

Strategies to manage negative emotions at work

<p>Compartmentalisation</p>	<p>Try to leave issues at work. When you commute to/from work, use the time to tell yourself to let go. For example, some people find it helpful to mentally 'store/lock up' the issue in a box for the time being.</p> <p>It's good practice to try to let go of anger, frustration and unhappiness at the end of the day. Harboring negative emotions allows them to fester and can have a negative effect on your mental wellbeing and physical health. So, it's good to try to empty the emotional "rubbish bin" at the end of the day to prevent feeling overwhelmed.</p>
<p>Clarification</p>	<p>It's good practice to clarify before you react; in case you've misunderstood or jumped to a conclusion which is not accurate. Ask open, clarifying and probing questions and buy some thinking time to decide how you wish to proceed.</p>
<p>The 10-second rule This can be helpful if you are feeling angry or frustrated</p>	<p>If you feel your temper rising, count to 10 to compose yourself.</p> <p>If possible, excuse yourself from the situation to buy some time to think and to get some emotional and physical distance. Reassure the other person that you will come back to deal with the matter.</p>
<p>Don't reply or make a decision when angry</p>	<p>It can be too easy to make a retort or fire off an email/ text which you may regret later.</p> <p>Try not to let anger or unhappiness cloud your judgement. Hold off communication while you are angry or upset. For example, you might consider typing your email but saving it as a draft and sleeping on it/mulling it over. Re-read it the next day or let someone you trust look at it before you send it.</p> <p>If you plan to speak to someone and feel emotional, again, you might ask an objective person to give you feedback on how you plan to approach the conversation.</p>
<p>Know your triggers</p>	<p>It helps when you're able to recognise what upsets or angers you. If you can recognise your triggers, you can prepare yourself mentally to try to remain as calm as you can. You might also think through possible reactions, strategies, communications should the situation occur. You may even be able to anticipate the other party's reaction and, therefore, to have thought through possible ways of responding in a positive manner.</p>
<p>Be respectful</p>	<p>Treat people with the same level of politeness, respect and consideration you would wish to have shown to you. If someone is rude, endeavour not to reciprocate. Rise above; try to be the "bigger person". Being professional means trying to remain polite at all times. Be firm and assertive without being aggressive.</p>



Apologise if you do have an emotional outburst	We are only human. So, despite our best efforts, our emotions may get the better of us. If you do have an emotional outburst, apologise to the person and perhaps to those around you who have heard it. You don't necessarily need to explain yourself or become defensive, just a simple "I'm sorry, I reacted badly" can make a big difference.
Exercise	It can be helpful to let off steam. Exercise is a good way to increase mood-enhancing endorphins. Exercise can also help to release physical tension.