



## RELATIONSHIPS & EMOTIONS

### RESPONSE vs. REACTION

Positive relationships and influence at work are important to all of us to feel of value, of belonging and giving meaning to our work. Your self-awareness and self-control are one way to achieve them.

Building positive relationships start with two crucial elements – respect and openness to the other side as the fundamentals of one's position and trust within a group.

#### What if self-control is missing?

Self-control is a skill that we develop by imitating the behavior and scripts used by significant figures around us, hence we can reshape it in the same fashion as we change our opinion when receiving new facts.

Everyone poses some basic self-control, however even the most self-controlled people with highly developed social and emotional intelligence can lose it. The root cause for it is usually stress and insecurity, however these are the situations that can help us practice reshaping and honing the skill of self-control despite it is not easy at first.

#### How not to lose self-control?

The key, as always, is difficult in its simplicity! It is focusing on RESPONDING instead of REACTING.

#### What is the difference between them?

When we **react** to a situation or someone's behavior, we allow our emotions to take over the control and decision making for us. You can easily notice that the other side becomes immediately defensive, moves away from us and even changes their posture to a more confrontational one. It decreases the possibility to build trust and influence.

However, when we **respond** to a situation or someone's behavior, we recognize our emotions, and we decide on the response depending on the desired end result. It is not equal to hiding your emotions and frustration, but it is a moment of pause to become aware of the situation and name the emotions to be able to continue being aware, and without unnecessary baggage. In result, we can better express out needs and expectations, as well as listen and understand the needs and expectations of the other side. When you respond, you will notice the counterpart moving closer, assuming an open body language and you feel your influence level rising.

#### How to achieve better self-control?

Better self-control in a stressful situation can be achieved by practicing these 4 steps:

1. Listing the situations triggering your strong and emotional reaction.
2. Finding their common denominator by reviewing and reflecting on your emotions and thoughts in such the situations, including the attention to your gut feeling.
3. Assessing if your reaction brings a desired or positive effect.
4. Creating and listing alternative behaviors you could use in the future for example when facing an unpleasant surprise. These pre-planned desired behaviors or sentences will be at hand and allow you to respond appropriately. For example using a sentence like "let me think about it and get back to you" allows you to regain control on your emotions and provide a more thorough response.

Building up your self-control with preparing for a potentially emotionally charged situation with your self-awareness, and with knowledge of your emotions, values and trigger points, allows you to redirect from REACTION to RESPONSE, which in turns allows you to respond according to your intentions and values, build trust and positive relationships at workplace and in your private life.

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# LIGHTHOUSE



## Information & Support

### WORKPLACE FRIENDSHIPS



**80%** of Employees say friends at work is the most crucial element to a happy worklife

**50%** of Employees with a best friend at work report that they feel a strong connection with their company

**25%** of adults have met at least one of their closest friends at work

Source: [Gallup.com](http://Gallup.com)  
Designed by [Freepick](http://Freepick)

*“There is nothing more humane than emotions.”*

– James Frey

### HIGH “IQ” IS GREAT! WHAT ABOUT YOUR “EQ”?

EQ, *Emotional Intelligence*, is a term created in 1990 by Petr Salovey and John Mayer, but it gained worldwide recognition thanks to the commercial success of Daniel Goleman’s book of the same title.

EQ is a skill allowing to recognize the emotional states and emotions within yourself and others, as well as coping with them, using them to motivate yourself and influence others.

Nowadays EQ is growing in importance as a shield and tool for our daily issues. It is with a realistic perception, a healthy emotional attitude and effective processing of emotional information, one can easier resolve problems, especially concerning social situations like the ones at a workplace.

Emotional intelligence supports social functioning, and its deficiency may result in issues such as lack of self-control, negative behavior like aggression, mental abuse, crimes of passion or addictions.

The good news is that our emotional intelligence is determined neither by genes nor gender and it can be developed with time. As soft skills, such as cooperation, communication, conflict resolution, self-control, assertiveness and adaptation to fast changing conditions, are becoming more and more important, it is worth working on one’s emotional intelligence.

Apart from these soft skills, developing your EQ allows to achieve:

- Better outcomes of the interpersonal situations and more diverse, rich and lasting relationships,
- Better adjustment to surroundings in your private and professional life resulting in faster completing goal-oriented tasks and better functioning within an organization,
- Faster resolving issues and easier functioning in stressful and crisis situations,
- Higher level of social functioning.

Hence it is clear the emotional intelligence is strictly connected with one’s life satisfaction, self-awareness, higher self-value, optimism, and general happiness in life we all strive for.

### EAP provides professional support to You and Your immediate family

By phone or email

#### CONTACT US!

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**Don’t wait, call now! Talk to a specialist about the situations causing you to react especially emotionally in order to map out your trigger points and prepare a RESPONSE. We are here to support You!**