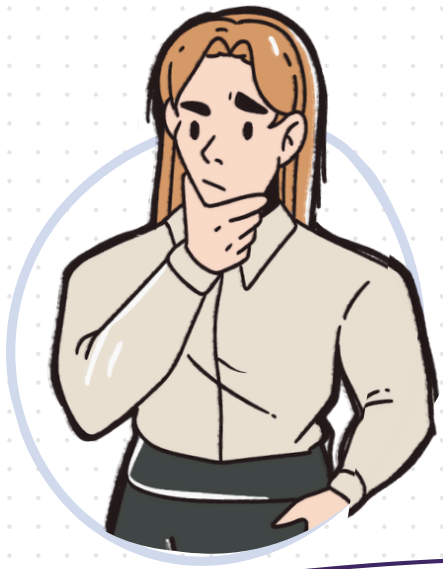


MANAGING EMOTIONS



When an employee gets emotional, what do you do?

START HERE

1



CULTIVATE

When you sense someone is getting emotional, make room for the emotions. Ask questions to get the emotions in the open.

2



SPECTATE

Stay quiet. Express encouragement primarily through body language and the occasional phrase such as "say more".

3



FACILITATE

Leave space for the person to come up with their own potential solutions to the problems. Resist the temptation to solve for them.

4



RECIPROCATE

Ask how you can help. Take ownership of any aspects of the present situation that were a result of your actions or perceptions.

5



APPRECIATE

Conclude by thanking the person for their candor and their trust in you and encourage them to share their concerns as they arise.

