

HANDLING EMOTIONAL TURBULENCE

Looking after your resilience

How do we best manage the emotions that we and others are feeling at the moment? Emotions bubbling below the surface can be guilt, frustration, annoyance, anger, irritability, anxiety, despair, exhaustion, or unfairness. Current 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...

1. How best do we spot when we are at risk of being captured by a particular emotion?
2. What can help us view a rising emotion as valuable data rather than an impending threat?
3. What enables us to separate emotion from fact?
4. What helps us to put annoyance on one side and move through irritation?

With others...

1. How best do we understand and address the emotions of those around us?
2. How do we balance genuine empathy with clear expectations of delivery?
3. How best do we surface the truth when there is denial or obfuscation?
4. How do we assess the boundaries that we cannot ask people to go beyond?

A positive mindset could include:

- Believe that good can come out of any situation, however it is affecting you
- Be aware when emotions can cloud your judgement
- Allow your emotions to inform but not dominate your thinking
- Treasure moments of joy that can sustain you

These ideas take forward the thinking in the Praesta Insight booklet 'The Resilient Leader' [click here](#) and an earlier booklet, 'The Resilient Team' [click here](#). For the accompanying video, [click here](#).