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Managing Your Reactions

SUMMARY: The skills in this area are designed to help you strengthen managing your reactions in the workplace.

- 1. Managing Stress:** Effectively understanding, anticipating and managing personal and work-related stressors.
- 2. Self-Regulating:** Being able to calm oneself, whether alone or with other workers.
- 3. Managing Anger:** Being able to express anger appropriately, and being mindful of how your anger impacts others.
- 4. Making Decisions in Stressful Situations:** Demonstrating self-discipline and impulse control.

Individuals with strengths in this area are:

- Calm and even-tempered
- Effective at work, even in highly stressful situations
- Calm under pressure
- Able to bounce back from difficult situations quickly and easily
- Respectful toward workers in all circumstances
- Able to modulate extreme emotions like anger
- Thoughtful decision-makers
- Effective and controlled in demanding situations
- Attuned to workers' emotional reactions in high-pressure circumstances

See Also

DEALING WITH OTHER PEOPLE'S NEGATIVE EMOTIONS & REACTIONS

The ability to effectively understand and manage other people's negative emotions and reactions in the workplace.

COMMUNICATING EFFECTIVELY

The ability to engage effectively in verbal and non-verbal behaviours that demonstrate respectful, supportive and non-judgmental communication at both the individual and group levels.

UNDERSTANDING YOUR REACTIONS

The ability to recognize and understand factors that impact your reactions to negative emotions in the workplace.

[Download entire resource package in one PDF \[PDF\]](#)

EXERCISES AND ACTIVITIES

[Achieving Mindfulness \[PDF\]](#)

Practicing mindfulness can help regain control of emotions

[Anger as a Symptom \[PDF\]](#)

Examining situations where anger is a "secondary emotion" – which may be a symptom of an underlying "primary emotion".

ARTICLES

[A Primer on Sleep \[PDF\]](#)

Not getting enough sleep impacts multiple areas: energy levels, mood, appetite, motivation, concentration and efficiency.

[Shift Work, Sleep & Effectiveness \[PDF\]](#)

Paying attention to strategies and tips that can help shift workers improve their sleep.

[Stress Reduction and the Power of Thought \[PDF\]](#)

Training to be more aware of thoughts.

[The Stress Response & its Functions \[PDF\]](#)

Dealing with demands (emotional, cognitive, physical) that at any point in time exceed a person's resources to deal comfortably with them can cause stress.

[Anger Management \[PDF\]](#)

Being angry is appropriate in some circumstances, but anger must be expressed appropriately, or it can lead to damaging, destructive or abusive situations.

[Emotional Triggers and Responses in the Workplace \[PDF\]](#)

Understanding emotional triggers helps to address different situations.

[Expressing Anger Appropriately \[PDF\]](#)

Expressing anger constructively may be the best way to minimize circumstances in the future.

[Tips for Stress Management \[PDF\]](#)

Working to reduce overall stress levels can make it easier to do the job.

