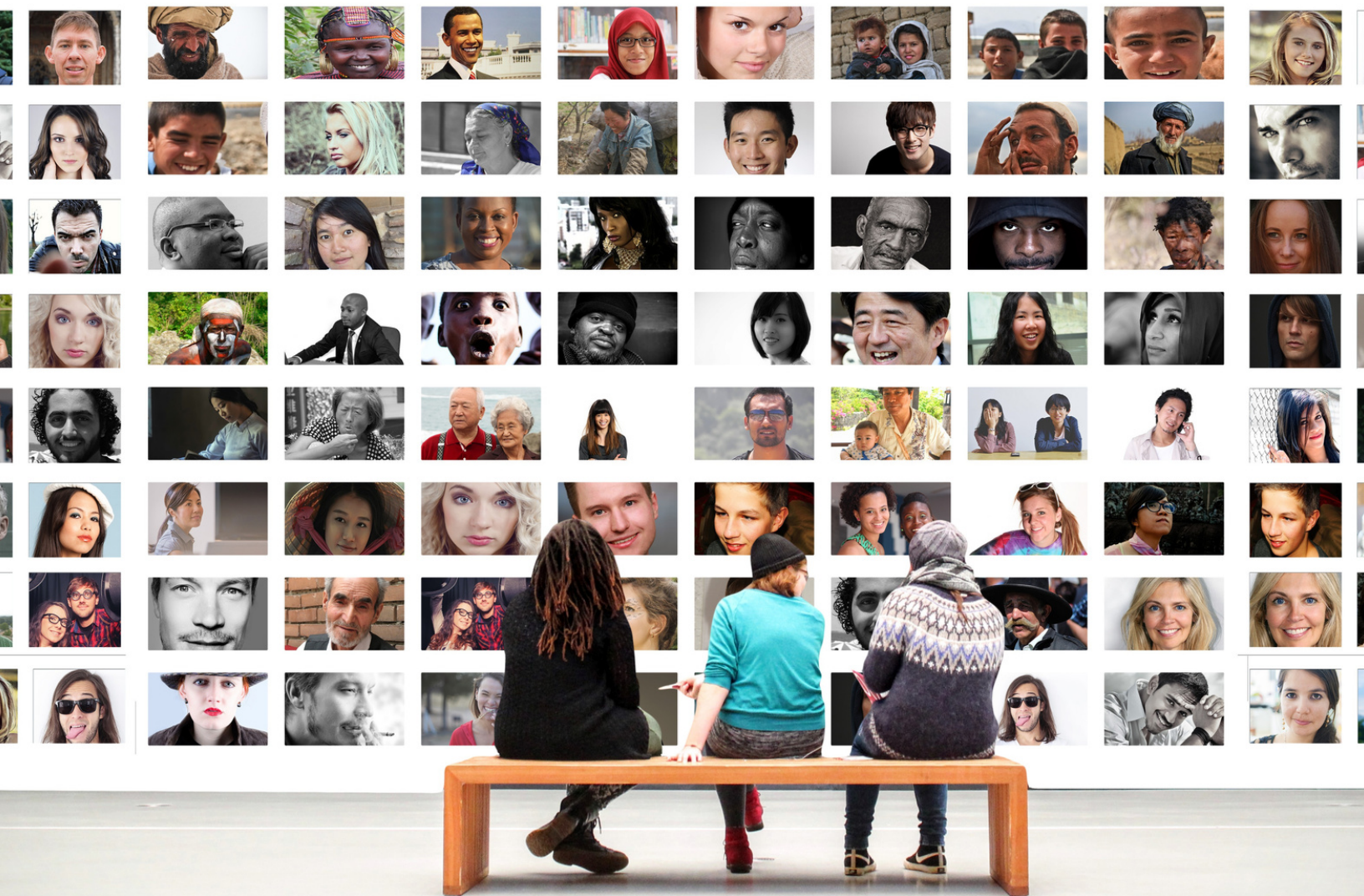


- ALIEVO -

OUR EMOTIONS

An important source of information



BUILD YOUR EMOTIONAL VOCABULARY :
FEEL, WORK, COLLABORATE AND LEAD BETTER

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READY FOR THE NEXT LEVEL?

YOUR ALLY

I have always been passionate about words.

They are, for most of us, a key to how we communicate and build relationships with each other.

Throughout the years, I have have learned, taught and translated words so that people could collaborate and work better together, connect with people from other cultures, share ideas and access opportunities they could not before.

Now, in my current role as a trainer, a facilitator and a professional coach, I use words to teach and ask powerful questions to support leaders and their teams so that they can develop their ability to influence positively, navigate through change and transition individually and collectively as well as be resilient and have a strong sense of self-efficacy.

Through these experiences, I have come to realize and understand that what connects us all, at work and at home, is even bigger than words. What fuels our perceptions, our décisions, our actions and our relationships is emotions.

This became the core of what we do at Alievo. We chose to put emotions at the heart of transformations and evolutions of leaders, of their teams and their organizations.

In this booklet, I have assembled resources that we use with our clients to help them develop a better understanding of their emotions and the impact they have on their perception, their decisions and their actions.

I hope that these resources will help you, in turn, to develop your own emotional vocabulary as well as some strategies to help you feel better, work better, collaborate better and lead better.

Sincerely,



Mylène Beauchamp

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FIVE REASONS WHY UNDERSTANDING (1) (2) YOUR EMOTIONS IS IMPORTANT

In the April 13, 2020, episode of *Unlocking Us with Brené Brown's* podcast, Dr. Brown, american professor, lecturer and author sat down (virtually) with Dr. Marc Brackett, the director of the Yale Center for Emotional Intelligence to talk about emotional intelligence and the impacts of our emotions in our day-to-day life.

Dr. Brackett shared five reasons why, according to his research and experience, understanding our emotions is important. Here they are:

Emotions affect our ability to pay attention.

Brackett says we must recognize that our emotions are the link to our capacity to pay attention. Reading the news about the current global situation may be anxiety-inducing and depressing. Experiencing a range of emotions, sometimes in high intensity, has an effect on our ability to pay attention. It's natural and normal.

Emotions affect our relationships

Brackett explains that "in the simplest forms, emotions are signals to approach or avoid." He invites us to think about that disgruntled character we may have crossed in the hallways at work. "Do you say to yourself? Gosh, I'd like to work with them for the rest of my life." No, he says. You will probably do anything to avoid them. Our facial expressions show people how we feel inside and send message to others, whether to approach us or avoid us.

Emotions affect our performance and creativity

Brackett has worked with CEOs from various organizations, and he states that they want people who are "flexible, [...]who are inspiring" and people who have the skills not taught in schools. He jokes and says that some of his students at Yale would say to him, "I didn't need emotional intelligence to get into Yale," to which he responds, "well, you are going to need it to get out because no one is going to hire someone who has that kind of attitude."

Emotions affect our decision making

As Dr. Brackett states, we like to think that we are rational creatures. However, whether we admit to it or not, our emotions have a significant impact on the way that we approach and make decisions. In fact, recognizing that emotions play a huge role in our executive functioning may help us make better and more informed decisions.

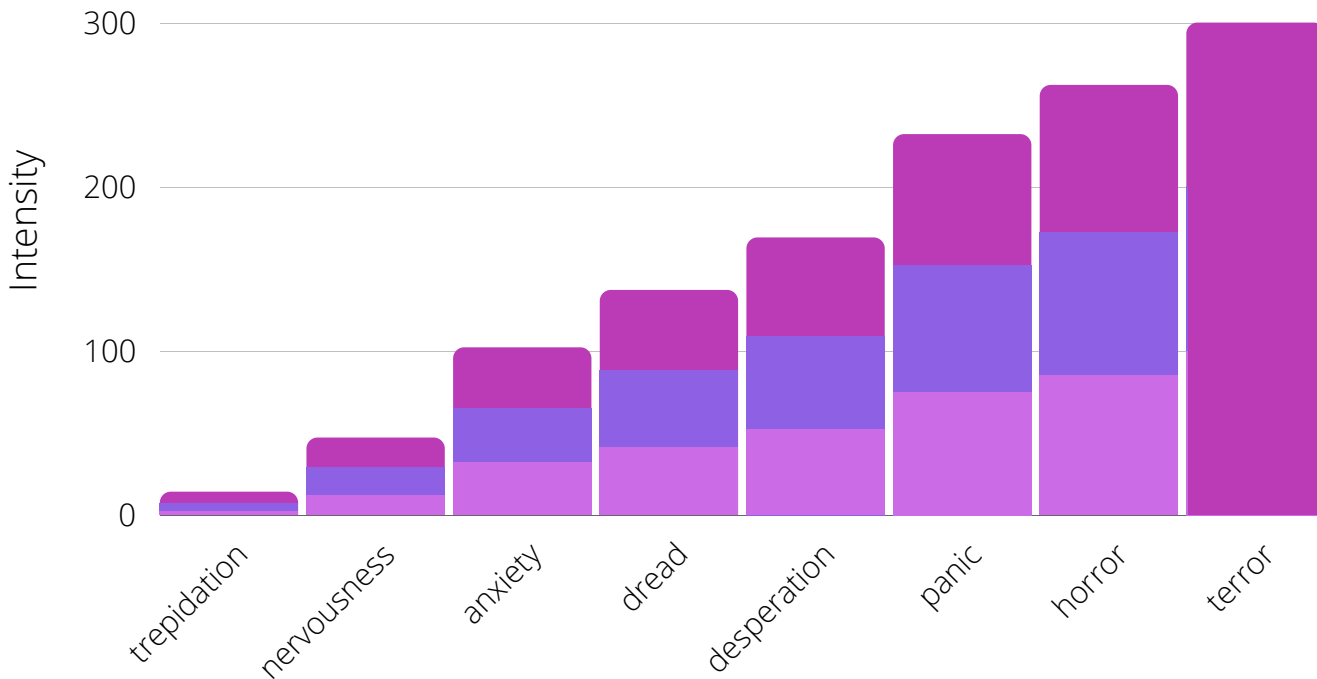
Emotions impact our physical and mental health

Dr. Brackett give us an example of Yale's work with educators. Research showed that the culture and climate of their work environment was highly correlated with their anxiety, their stress and their negative feelings which was also correlated with their mental health problems, their sleep troubles and their body mass index. Our emotions and the way we process them are tied to our overall well-being and health.

FEAR⁽³⁾

Fear contains both anxiety and terror. The intensity of these states varies: We can feel mild or strong anxiety, but we can only feel intense terror. All states of fear are triggered by feeling a threat of harm.

Let's explore different states and intensities within this emotion family.



We respond to emotional states with our actions. Our responses to the same emotion may differ depending on the circumstances. We may :

avoid freeze hesitate ruminate
scream/yell withdraw worry

EMOTION = INFORMATION

TRIGGER: Try to identify what the trigger of this emotion is. Is it a memory, an event, something someone said or did (or did not say and/or did not do), is it a remark, a look? It can be anything.

EXPERIENCE: Observe what goes on inside you, what do you note? It might be subjective feelings, thoughts and/or physical sensations. Be aware that these may affect your perception of a situation.

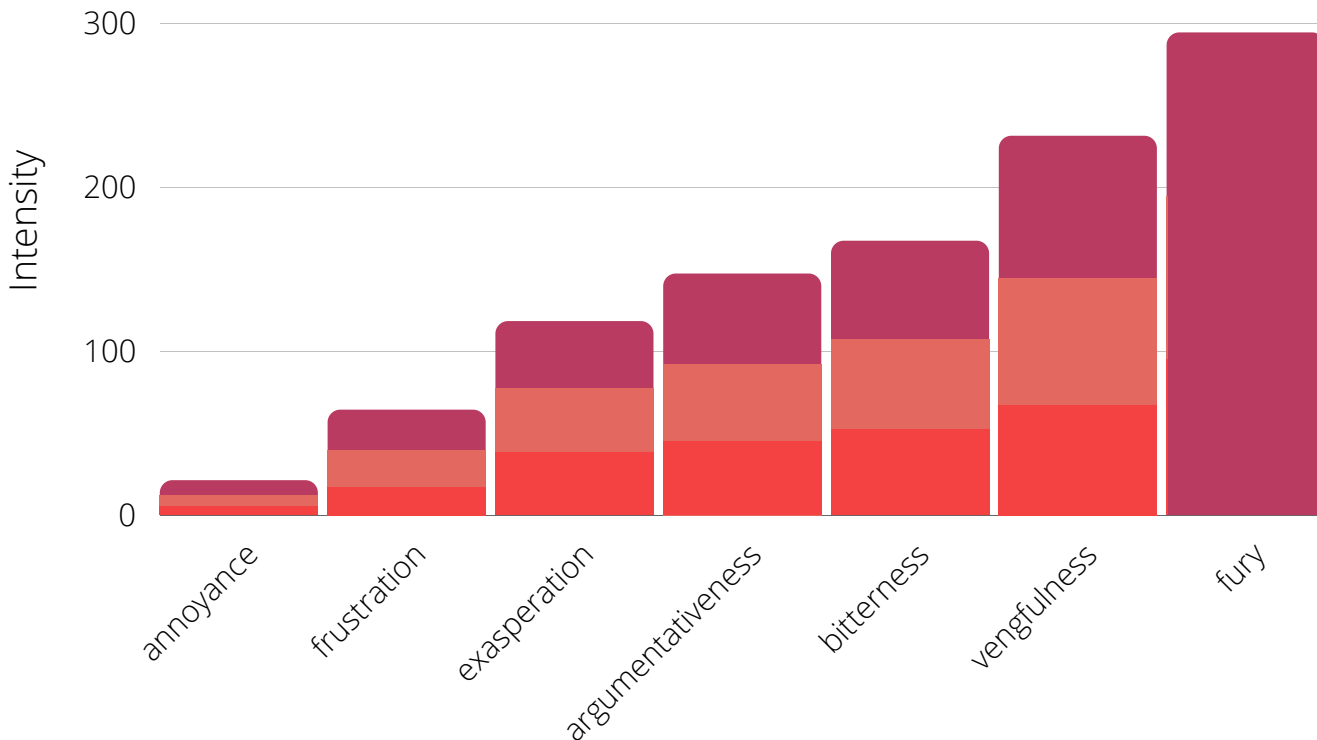
RESPONSE: You can choose how you act and/or react, even if it is sometimes hard to feel in control of your responses. Some responses are more constructive than others. Think about what the best action is in the situation you are in at the moment.



ANGER⁽³⁾

Anger contains both annoyance and fury. The intensity of these states varies: We can feel mild or strong annoyance, but we can only feel intense fury. All states of anger are triggered by a feeling of being blocked in our progress.

Let's explore different states and intensities within this emotion family.



We respond to emotional states with our actions. Our responses to the same emotion may differ depending on the circumstances. We may :

suppress insult quarrel
dispute scream/yell undermine simmer/brood
use physical force be passive-aggressive

EMOTION = INFORMATION

TRIGGER: Try to identify what the trigger of this emotion is. Is it a memory, an event, something someone said or did (or did not say and/or did not do), is it a remark, a look? It can be anything.

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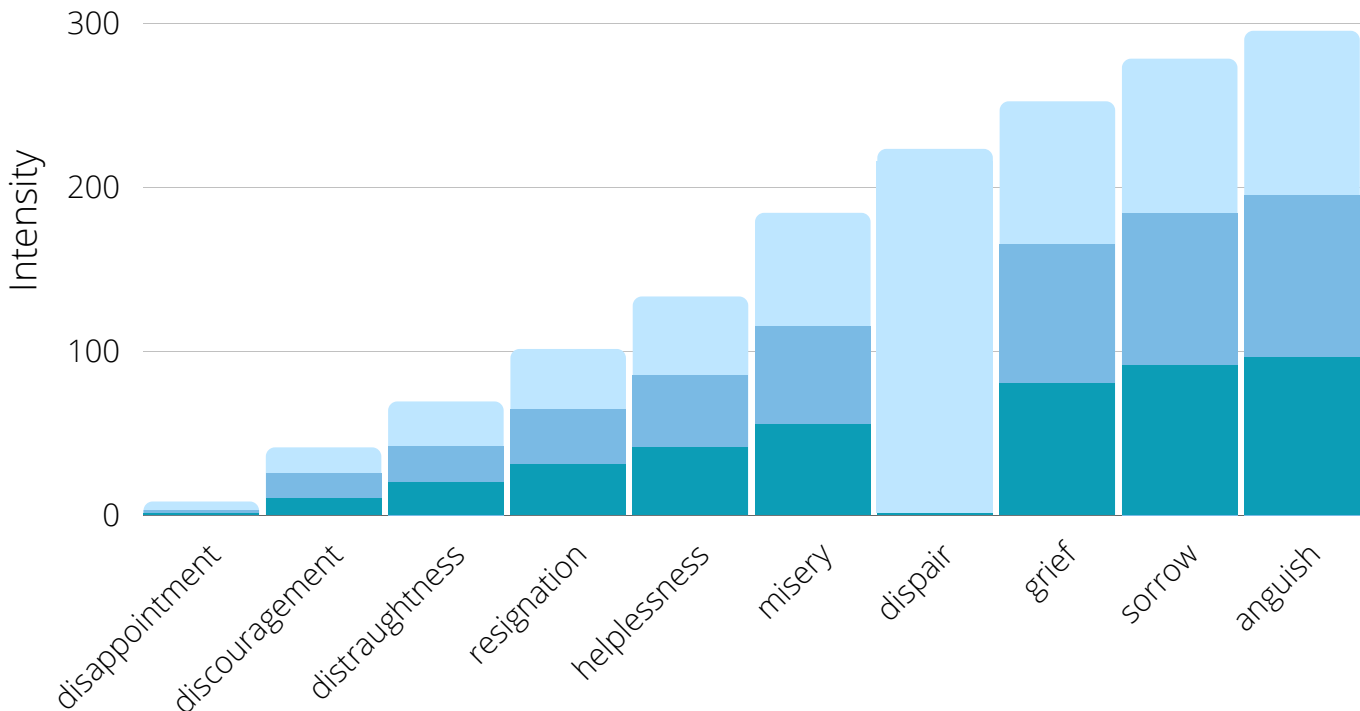
RESPONSE: You can choose how you act and/or react, even if it is sometimes hard to feel in control of your responses. Some responses are more constructive than others. Think about what the best action is in the situation you are in at the moment.



SADNESS⁽³⁾

Sadness contains both disappointment and despair. The intensity of these states varies: We can feel mild or strong disappointment, but we can only feel intense despair. All states of sadness are triggered by a feeling of loss.

Let's explore different states and intensities within this emotion family.



We respond to emotional states with our actions. Our responses to the same emotion may differ depending on the circumstances. We may :

feel ashamed ruminate seek comfort
protest withdraw mourn



EMOTION = INFORMATION

TRIGGER: Try to identify what the trigger of this emotion is. Is it a memory, an event, something someone said or did (or did not say and/or did not do), is it a remark, a look? It can be anything.

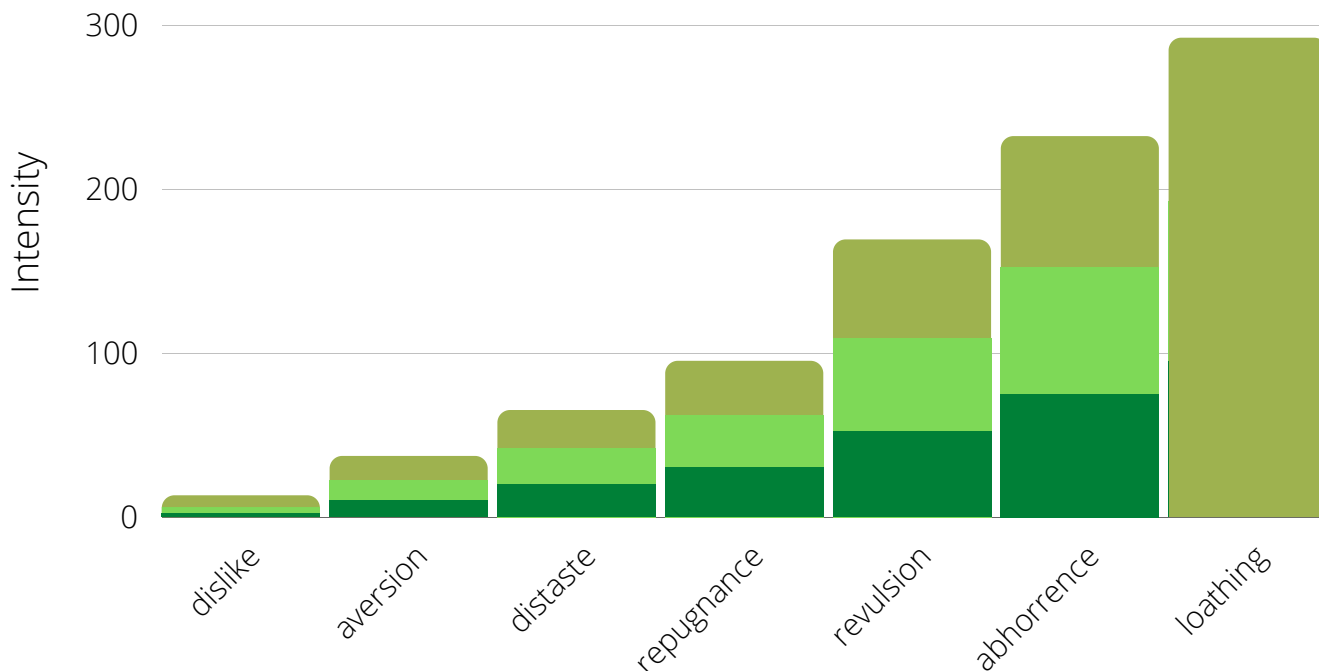
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RESPONSE: You can choose how you act and/or react, even if it is sometimes hard to feel in control of your responses. Some responses are more constructive than others. Think about what the best action is in the situation you are in at the moment.

DISGUST⁽³⁾

Disgust contains both dislike and loathing. The intensity of these states varies: We can feel mild or strong dislike, but we can only feel intense loathing. All states of disgust are triggered by the feeling that something is toxic.

Let's explore different states and intensities within this emotion family.



We respond to emotional states with our actions. Our responses to the same emotion may differ depending on the circumstances. We may :

avoid

dehumanize

vomit

withdraw

EMOTION = INFORMATION

TRIGGER: Try to identify what the trigger of this emotion is. Is it a memory, an event, something someone said or did (or did not say and/or did not do), is it a remark, a look? It can be anything.

EXPERIENCE: Observe what goes on inside you, what do you note? It might be subjective feelings, thoughts and/or physical sensations. Be aware that these may affect your perception of a situation.

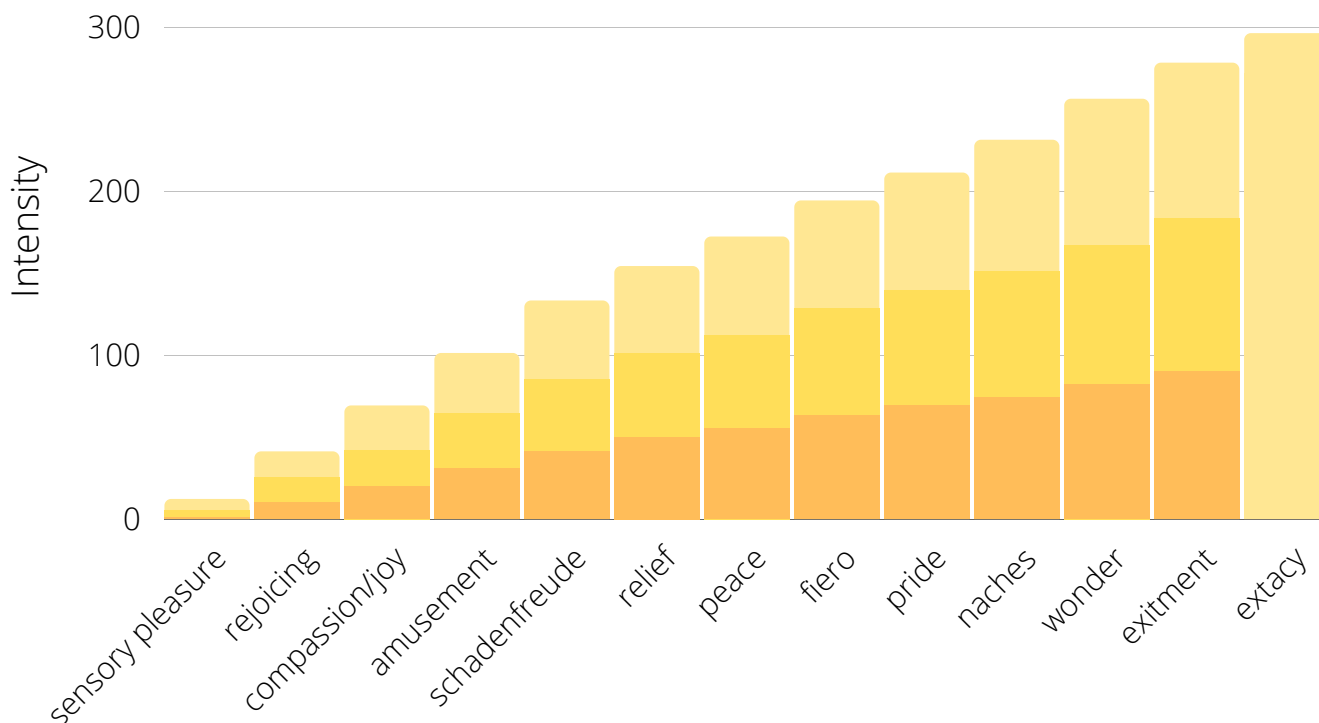
RESPONSE: You can choose how you act and/or react, even if it is sometimes hard to feel in control of your responses. Some responses are more constructive than others. Think about what the best action is in the situation you are in at the moment.



ENJOYMENT⁽³⁾

Enjoyment contains both peace and ecstasy. The intensity of these states varies: We can feel mild or strong peacefulness, but we can only feel intense ecstasy. All states of enjoyment are triggered by feeling connection and/or sensory pleasure.

Let's explore different states and intensities within this emotion family.



We respond to emotional states with our actions. Our responses to the same emotion may differ depending on the circumstances. We may:

exclaim gloat indulge engage/connect seek more
maintain savor



EMOTION = INFORMATION

TRIGGER: Try to identify what the trigger of this emotion is. Is it a memory, an event, something someone said or did (or did not say and/or did not do), is it a remark, a look? It can be anything.

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RESOURCES

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(1)

Dr. Brené Brown's Unlocking Us Podcast with Dr. Marc Brackett, April 2020.

<https://brenebrown.com/podcast/dr-marc-brackett-and-brene-on-permission-to-feel/>

(2)

Forbes Online - Article by Christopher Rim, April 24th, 2020.

Brené Brown and Marc Brackett On Emotional Intelligence During A Pandemic

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(3)

The Ekman's Atlas of Emotions

<http://atlasofemotions.org/>

OUR TOOLBOX

Emotions are central to everything we do at Alievo. We are constantly adding new tools, technics and trainings to our toolbox. And yes, always both in English and in French!

You think you and your team would benefit for additional resources to increase your use of your emotional intelligence skills? Drop us a line and we will be happy to connect with you to discuss.

alievo@alievo.com

» EMOTION | TRANSFORMATION | EVOLUTION

Make emotional Intelligence the driving force of your transformation

At Alievo, we leverage our expertise in emotional intelligence skills development to create rich and transformative learning experiences.

We can support you with:

- Design and delivery of training sessions in virtual mode as well as face-to-face,
- Emotional Intelligence (EQ) Coaching,
- Certification programs for the use of psychometric tools (EQ-i 2.0® and EQ 360®, ISI™, CSI®).

EMOTIONAL INTELLIGENCE
INFLUENCE - CHANGE AND TRANSITION - RESILIENCE

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