

Improving performance by accessing emotions

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Purpose

This approach is useful with people who believe that emotions have no place at work. They may not be able to access their own emotions or sometimes those of others there. The aim is to highlight how emotions affect our decision making and behaviour all the time, whether we are conscious of it or not.

Description

There are still clients who do not acknowledge that emotions have a healthy role to play in everyday working life. Often these are people who have limiting beliefs, which prevent them from accessing these powerful feelings. This exercise is designed to ameliorate this situation.

Process

The starting point arrives when a client says something to indicate that emotions shouldn't feature in the workplace, or only refers to what they think, never acknowledging their feelings in any given situation. Consider with the client a range of situations where feelings affect decision making, for example, a heated pricing discussion with a customer, appraisal rounds or wanting to promote someone and you are told you cannot. It might be that a decision needs to be taken and the logical, rational approach is not coming up

with an answer that feels right. Your role is to highlight how everyone has emotions and how to be aware of them so that you can know what they are telling you and therefore make more informed choices and better decisions both in regard to self and others.

Pitfalls

None really. People have different levels of ability to get in touch with what they are feeling – but even awareness of tension and what causes it is helpful.