



## Unit 2

## Emotions Management

### Learning Outcomes

**By the end of this unit the learner will be able to:**

- ✓ Understand the different emotions and how to manage them
- ✓ Create a personal vision statement
- ✓ Understand the difference between optimism and pessimism
- ✓ Validate emotions in others

## Unit 2

### Emotions Management

#### The Seven Human Emotions

##### Understanding Emotions

Most social scientists agree that there are seven emotional expressions that are basic to every culture. The thing to keep in mind is that our face is often displaying more than one emotion at a time, so we will witness things like a person smiling although their eyes are sad.

According to Dr. Paul Ekman, a renowned psychologist, we can teach people to recognize these emotions (as well as hidden emotions) by carefully reading what is shown on someone's face. The seven emotions and their telltale signs are below.

##### Sadness

Sadness comes with a set of identifiable marks where the eyebrows are drawn upwards in the middle and curve down toward the end. There is also a slight vertical furrow between the eyes. Taken together, this is called Darwin's grief muscle. The mouth points downward similarly, with the outside corners of the mouth pointing downward.

##### Anger

When we are angry, we often press our lips together so hard that the upper lip almost disappears. The eyes may widen across the upper eyelids, which the lower eyelids are contracted. The inner corners of the eyebrows pull downward, and there is often enough pressure there to create a furrowed brow.

##### Fear

In fear, a scared person's eyebrows may be close to horizontal, and wrinkles in evidence across the forehead. Similar to anger, people who are frightened may open the upper eyelid more widely and show more of the whites of their eyes, while the corners of their mouths pull the lips into a horizontal line.

##### Happiness

Happiness is generally accompanied by rising cheeks, and we describe the accompanying smile as going up to someone's eyes when the muscles around the eyes tighten (hence the way that smile lines lead to permanent lines around the eyes). Authentic smiles, also called a Duchenne smile, were first described by French neurologist Guillaume Benjamin Amand Duchenne de Boulogne. They are characterized by those eye wrinkles, whereas a phony or forced smile is missing those characteristic smile lines.

**Surprise**

Raised upper eyelids, in addition to exposing additional whites of the eye, often accompany surprise. The mouth or jaw may also open as a part of the response.

**Contempt**

Is anyone rolling their eyes at you? This gesture is quite common in expressions of contempt, in addition to the left corner of the lip being pulled out asymmetrically, creating a dimple.

**Disgust**

People who are feeling disgusted may wrinkle their nose as they might to a bad smell, and/or generate wrinkles at the top of the nose between their eyes. The upper lip may also be raised.

**What Do Emotions Tell Us?**

Emotion	What It Tells Us
Sadness	Lost something of value
Anger	Way is blocked or get out of my way
Fear	Possible threat – be prepared
Happiness	Gained something of value, the way is safe
Surprise	Something unexpected happened
Contempt	Not worthy of care, hardening of feelings
Disgust	Rules are violated

**Applying Emotional Intelligence**

Emotional expressions don't tell us the cause that prompts the response. You have to take into account the situation in which the emotion was expressed and how your own emotions affect the situation in order to understand it. As you try to understand emotions that you witness, it is important to remember that emotions in themselves are neither positive nor negative; it is what we do with the emotion that creates the outcome.

### Positives and Negatives

Identify a positive and negative use for each emotion.

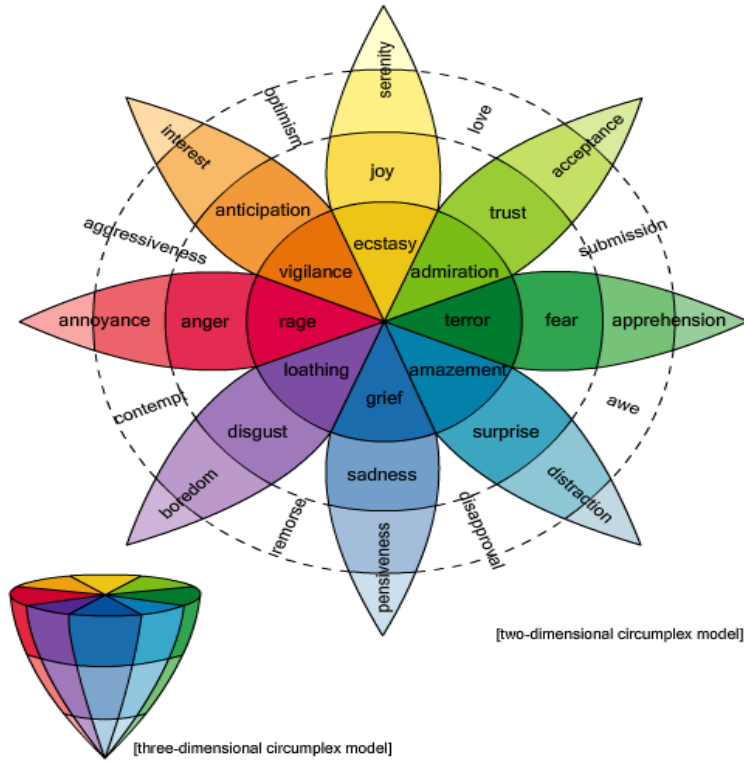
	Positive Use	Negative Use
Sadness		
Anger		
Fear		
Happiness		
Surprise		
Contempt		
Disgust		

### The Emotional Map

At the core of the emotional map are the eight emotions that are considered the primary emotions. Emotions that are the complete opposite of each other are located across from each other in the circle. The model indicates how emotions can combine with one another to form more complex emotions.

For example, grief and loathing combine to form the complex emotion of remorse. The complex emotions in the open spaces are a mix of the two primary emotions that are next to each other.

Plutchik's Wheel of Emotions



Setting Your Personal Vision



Defining Your Principles Staff Training Solutions

**What Is Your Vision Of Yourself?**

When they read your eulogy, what is it that you want them to be saying about you? In order to be the person you want to be, you have to have a vision that helps guide you daily. The following exercise will help you set your vision.

Like the natural principles that govern our physical environment, there are principles that govern our development as people. They govern human effectiveness and impact our ability to produce the results we want and our ability to achieve.

**Creating Your Vision**

**Pick four words** that represent the principles you value or which you most closely want to align to the way you walk through life. Rank them in order of importance, so that #1 is your first choice, #2 is your second choice, etc.

Empowerment	
Encouragement	
Excellence	
Fairness	
Growth	
Honesty	
Human dignity	
Humility	
Integrity	
Patience	
Potential	
Quality	
Service	
Trustworthiness	

**Understanding Your Values**

**What Are Values?**

Values are different from principles. Values are the things that are important to us. Principles, on the other hand, are guidelines for human conduct that are proven to have enduring permanent value. If our values do not align with our principles, they may prevent us from producing the results we try to seek in our lives.

### Defining Our Values

Think about the things that are most important to you; your values. The words listed below may help stimulate your thinking. They are powerful motivators that influence our choices, habits, and lifestyles.

**Pick four.**

Contribution		Lifestyle	
Diversity		Order	
Effort		Peace of mind	
Fame		Personal growth	
Family		Productivity	
Financial security		Purpose of life	
Free time		Relationships	
Friends		Respect	
Frugality		Security	
Fulfillment		Sense of accomplishment	
Generosity		Sincerity	
Happiness		Spiritual	
Health		Travel	
Justice		Truth	
Learning		Wealth	
Life		Work	

### Identifying Our Influences

In our lives, we have had people that have had a profound effect on us. They have helped nurture us and helped us grow as individuals. They may or may not know the effect they had on us. Sometimes they were teachers who taught us in a way that made us want to achieve. They saw something in us that we couldn't see in ourselves. Sometimes it was a friend and sometimes a boss that saw something special in us and gave us the chance to grow and excel.

Write down the names of at least two people who have had a profound effect on you. (You can use your pre-assignment to help you think through this exercise.)

Person #1: \_\_\_\_\_

Person #2: \_\_\_\_\_

### Identifying Their Qualities

What do you admire about them? Pick from the list or choose your own term (or terms) that describe what you admire about the people you chose. **Pick at least five and a maximum of ten.**

Ambitious		Loyal	
Balanced		Moral	
Caring		Organized	
Committed		Patient	
Compassionate		Powerful	
Courageous		Principle centered	
Creative		Pro-active	
Dependable		Respectful	
Educated		Responsible	
Fair		Selfless	
Faithful		Self-reliant	
Forgiving		Sensitive	

Fun		Thankful	
Giving		Tolerant	
Industrious		Truthful	
Intelligent		Wise	

**Considering Your Strengths and Talents**

We all have strengths and talents that enable us to achieve to a certain level in life. Consider your strengths and talents, both the ones other people recognize and the strengths that others may not see.

**Pick four.**

Adaptable		Insightful	
Articulate		Intelligent	
Artistic		Kind	
Athletic		A leader	
Clever		Open-minded	
A communicator		Optimistic	
Confident		A philosopher	
Dexterous		Practical	
Diplomatic		Sincere	
Energetic		Skillful	
Entertaining		Spiritual	
Generous		A teacher	

Grateful		Trustworthy	
Hard-working		Understanding	
Imaginative		A visionary	

### What's Standing in Your Way?

Just as you have strengths and talents that enable you to achieve, you may have habits or tendencies that prevent you from being the person you want to be. Which ones hold you back from achieving what you want? **Pick three or less** from the list or create your own.

Alcohol or drug dependency		Pessimistic	
Antisocial		Pretentious	
Fearful		Prideful	
Compulsive		Procrastinator	
Dishonest		Reactive	
Disorganized		Selfish	
Distrustful		Prejudiced	
Egotistical		Tedious	
Excessive		Unaware	
Impulsive		Uncharitable	
Inflexible		Uncommitted	
Insecure		Unenthusiastic	
Intolerant		Ungrateful	
Irresponsible		Unmotivated	
Narrow-minded		Unreliable	
Obsessive		Vague	

## Think in Terms of Relationships

### Considering Key Relationships

Another way to think about your life is to think about the connections we have with others that greatly influence our lives. Identify four people you consider being very important in your work and personal life.

- Boss
- Peer or co-worker
- Patient, client, or subordinate
- Friend or family member

### What Would They Say?

Project yourself forward in time and pick three characteristics that you feel your boss would attribute to you. Repeat this process, substituting the name of a peer, then someone who reports to you, and finally a personal friend or someone that you have a close relationship with. If you like, create your own phrase or term that you think they would attribute to you. (A worksheet is available on the next page.)

	Boss	Peer	Patient, Client, Etc.	Friend/Family
Ambitious				
Balanced				
Caring				
Committed				
Compassionate				
Courageous				
Creative				
Dependable				
Educated				
Fair				
Faithful				

	<b>Boss</b>	<b>Peer</b>	<b>Patient, Client, Etc.</b>	<b>Friend/Family</b>
Forgiving				
Fun				
Giving				
Industrious				
Loyal				
Moral				
Organized				
Patient				
Powerful				
Principle centered				
Pro-active				
Respectful				
Responsible				
Selfless				
Self-reliant				
Sensitive				
Thankful				
Tolerant				
Trustworthy				
Wise				
Witty				

## Creating Your Vision Statement

### Vision Statement

To become the best person I can be I will:

**LEAD** a life centered around the principles of \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
\_\_\_\_\_.

**REMEMBER** that what is important in life is \_\_\_\_\_, \_\_\_\_\_,  
\_\_\_\_\_, and \_\_\_\_\_.

**RESPECT** admirable characteristics in others such as being \_\_\_\_\_, \_\_\_\_\_,  
\_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_, and attempt to implement similar  
characteristics in my own life.

**RECOGNIZE** my strengths and develop talents as a person who is \_\_\_\_\_, \_\_\_\_\_,  
\_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.

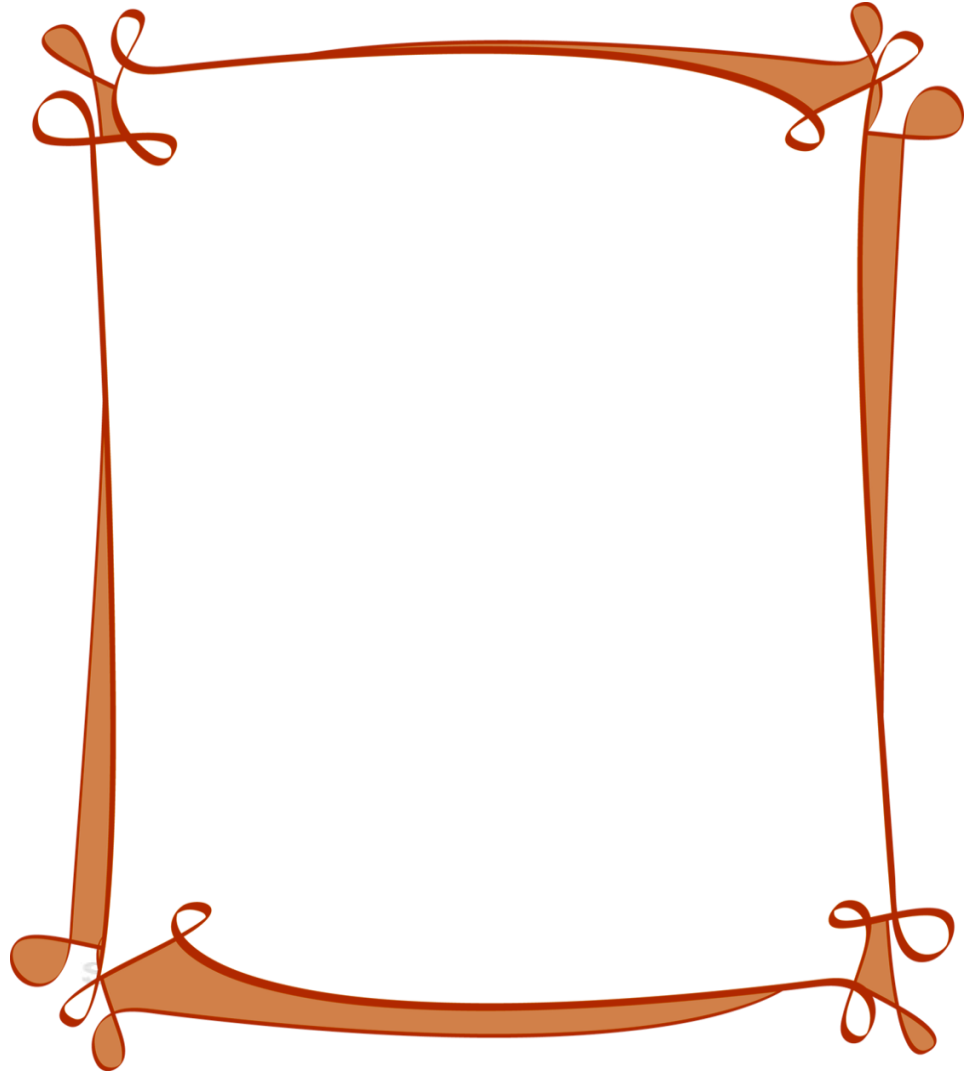
**ACKNOWLEDGE** that I can be \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_, and  
be constantly striving to change my weaknesses into strengths.

**ENVISION** myself becoming a person who:

- \_\_\_\_\_ (name of boss) thinks is \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
- \_\_\_\_\_ (name of peer) thinks is \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
- \_\_\_\_\_ (name of patient/client) thinks is \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
- \_\_\_\_\_ (name of friend or family member) thinks is \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.

### Drawing It Out

What would your vision statement look like if you were to draw a picture?



### Further Reading:

- ✓ *Damasio, Antonio. Descartes' Error: Emotion, Reason, and the Human Brain. Penguin, 2005.*
- ✓ *Ekman, Paul. Emotions Revealed (2nd Edition). Holt Paperbacks, 2007.*
- ✓ *Goleman, Daniel. Emotional Intelligence: Why It Can Matter More Than IQ (10th Anniversary Edition). Bantam, 2005.*