MODULE OVERVIEW

Managing your emotions at work

Adaptive module | ~20 min

"Stressed" is often the only word accepted at work to say something is wrong: a bag you can't see into, where irritation, worry, and discouragement blur together, though they don't call for the same response. This module first teaches learners to name feelings precisely, drawing on Lisa Feldman Barrett's work on emotional granularity. It then gives three levers (environment, body, and thoughts) and an original map, the emotional elevators, with the antidote diagonally opposite.

LEARNING OBJECTIVES

01 Name your feelings precisely rather than calling everything "stressed," and distinguish emotion from judgment.

02 Take back ownership of your emotions: states you feel, not an identity or someone else's fault.

03 Use the three levers for managing emotions: the environment you can change, your body, and what you tell yourself.

04 Spot the elevator you take automatically; aim diagonally opposite to change state without self-judgment.

WHO IT'S FOR

Anyone who wants to understand what their emotions are telling them at work, and how to change state when needed.

- **Prerequisite:** none

HOW THE MODULE WORKS

Self-paced, with practice tailored to each learner.

1. **Self-assessment**: on 9 dimensions, to gauge current habits and guide the practice.
2. **Expert video**: 10 minutes, with 3 pauses for reflection.
3. **Practice scenarios**: the first 2 chosen from the self-assessment, then 16 optional ones. Every answer gets feedback: what it leads to, and one way to improve.
4. **Dated commitment**: one action to try, written by the learner or picked from the suggestions.
5. **Memo to download**: key takeaways, questions, commitment, personal notes and checklists.

ASSESSMENT AND COMPLETION

Pass mark: 80%

The score takes into account your answers to the practice scenarios, your commitment and, where relevant, any additional learning activities. Passing requires a commitment and a score of at least 80%.

METHODS & MODELS

- Emotional elevators (2 axes: pleasant/unpleasant, high/low energy) – Afthonios method, close to the circumplex model of affect
- Emotional granularity – Lisa Feldman Barrett (neuroscientist, Northeastern University)
- Distancing / self-talk using your own first name ("distanced self-talk") – Ethan Kross (University of Michigan)

SOURCES & REFERENCES

- Lisa Feldman Barrett (neuroscientist, Northeastern University) – emotional granularity: naming your emotional states precisely improves regulation
- Ethan Kross (psychologist, University of Michigan), Journal of Personality and Social Psychology (2014) – talking to yourself in the third person makes it easier to step back and regulate your emotions
- Epictetus (Stoic philosopher, 1st–2nd century), Enchiridion – "People are disturbed not by things, but by the opinions they have about them"
- Lieberman et al. (2007) – naming emotions and emotion regulation

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