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SOFT SKILLS AS A TOOL FOR CREATIVITY IN RURAL AREAS PROJECT 2020-1-FR01-KA204-079841



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Emotional management



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Emotional management

Main aim of the module

- Learn about emotional management

Objectives of the module

- How emotional management works effectively
- Learn what skills are necessary to achieve emotional management
- How to learn emotional management



Definition of emotional management

- The ability to be aware of both positive and challenging emotions and handle them.
- It involves changing your thoughts or behaviours, in conscious or unconscious ways.



Why do we need emotional management?

- To feel be better.
- To recover more quickly from stressful experiences.
- To manage the situations that trigger emotions.
- To adjust to the valuable information and motivation emotions can provide when they are understood.
- To be more productive
- To reduce conflicts



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How does emotional management work effectively?

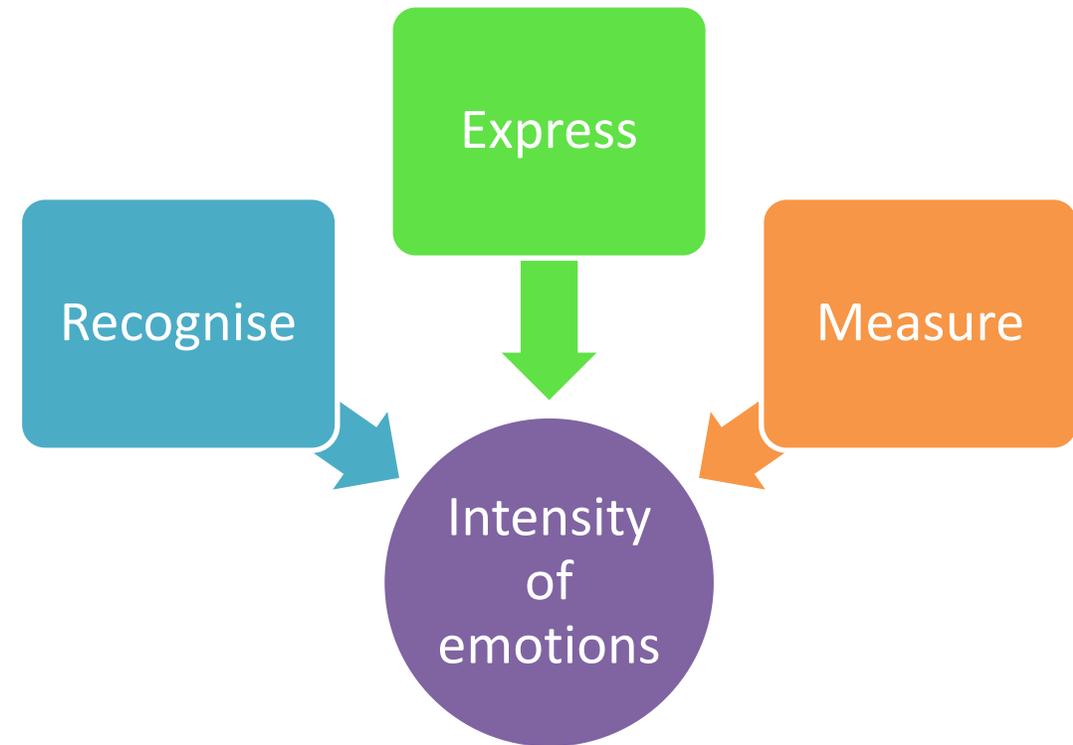


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How does emotional management work effectively?

1. It is essential to be able to recognise, express and measure the intensity of emotions in order to effectively regulate them.





How does emotional management work effectively?

Your feelings should be appropriately identified and communicated in a way that help:

To positively release the emotion

To be understood by others

To bring you closer to your goal



How does emotional management work effectively?

2. Use 'negative' emotions to your advantage. For example, anger can lead to a confrontation between two people or to a determined decision to move away from a toxic person in a peaceful manner.
3. Align your emotions with your values. Get clear on what your values are. It will ensure that you live a happy, fulfilled and productive life.



How does emotional management work effectively?

4. Be aware of your emotional response and understand what might be behind it by asking yourself some questions before reacting:
 1. How do I feel about this situation?
 2. What do I think I should do about it?
 3. What effect would that have for me and for other people?
 4. Does this action fit with my values?
 5. If not, what else could I do that might fit better?
 6. Is there anyone else that I could ask about this who might help me?



How does emotional management work effectively?

5. Learn emotional management skills to be able to cope with stressful situations at work such as those listed below:

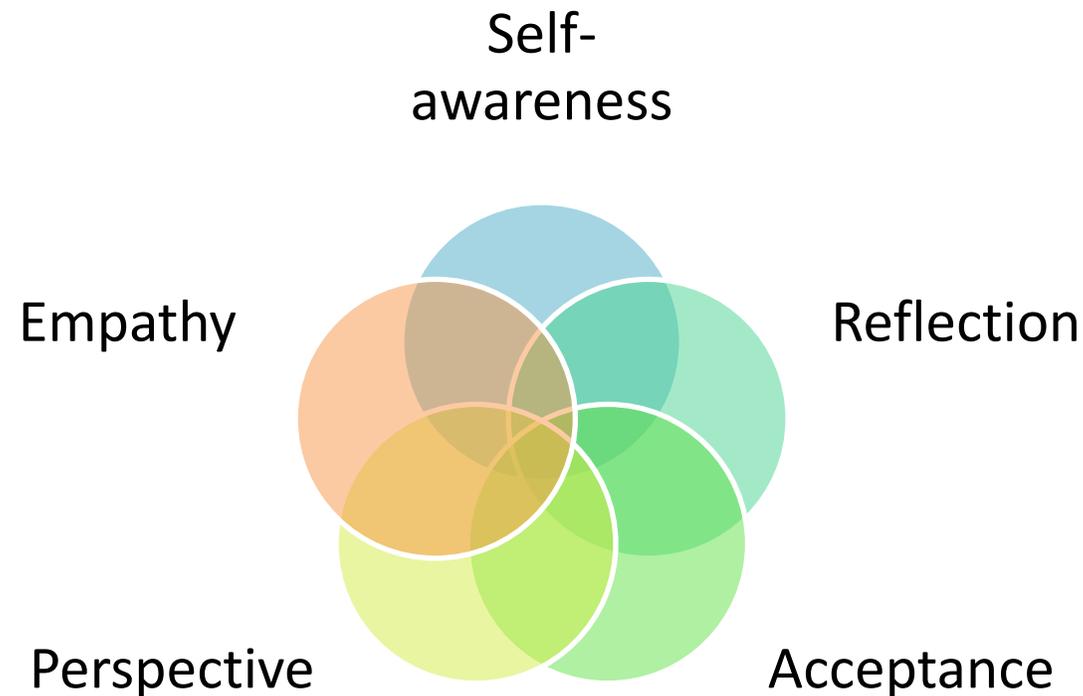
- You feel nervous before giving a presentation: use that adrenaline to deliver a more energetic presentation.
- You feel bad about something you have done in the past: learn from past experiences, use those feelings so it won't happen again.
- You can't focus because you are worry: set time to “worry” so you can clear your head and think of solutions.



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Necessary skills to achieve emotional management



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Necessary skills to achieve emotional management

Self-awareness

- Observe your emotional reaction to situations and learn how to improve your responses.

Reflection

- It allows you to understand why you had a certain emotional reaction to a situation or person.

Acceptance

- If you accept your emotions you can recover from an emotional reaction more easily, allowing you to focus on the next task.

Perspective

- It can help you manage your emotions by placing them into context.

Empathy

- Using empathy in the workplace can help you build rewarding relationships with colleagues and prevent conflicts.



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Reflection



It allows you to understand why you had a certain emotional reaction to a situation or person.

Using empathy in the workplace can help you build rewarding relationships with colleagues and prevent conflicts.



Empathy



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Self-awareness



Observe your emotional reaction to situations and learn how to improve your responses.

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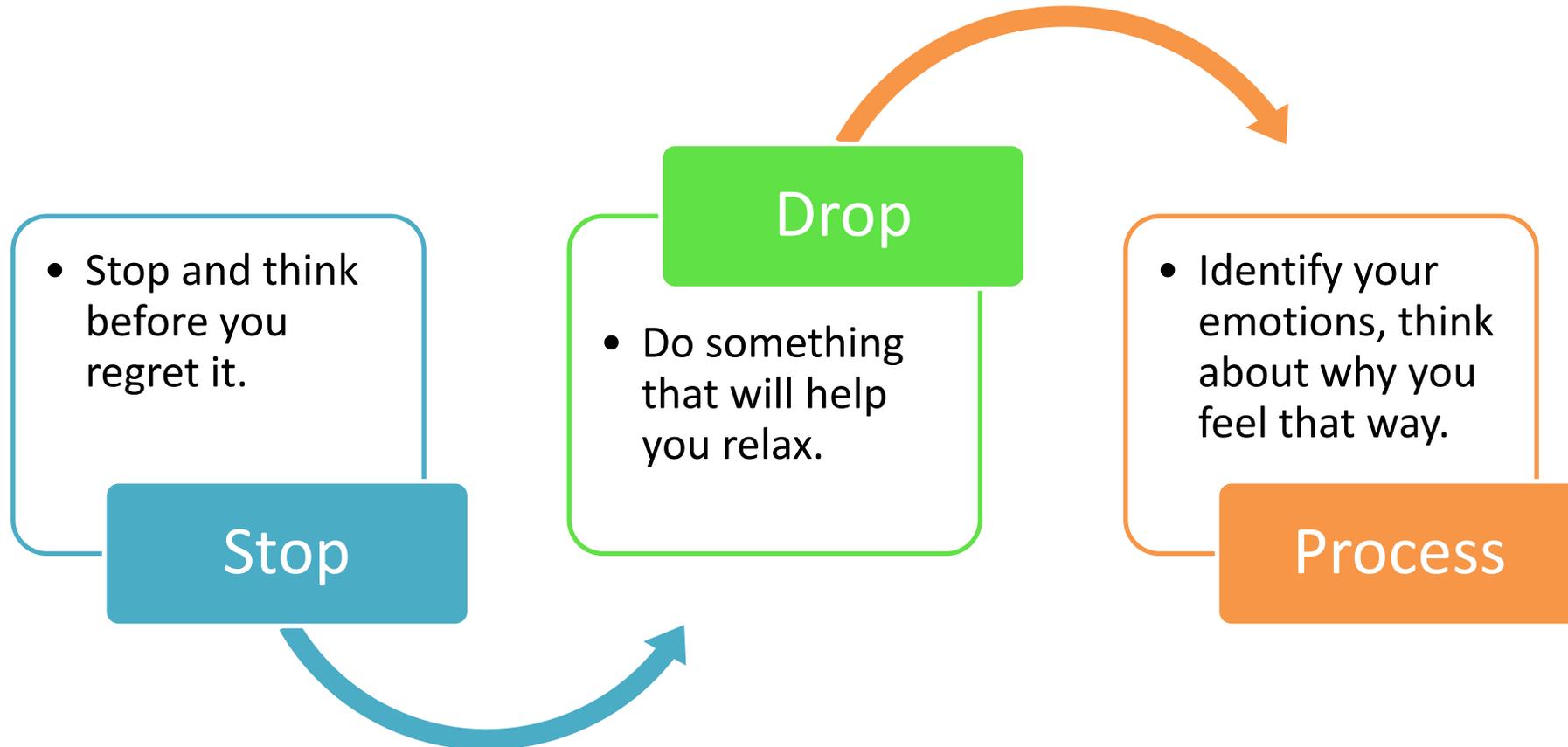
Emotional management skills

These skills can help us to complete tasks such as:

- ✓ Resolving conflict with colleagues or clients
- ✓ Giving presentations or speaking publicly
- ✓ Customer's assistance
- ✓ Leading performance evaluations
- ✓ Training new teammates
- ✓ Colleague mentoring
- ✓ Task completion under time limitations
- ✓ Adapting to changes in project plans

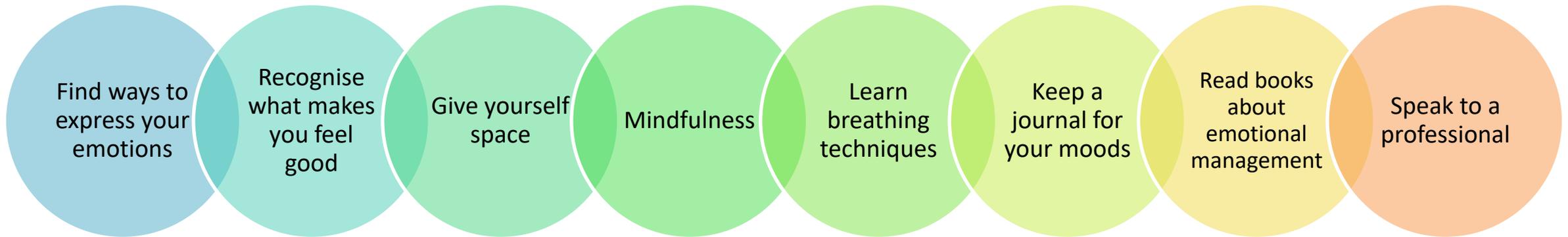


How can you develop emotional management skills?





How to learn emotional management?





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Mindfulness

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Test your knowledge!

1. What can you do to work more effectively with others and become more productive?
 - a) Ignore negative emotions.
 - b) Always do what others want to avoid conflict.
 - c) Improve your emotional management skills.
2. We cannot use negative emotions. It is better to ignore them.
 - a) True
 - b) False



Test your knowledge!

3. What are the 5 essential skills for managing emotions?

- a) Self-awareness, reflection, acceptance, perspective and empathy.
- b) Self-awareness, withdrawal, acceptance, perspective and empathy.
- c) Self-awareness, reflection, suppression, perspective and empathy.



Test your knowledge!

4. What is the best way to improve empathy?
- a) Always agree with the other person.
 - b) Do not ask questions so as not to interrupt the speaker.
 - c) Talk less and listen more.



Test your knowledge!

5. Is giving yourself space a good technique for managing your emotions?
- a) Yes, because then I can walk away from the problem until I forget about it and I don't have to face it.
 - b) Yes, because I can gain perspective on my emotions and go back to the problem to try to find a solution.
 - c) No, I have to deal with the situation as it happens.

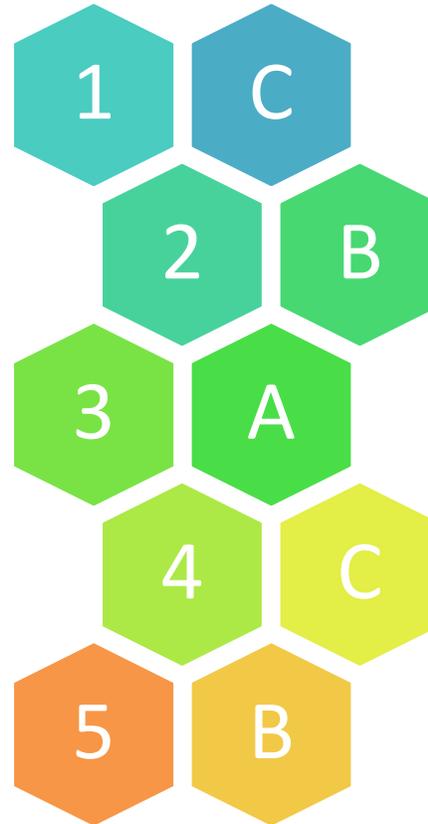


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Test your knowledge!

Answers



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