Emotions influence how we live and interact with each other. The choices we make, the actions we take, and the perceptions we have, are all influenced by the emotions we experience at any given moment.

**WHEEL OF EMOTIONS**
With over 34,000 distinguishable emotions, psychologist Robert Plutchik has elegantly simplified and organized our instinctive state of mind into eight basic emotions in his Wheel of Emotions.

**Basic Emotions**
There are eight primary emotions, which are grouped into four pairs of polar opposites:
- Joy - Sadness
- Anger - Fear
- Trust - Disgust
- Surprise - Anticipation

**Combinations**
Adding emotions together produces new ones, for example:
- Trust + Fear = Submission
- Joy + Trust = Love
- Anticipation + Joy = Optimism

**Intensity**
The degree of change from mild to strong produces additional emotions, for example:
- Annoyance > Anger > Rage
- Distraction > Surprise > Amazement
- Serenity > Joy > Ecstasy

**EMOTIONS AND FEELINGS ARE OFTEN USED INTERCHANGEABLY, BUT...**

**Emotions** are instinctive and neurological reactions to a stimulus, creating biochemical and electrical reactions activated through neuro-transmitters and hormones released by the brain (e.g., frightened by the cat jumping on you from behind).

**Feelings** are mental associations and reactions to an emotion that we assign with a particular meaning, influenced by our personal experiences, temperament, beliefs, memories, and thoughts (e.g., excited that your favorite sports team won the game).
UNDERSTANDING YOUR EMOTIONS

The emotions we feel have a subjective, physiological, and expressive component – how we experience the emotion and how our body reacts to the emotion can influence the actions we take and the decisions we make to help us survive, avoid danger, form social connections, and thrive.

WHAT HAPPENS WHEN YOU ARE EXPERIENCING AN EMOTION?

Circumstances: You're juggling multiple deadlines and did not sleep well the night before

Trigger Event: Someone harshly disagreed with you

Memory: You're reminded of a bully

Mental state:
- You feel attacked and/or feel disappointment

Emotional State: Anger

Physical state:
- Heart rate goes up, body tensed, jaw clenched

Source: Adapted from "Atlas of Emotions" by Dr Paul Akman and his daughter Eve Ekman. http://atlasofemotions.org/

MAPPING YOUR EMOTIONAL ENERGY

Survival Zone
- Angry
- Frustrated
- Tense
- Defensive
- Fearful
- Anxious

Performance Zone
- Energized
- Connected
- Challenged
- Hopeful
- Aligned
- Passionate

Burnout Zone
- Exhausted
- Burned out
- Defeated
- Hopeless
- Sad
- Grieving

Recovery Zone
- Carefree
- Peaceful
- Resting
- Mellow
- Relaxed
- Mind-wandering

Positive and negative energy
Positive emotions like joy, trust, and surprise make us feel good and are easy to grasp. Negative emotions are typically unpleasant but just as important. It is an inevitable part of life and something we need to experience to appreciate a full, rich life. Fear can help protect us from harm; and disgust can help us reject what is unhealthy.

High and low intensity
Constantly looking over your shoulder, feeling tensed and anxious, or fearful and frustrated from making mistakes is draining and can eventually lead to feeling hopeless, defeated, and depressed. Conversely, feeling energized, challenged, and passionate allows you to perform at your best but, without proper rest and recovery, can also lead to exhaustion and burnout.

Short and long duration
The same primal instinct that enables our fight-or-flight response to avoid being eaten by the saber-toothed tiger can also come in handy when someone cuts us off in traffic. The event triggers heightened awareness and quick reactions; the burst of emotion and annoyance at the driver is short-lived. On the other hand, ruminating over a work disappointment or suffering a loss of a relationship can have an emotional response that is long-lasting and can impact our mental health and emotional well-being.

THE IMPORTANCE OF MEANINGFUL SOCIAL CONNECTIONS

Research has shown that social connectedness often drives an upward spiral of positive emotions and can improve physical health, and mental and emotional well-being.

People who feel connected to others:
- have 50% increased chance of longevity
- have lower levels of anxiety and depression
- are more trusting and cooperative
- have better emotion regulation skills
- have stronger immunity
- have higher self-esteem
- have greater empathy

Emotional intelligence or EQ is the ability to recognize and understand that emotions can drive behaviors with positive or negative impact to self and others. Learning how to manage those emotions for yourself will also give you the insight to help influence the emotions of others to create better human connections.

**PERSONAL COMPETENCE**
My ability to maintain awareness of my emotions and manage my behaviors

**SELF AWARENESS**
How am I accurately perceiving and understanding my emotions?
- Feelings and emotional impact to self and others
- Values that drive your emotions
- Objectivity
- Triggers
- Preferences/Tendencies
- Strengths/Limitations
- Ability/Capabilities

**SELF MANAGEMENT**
How am I managing my emotions and behavior productively?
- Impulse/Self control
- Adaptability/Resilience
- Motivation/Drive
- Transparency
- Optimism/Positive outlook
- Conscientiousness/Integrity
- Take Initiative
- Intentionality/Choosing how to act/React

**SOCIAL COMPETENCE**
My ability to understand others to improve relationships

**SOCIAL AWARENESS**
Do I accurately perceive and understand the emotions and behaviors of others?
- Empathy
- Organizational culture
- Service orientation
- Assessing the mood in the room
- Picking up verbal and non-verbal cues
- Sensitivity to others’ feelings
- Shifting perspective

**RELATIONSHIP MANAGEMENT**
Do I work well with others and impact others effectively?
- Communication/Interpersonal effectiveness
- Influence/Change catalyst
- Teamwork/Collaboration/Comradery
- Inspirational leadership
- Conflict management
- Developing others/Coaching/Mentoring
- Building trust/Bonds/Rapport
- Finding common ground
- Amplify positive emotions

**EMOTIONAL INTELLIGENCE MATRIX**

**TIPS TO HELP YOU MANAGE YOUR EMOTIONS**

**BREATHE**
When strong emotions arise, a few deep breaths can often help you feel calmer. Yes, it’s that simple. Mindfulness meditation practice can help you pay attention to your body and alert you when your emotions are taking over.

**PHYSICAL ACTIVITY**
Exercise and other forms of active movement release the feel-good chemicals in the brain. Group classes like yoga, Pilates, indoor cycling, or organized hikes and walking tours can further enhance social bonding.

**Gratitude & Kindness**
Be kind to others and share your appreciation. Kindness is a behavioral response of empathy and compassion with actions that are selfless and can lead to a sense of interconnectedness with others. When you focus on others, you stop worrying about yourself.

**SELF COMPASSION**
Learn to let go and be open and accepting of what is going on around you. Don’t forget to be gentle with yourself and avoid excessive self-criticism. Journaling and reflection will help you appreciate the goodness that surrounds you.

**CONNECT with OTHERS**
Don’t bottle it up. Spend time with friends and family. Establish a strong support system. Be authentic and share what’s going on — the good, the bad, the ugly. Don’t just vent. Be a good listener too. Invite others to share and learn from their perspectives.

**CHALLENGE NEGATIVE BIAS**
When you have negative thoughts, reflect on the underlying cause and try to redefine and reframe them with a positive attitude before you make mountains out of molehills.
EMOTIONAL AGILITY

When an event triggers an emotion, there is a space between the stimulus and response to pause before reacting. This allows you to see and choose your thoughts, then shift your response with more considered words and actions to determine a desired positive outcome.

BUILDING EMOTIONAL AGILITY

To avoid operating on autopilot and resorting to default behaviors, psychologist Dr. Susan David outlines four key concepts to get unstuck, embrace change, and thrive in work and life:

Showing Up:
Emotions are, by their very nature, strong, instinctive states of mind and often difficult to ignore. Practicing mindfulness will help you focus your attention on the present moment and to recognize your emotional patterns without judgment. Be open to face your thoughts, emotions, and behaviors with courage, curiosity, and compassion. Acknowledge that denying or ignoring negative thoughts aren’t helpful and it’s better to learn from them to disrupt the pattern and initiate meaningful change.

Stepping Out:
We typically fall into thinking traps that cloud our minds unnecessarily and incessantly. When you can step back to create distance, observe and disentangle thoughts from feelings, label them objectively, and start to see the big picture with informed clarity — that you are not your emotion — then you can use emotional intelligence strategically.

Walking Your Why:
You are a person with values and commitments and in your emotional journey, always have a choice for the path forward. Avoid just checking the list off but instead focus on the quality of your actions and motivations. Your core values provide the compass and guardrails so that your emotions do not overwhelm you. You can stay the course knowing that your response and behavior are moving ahead in a meaningful way.

Moving On:
Leave the negativity behind. Emotional agility is not a natural or inherent quality. You can acquire and strengthen this ability through practice. Making small changes and shifting your mindset to condition new habitual patterns can create a big impact to how you experience your emotions in your life. Developing competency infused with your core values will help you stay motivated to improve your circumstances, mood, and relationships with others.

Sometimes strong emotions like “Anger” can mask other feelings that are vulnerable like “Shame” or “Embarrassment.”

Shift from “I’m angry!” to “I notice that I’m experiencing anger.” Identify possible causes of the emotional event based on facts not interpretation.

Does this action fit with my values? If not, what else could I do that might fit better?

About Empowered Well-being
Empowered Well-being is Deloitte’s holistic approach that gives our people the support and flexibility to make daily choices that can enable them to be energized, confident, and aware. It provides the opportunity for our people to personalize their experiences in the ways that matter most to them in body, mind, and purpose.

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