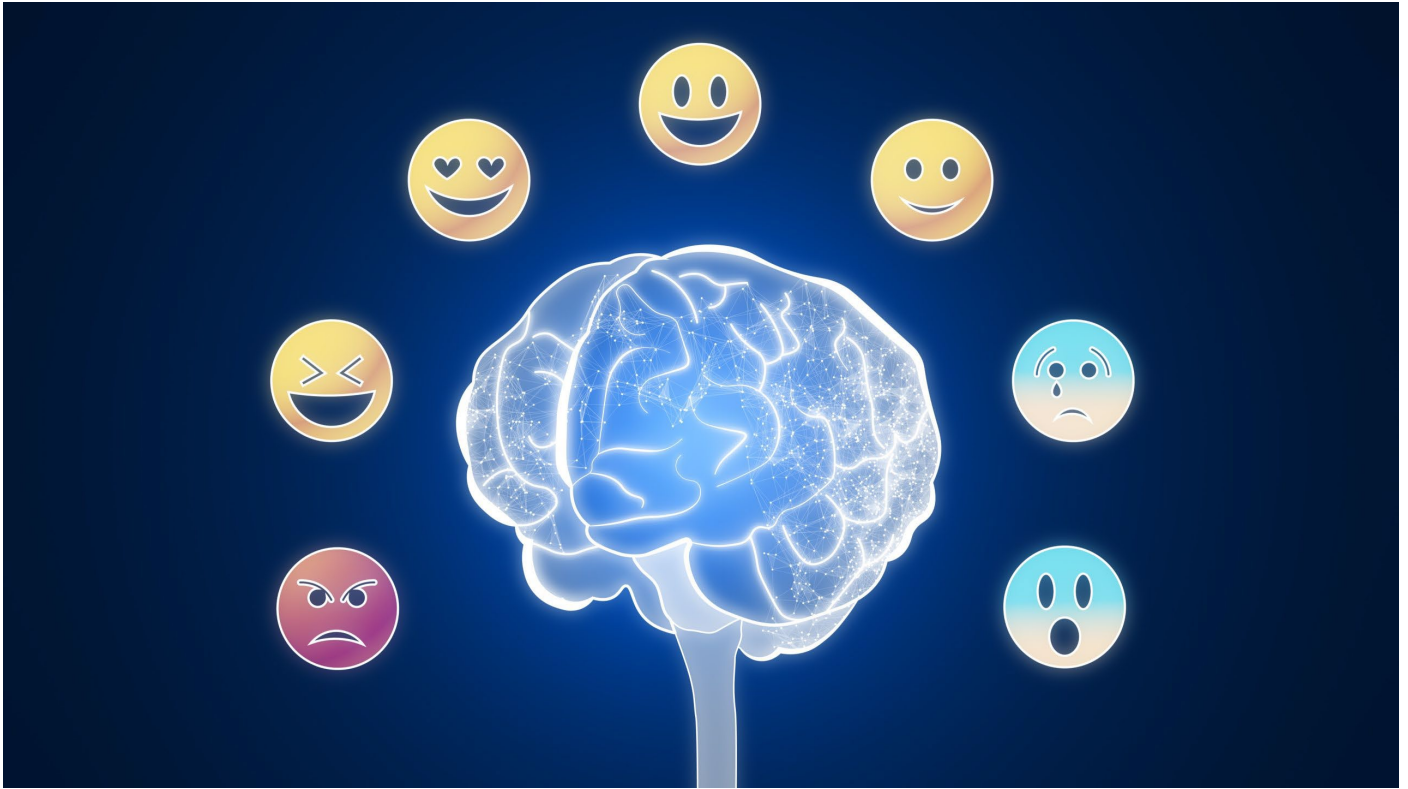
Nothing great in life has ever been achieved without the power of emotions behind it. Ask yourself "WHERE CAN I BE BETTER?"



**IDENTIFY THREE WAYS YOU CAN GET BETTER AND COMPARE HOW YOU HAVE IMPROVED AFTER THE COURSE**

WHERE CAN I BE BETTER?	RESULTS AFTER THE COURSE

## FIVE EMOTIONAL INTELLIGENCE COMPETENCIES



### 1. SELF-AWARENESS

Recognising and understanding your own emotions, strengths, weaknesses, and values. This helps in identifying how your feelings affect your thoughts and behaviour.

### 2. SELF-REGULATION

The ability to manage and control your emotions, in stressful situations. This involves being able to think before acting and maintaining emotional balance.

### 3. SELF-MOTIVATION

Harnessing emotions with energy and persistence. This includes being driven by intrinsic motivation and having a strong desire to achieve.

### 4. EMPATHY

The capacity to understand and share the feelings of others. This involves recognising emotional cues and responding to them appropriately.

### 5. SOCIAL SKILLS

Proficiency in managing relationships and building networks. This includes effective communication, conflict resolution, and the ability to inspire and influence others.

## 1. SELF-AWARENESS



Self-awareness is the foundation that supports all 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.

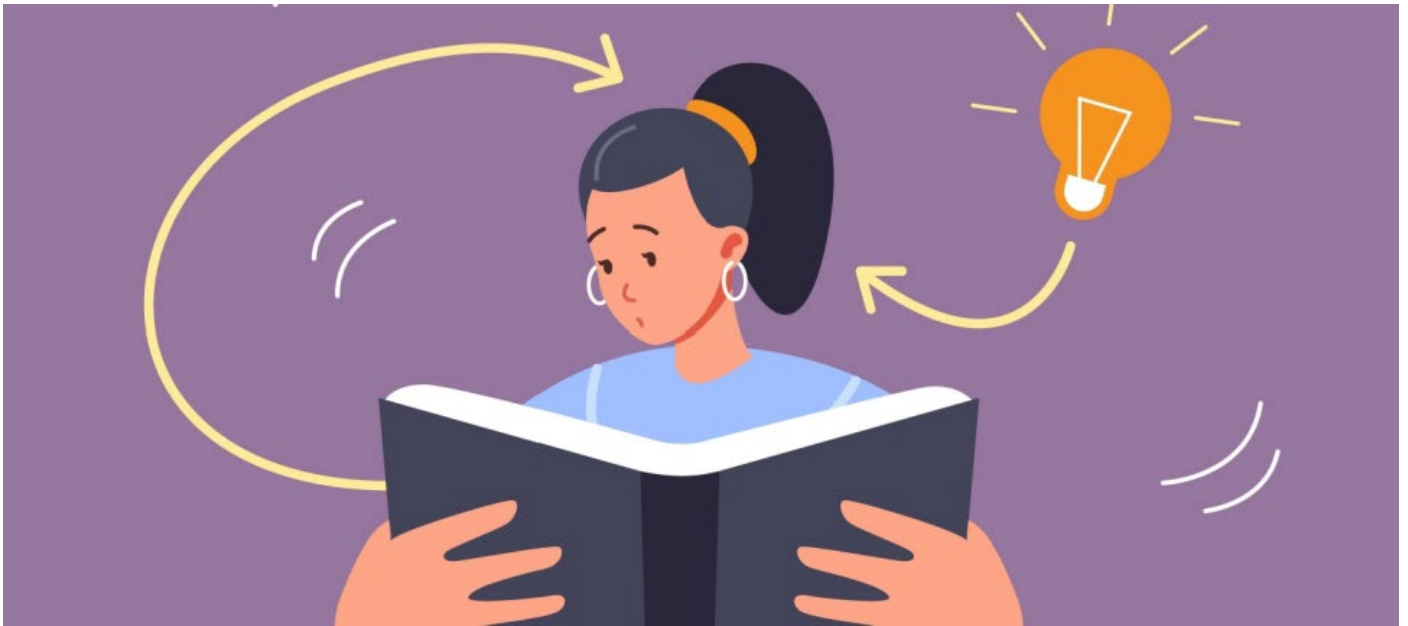


**IDENTIFY 2 SITUATIONS AT WORK AND HOME THAT CAUSE FRUSTRATION OR ANGER**

SITUATIONS AT WORK	CONSEQUENCES	WHAT TRIGGERS THAT?

SITUATIONS AT HOME	CONSEQUENCES	WHAT TRIGGERS THAT?

## 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 CAN WE DO THAT?**

STEP 1. Understand your reticular activating system

STEP 2. Understand your focus changes everything

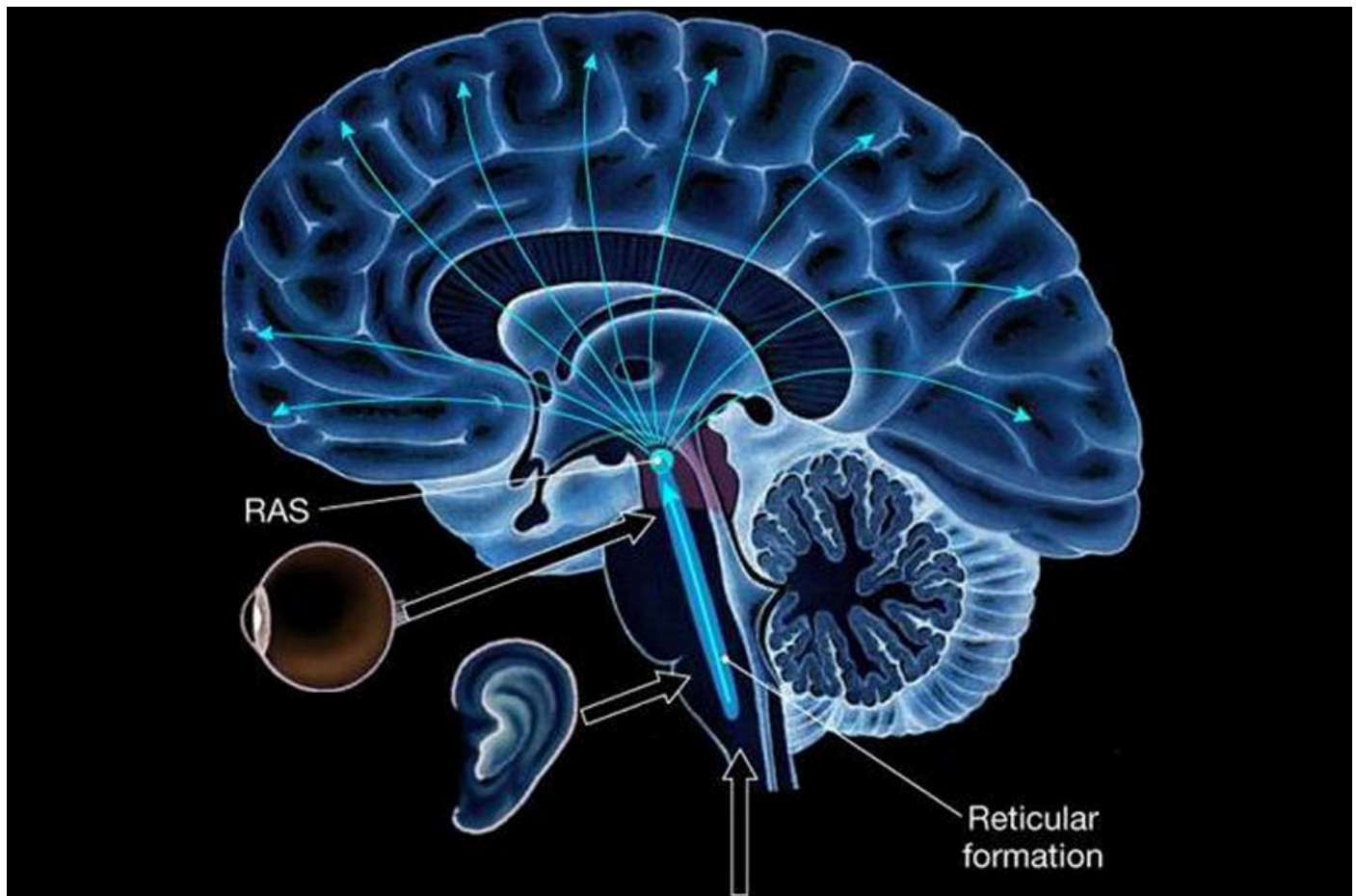
STEP 3. Understand the power of self-talk

STEP 4. Learn to monitor your self-talk

STEP 5. Apply the 3 second reset



## STEP 1. UNDERSTAND 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. Self-talk and your focus activates your RAS.

## STEP 2 UNDERSTAND YOUR FOCUS CHANGES EVERYTHING

### MAKE A COMMITMENT

To focus on what you want.

Say what you want and stay positive.

### MONITOR YOURSELF

Focus on what you can control.

Celebrate your success.

Catch yourself.

### PRACTICE

Be persistent, write it down, picture it.

**WHAT ARE YOU FOCUSED ON RIGHT NOW?**



### STEP 3. UNDERSTAND THE POWER OF 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.



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.

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

STEP 5. LEARN THE 3 SECOND RESET



***Do it again and take responsibility***

***Do it***

***Own it***

***See it***

---



**DENIAL**

**BLAME**

**JUSTIFY**

**QUIT**

## LOOK AT THINGS DIFFERENTLY

Employees who are highly self-motivated realise that every job has its less enjoyable elements, but they keep going.

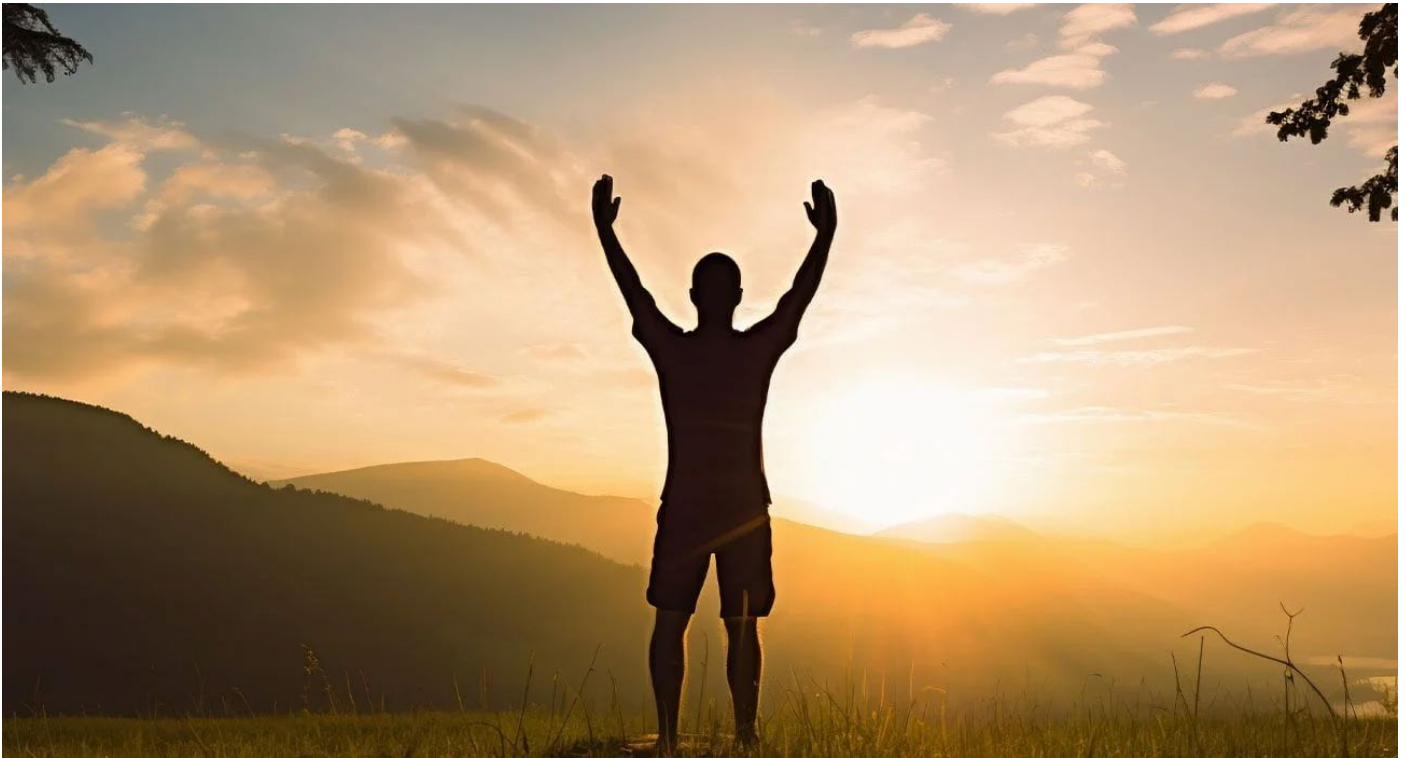
They can envision reaching the goal which gives meaning to the mundane.



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

ASPECTS	CHANGE PERSPECTIVE	NEW OUTCOME

### 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 competition.

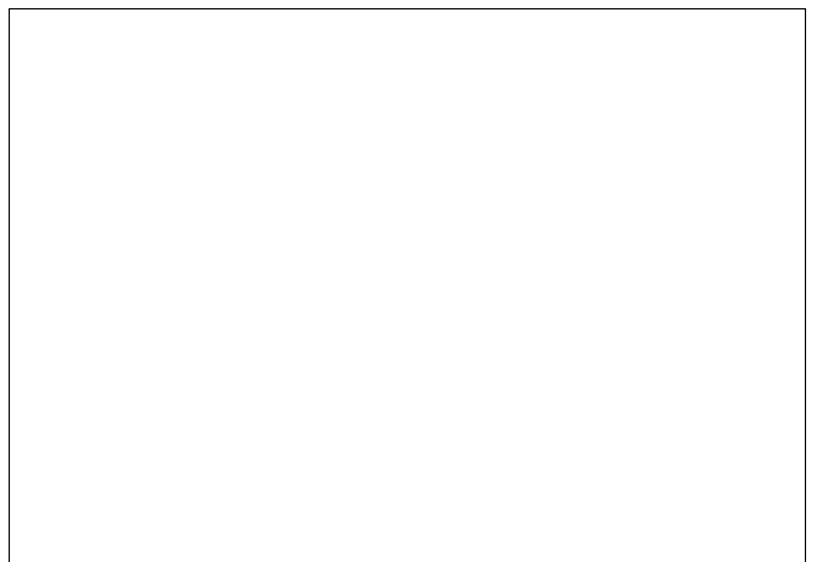
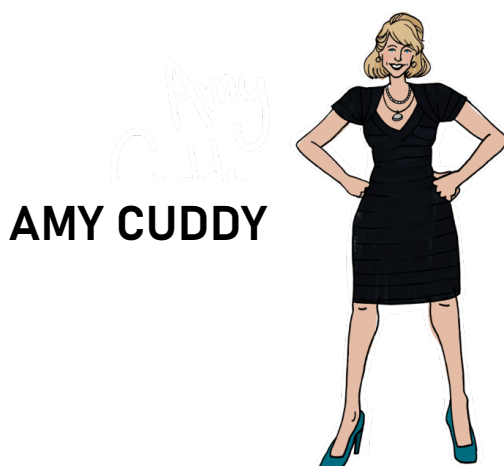
They consciously generate feelings to motivate themselves for the challenge at hand. The same technique is effective in the workplace to raise job performance.

#### **Increase your confidence with power poses**

How you stand and sit significantly impacts on how you feel.

Two minutes high power pose increases testosterone and decreases cortisol.

#### **POWER POSES**





## 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.

### **ACTIVE, REFLECTIVE AND EMPATHETIC LISTENING: COMMIT AND PRACTISE**

**GIVE YOUR FULL ATTENTION:** When someone is speaking to you, put away distractions such as your phone, laptop, or other thoughts.

**SHOW THAT YOU'RE LISTENING:** Non-verbal cues like nodding your head, maintaining eye contact in person and patience on the phone.

**AVOID INTERRUPTING:** Allow the speaker to finish their thoughts before you respond.

**ASK OPEN-ENDED QUESTIONS:** Encourage the speaker to elaborate by asking open-ended questions.

**ASK OPEN-ENDED QUESTIONS:** After the speaker has finished talking, take a moment to reflect on what they've said. Repeat back what you've heard in your own words to confirm your understanding.



### **WHAT ACTIONS WILL YOU TAKE TO IMPROVE YOUR EMPATHY?**

ACTIONS	IMPROVED OUTCOME
Give your full attention	
Show that you're listening	
Avoid interrupting	
Ask open-ended questions	
Ask open-ended questions	

## 5. SOCIAL SKILLS



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



HOW DO YOU RATE 1 POOR/2 NOT BAD/3 PRETTY GOOD/4 EXCELLENT

ACTION	RATE	IMPROVEMENT REQUIRED	NEW OUTCOME
Active listening			
Non-verbal communication			
Empathy			
Conversation skills			

## EXCELLENCE IS NOT AN ACT BUT A HABIT



1. 45% OF OUR DAILY ACTIVITY IS HABIT.
2. HABITS ARE AUTOMATED ACTIONS LIKE DRIVING A CAR.
3. CUE / BEHAVIOUR / REWARD.
4. DOPAMINE RELEASE.
5. AFTER SEVERAL WEEKS, THE NEURONS GET STRONGER.
6. REPETITION TELLS THE BRAIN THIS IS IMPORTANT.
7. CHECK WHAT YOU DO EVERYDAY.
8. DO YOU WANT TO BE THAT PERSON.
9. GET COMFORTABLE BEING UNCOMFORTABLE.



**WHAT OLD HABITS ARE YOU GOING TO CHANGE AND WHAT NEW HABITS ARE YOU GOING TO DEVELOP?**

OLD HABITS TO CHANGE	NEW HABITS TO DEVELOP





## REFLECTION

Now that you've watched the video and completed the workbook, it's time to reflect on what you've learned from this module.

Reflecting on and reviewing information helps solidify what you've covered, supporting a deeper and more lasting understanding.

To get the most from your learning, take your time as you complete the review section.

Engage fully with each question—whether you're writing, discussing, or creating a visual summary. This process will reinforce your understanding and make it easier to apply these concepts in the future.

Please complete these questions.

**What did you learn from this module?**

**My strongest competency is**

**What do I need to work on?**

**What actions can I take to raise my emotional intelligence?**

**What actions can I take to raise my emotional intelligence of my team?**

## THE QUIZ

The quiz is available for you to review before completing your course online, or for you to complete if you're not taking the course online.

### What is the first competency of emotional intelligence?

- Self-awareness ☐
- Empathy! ☐
- Social skills ☐
- Self-regulation ☐
- Self-motivation ☐

### What is the second competency of emotional intelligence?

- Self-awareness ☐
- Empathy! ☐
- Social skills ☐
- Self-regulation ☐
- Self-motivation ☐

### What does RAS stand for?

- Reticular activating system ☐
- Rotating arm socket ☐
- Revolving actuating system ☐

### What should you monitor to stay focused on the positive? Your....

- Diary ☐
- Holiday date ☐
- Self-talk ☐
- RDO's ☐

### A great way to increase your confidence is with what?

- Time ☐
- High power poses ☐
- Healthy diet ☐
- Watching a good movie ☐

### Finish this exercise 3-2-1-?

- Reboot ☐
- Recall ☐
- Reset ☐
- Redo ☐

**Excellence is not an act but a ?**

Accident ☐

Hope ☐

Habit ☐

Thing to do ☐

## **NOTES AND QUESTIONS**

Use this section for any additional thoughts or information or if you have any questions that you would like to discuss.

## ABOUT US

Graham (GTE) leads over 100 workshops annually, focusing on leadership, sales, fixed operations, and customer experience. He's the founder of Success Resources International, a Registered Training Organisation based in Brisbane, and the Managing Director of GTE Training and Development in New Zealand.

Originally from North Wales, Graham has spent 17 years in Australia (2001 – 2019) after more than two decades in New Zealand. His background includes service in both the Royal Navy and the Royal New Zealand Navy.

He's married to Shelley, a Kiwi from the Bay of Islands, and together they have two children Mackenzie and Gareth, along with four grandchildren: Hudson, Avyana, Reo and Vivienne.

Graham (GT) is a highly regarded coach and workshop facilitator specialising in leadership, sales, service and customer experience. He brings a wealth of expertise with the following 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
- New Zealand Certificate in Marketing
- NLP Practitioner



Graham's diverse skill set quips him to empower individuals and organisations to achieve their goals