

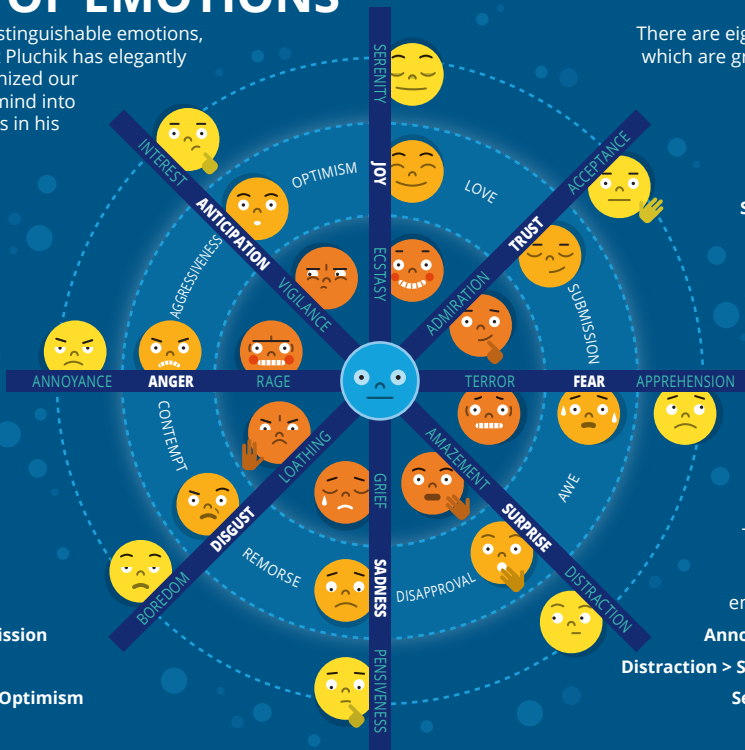
MANAGING

EMOTIONS

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 > Amusement

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).

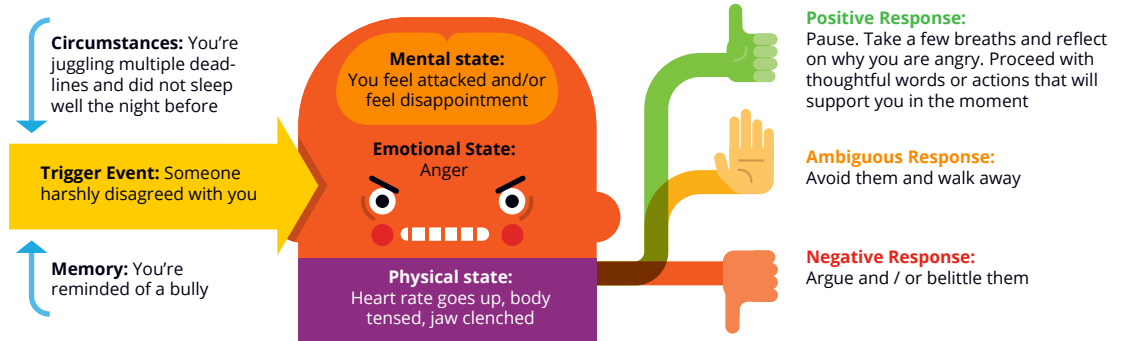


Feelings are mental associations and reactions to an emotion that we assign with a particular meaning, influenced by our personal experiences, temperament, beliefs, memories, and thoughts (e.g., excited that your favorite sports team won the game).

UNDERSTANDING YOUR EMOTIONS

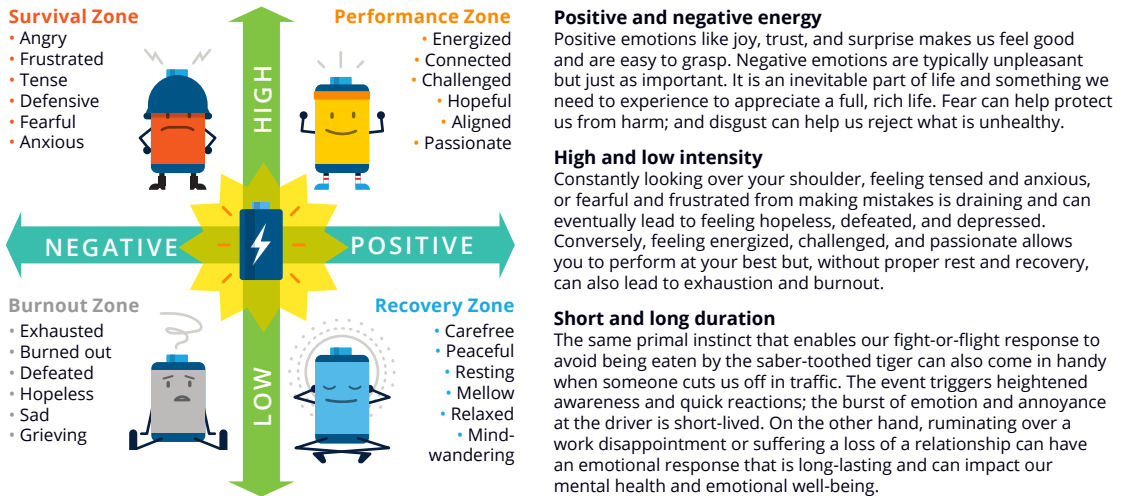
The emotions we feel have a subjective, physiological, and expressive component – how we experience the emotion and how our body reacts to the emotion can influence the actions we take and the decisions we make to help us survive, avoid danger, form social connections, and thrive.

WHAT HAPPENS WHEN YOU ARE EXPERIENCING AN EMOTION?



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

MAPPING YOUR EMOTIONAL ENERGY



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:

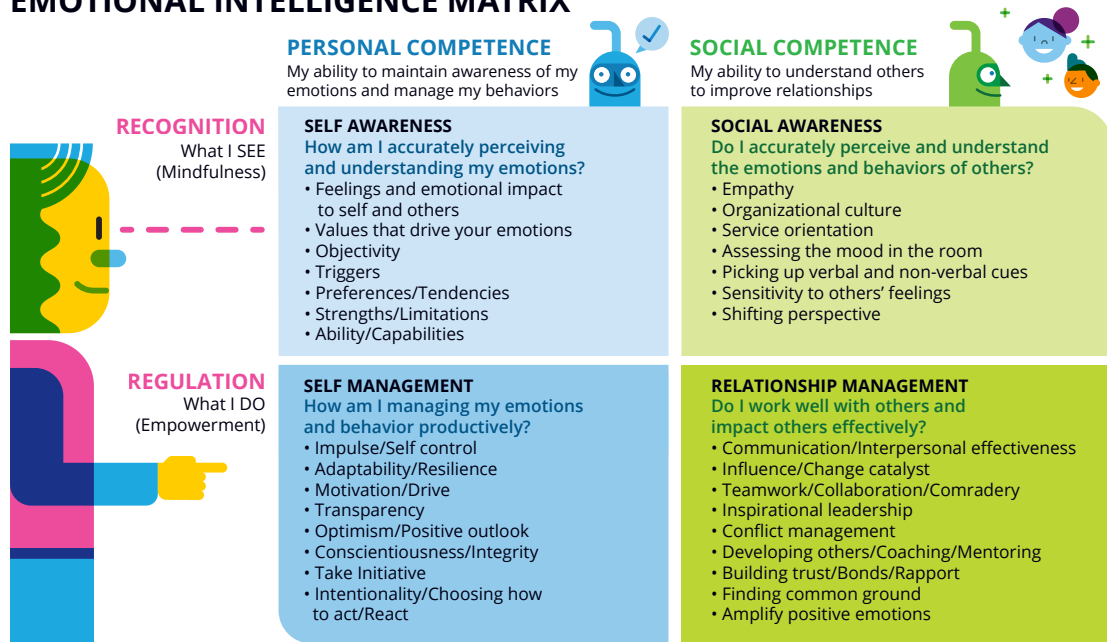
- have 50% increased chance of longevity
- have lower levels of anxiety and depression
- are more trusting and cooperative
- have better emotion regulation skills
- have stronger immunity
- have higher self-esteem
- have greater empathy

Source: <http://ccare.stanford.edu/uncategorized/connectedness-health-the-science-of-social-connection-infographic/>

USING YOUR EMOTIONAL INTELLIGENCE

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.

EMOTIONAL INTELLIGENCE MATRIX



TIPS TO HELP YOU MANAGE YOUR EMOTIONS



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.

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.



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.

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.



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.

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

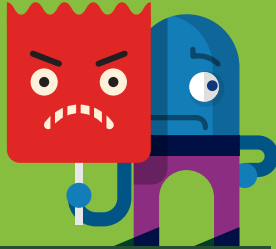
When an event triggers an emotion, there is a space between the stimulus and response to pause before reacting. This allows you to see and choose your thoughts, then shift your response with more considered words and actions to determine a desired positive outcome.

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:

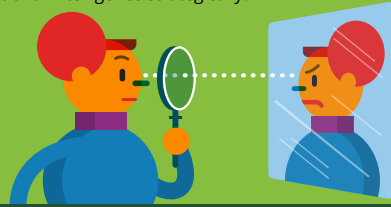
Emotions are, by their very nature, strong, instinctive states of mind and often difficult to ignore. Practicing mindfulness will help you focus your attention on the present moment and to recognize your emotional patterns without judgement. Be open to face your thoughts, emotions, and behaviors with 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.



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

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.



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.

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.



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

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.



Make small deliberate tweaks to your mindset, motivation, and habits. Move from being complacent or overwhelmed to excited, enthusiastic, or invigorated.

Note

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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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