

# RIDING THE ROLLERCOASTER OF EMOTIONS

**ONCE UPON A TIME...**

**TO BE CONTINUED...**

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**CHOCO**



## MORE EMOTIONAL SITUATIONS

- Breaking Production
- A team member unexpectedly quits
- Your users don't like the new feature
- Difficult coworker



# EMOTIONAL INTELLIGENCE IN LEADERSHIP

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Fosters a positive and inclusive work environment

Improves decision-making and problem-solving

Better understanding and response to the needs of team members

# HANDLING YOUR EMOTIONS



#1 IDENTIFY SITUATIONS OF DISCOMFORT

# Identify, acknowledge, and reflect on your emotion

Take a step back

Acknowledge your emotion

Ask yourself why you feel this way

#2 MONITOR YOUR INNER DIALOGUE

# Recognise your negative thoughts

Become more aware of self-talk

Identify thought patterns

What emotions does it trigger?

#3 POSITIVE REFRAMING

# Reframe your negative thoughts to positive ones

Thoughts lead to emotions

Find the positive aspects of the challenge

Use "if-then" thinking

#4 KEEP CALM, DON'T REACT

# When triggered, don't react immediately. Calm down.

Seek the calm resolution of conflict

Communicate that you need to take a step back

There are no good outcomes when you react emotionally

RECAP

1. Identify and reflect on your emotions
2. Recognise negative thoughts
3. Positive Reframing
4. Keep calm, don't react when triggered

*It's okay to be emotional*

THANK YOU