

PRAESTA

Handling Emotional Turbulence

How do we best manage the emotions that we and others are feeling during major change? Emotions bubbling below the surface can be guilt, frustration, annoyance, anger, irritability, anxiety, despair, exhaustion, or unfairness. Coaching conversations are often about how to handle these reactions, ground ourselves, and find a constructive way forward.

We offer the following questions as prompts for reflection, whether on your own or with others.

Within yourself and your team...

- How best do we spot when we are at risk of being captured by a particular emotion?
- What can help us view a rising emotion as valuable data rather than an impending threat?
- What might help us to separate emotion from fact?
- Could it help each of you to discuss your vulnerabilities with a trusted colleague and acknowledge what can trigger you?
- What helps each person to acknowledge their emotions, pause to appraise the situation and find a way forward?

With others...

- How best do we understand and address the emotions of those around us?
- How do we balance genuine empathy with clear expectations of delivery?
- What is the best approach for surfacing the truth when there is denial or obfuscation?
- How do we assess the boundaries that we cannot ask people to go beyond?

A positive mindset could include:

- Acknowledge that your emotions have value but cannot be allowed to dominate your thinking
- Remind yourself of the strategies that work for you – and use them
- Know your anchors, whether these lie with your family, your professional calling or your personal values and beliefs.
- Know what gives you joy and allow the best moments to sustain you
- Believe that good can come out of any situation, however it is affecting you.