

Managing Emotions in the Workplace

Marianne Mallonee
Wheat Ridge Animal Hospital



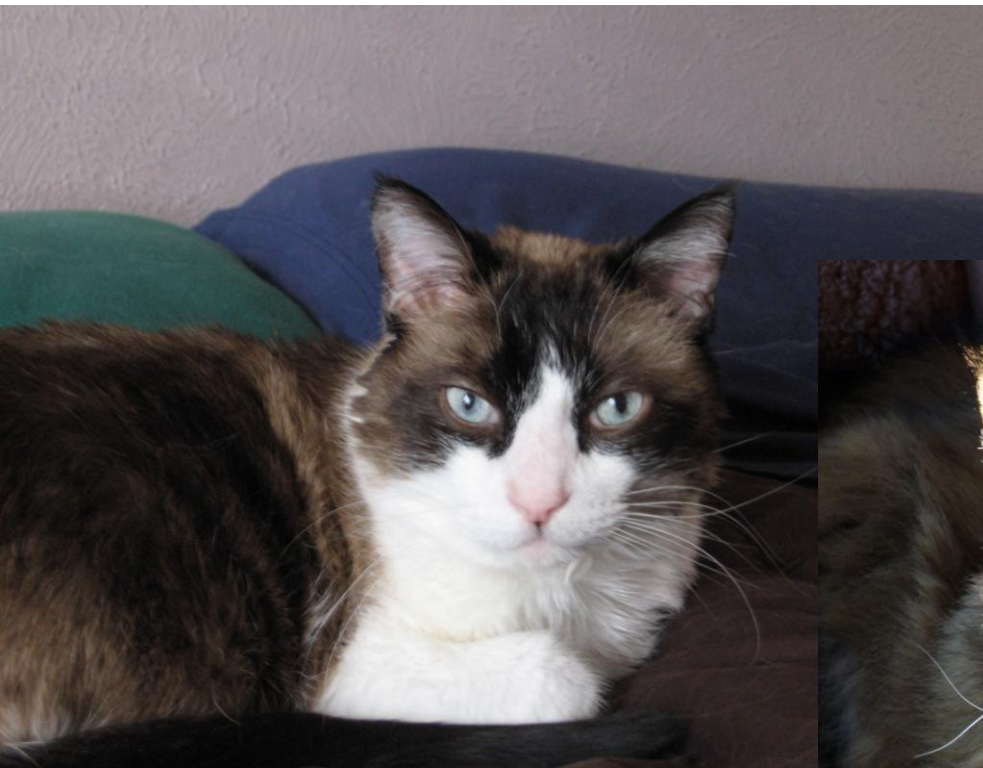
Who are YOU?

- Role/position in your hospital?



My "Kids"

Nicklaus



Tandia



Nala

Real Life Sagas

- Your receptionist bursts into tears because a client belittles her/yells at her/is mean to her for the umpteenth time
- You “lose it” and yell at a technician for not getting the client into the exam room on time
- The technicians aren’t talking to each other because they disagree on how the follow-up calls should be handled



Real Life Sagas

- You (and your team) are all running ragged because finances are tight, the hospital is short-staffed, and the patients are not getting the care they need and deserve
- You feel frustrated with your team's lack of knowledge/lack of enthusiasm/constant complaining etc
- You are working too many hours!



Real Life Sagas

- You are angry and frustrated because the owner of your practice will not allow you to make the final decision on hiring
- You are behind in your appointments and the clients are frustrated (and truth be told, so are you!)
- You are not being utilized to the best of your abilities.



Real Life Sagas

- You are new to management and your peers are giving you a hard time with the transition
- There is constant conflict between the “front” and the “back”
- You just won tickets to the Bear’s game!
- A client is being rude and only wants to talk to “the doctor”



Real Life Sagas

- The business isn't doing well and you are afraid about your job
- No client seems to want to (or be able to) provide what you know is the best care for their pet
- One owner of the practice says yes to the new vaccine protocol and the other is completely opposed to it



Real Life Sagas

- A coworker has no social filter and constantly talks to you about her boyfriend and her problems...even in front of clients...
- Two of your technicians are vying for the “Technician Supervisor” position and “camps” are forming
- Your suggestion on improving efficiency and patient care is shot down...again



Real Life Sagas

- You are the supervisor/manager and your team will not do what you need them to do
- A dog was brought in after a deadly car accident with human blood and brain tissue all over its body
- One of the doctors is complaining about staffing coverage AGAIN...when you know that it is adequate



Most Common Workplace Emotions

- Study done by Cynthia Fisher (“Emotions at Work: What Do People Feel, and How Should We Measure It?”):
 - Frustration/Irritation
 - Anger/Aggravation
 - Worry/Nervousness
 - Dislike
 - Disappointment/Unhappiness
- Do all of you see these in your hospital?



Service provider “double whammy”

- Not only do we have a high stress medical environment (or can), and deal with “family members” and money, but we are also a customer-service oriented profession.



Emotional Labor

- **Emotional Labor** is a form of emotional regulation where certain emotions are expected to be displayed as a requirement of the job



Emotional Dissonance



- **Emotional Dissonance** occurs when the emotions that we are required to display are different than the ones we actually feel at that time.



Emotional Labor and Emotional Dissonance

- What does this mean for you?





Real Life Sagas

- You just had to euthanize one of your best client's 14 year old dog Sophie (who you've know since she was a puppy); and now you must go straight into a new client (with new kitten) appointment
- You know the financial reality of the business and don't want to scare your team.



Enough already!!!!
What do we DO about this?

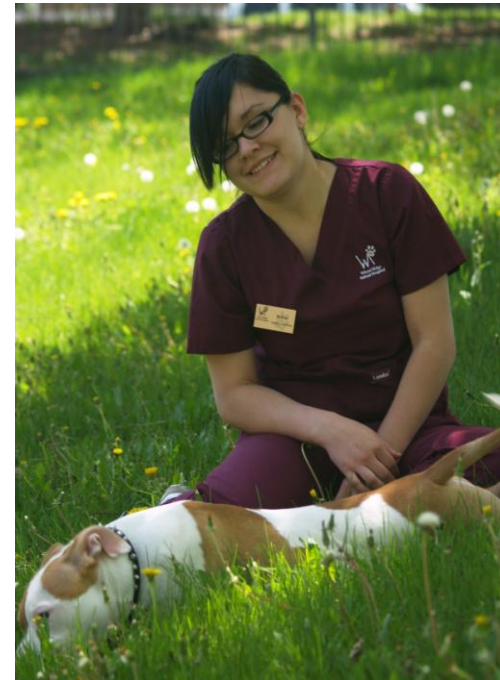


It starts with YOU...



Emotional Intelligence

- Self-awareness
- Self-management
- Social awareness
- Relationship management



Self-awareness

- Start with looking at yourself
- Recognize what your triggers are
 - A word (“can’t,” “never,” “try,” “always”)
 - A person
 - A time of day
 - A place
 - A situation



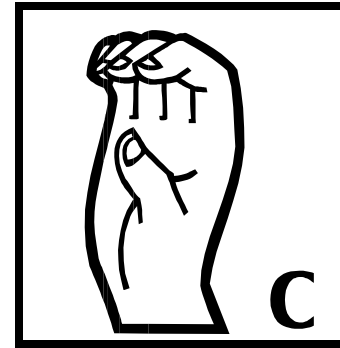
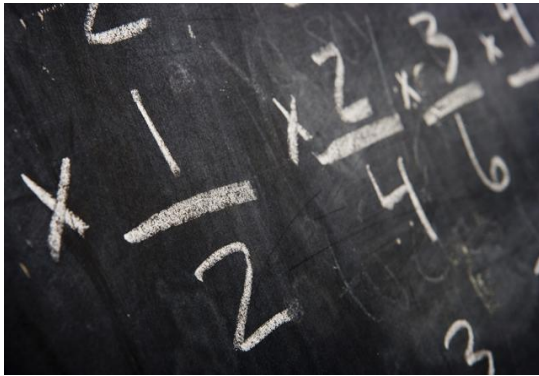
Self-awareness

- Recognize how you feel when you are triggered
- What happens to your body when you are triggered?
- What is the “Fight or Flight” response?
- How does this affect you?



Self-management

- Tricks to getting your head “back in charge”



Self-management

- After a conflict or strong emotion you should do a personal “post-mortem” on the event:
 - How does thinking about it make you feel now?
 - Can you recognize what triggered you?
 - Can you recognize at what point you “lost it”?
 - Can you think about the situation differently now and state the facts as they occurred?
 - Could the suggestions of others help you?
 - How can you turn this into a positive?



BE PROACTIVE AND POSITIVE!

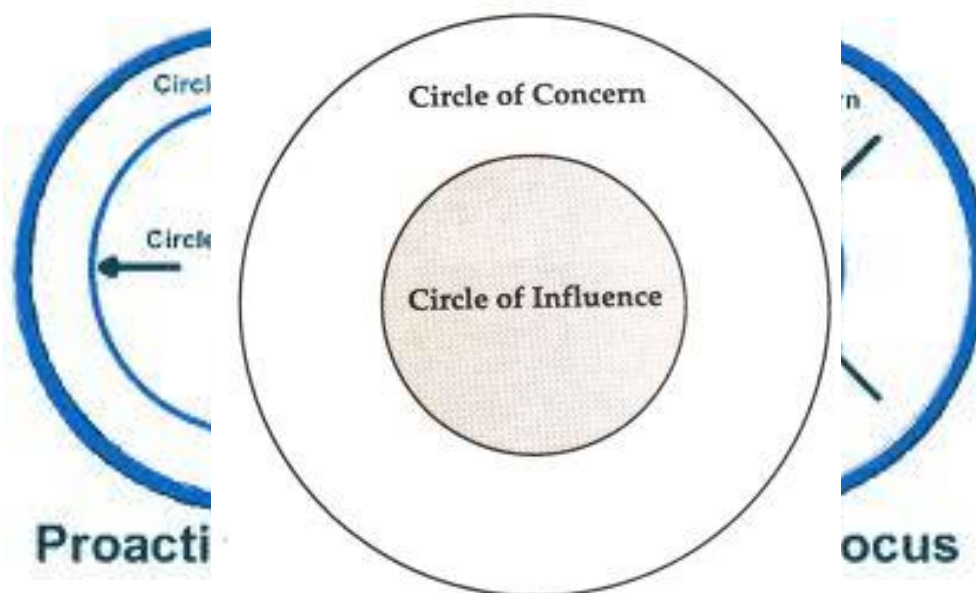
"Make a game of finding something positive in every situation. Ninety-five percent of your emotions are determined by how you interpret events to yourself."

~Brian Tracy



Circle of Influence

- Be proactive!
- Make a mental shift!



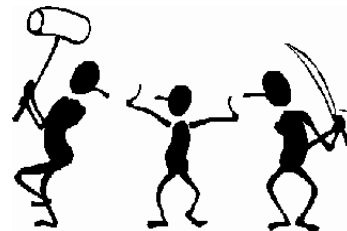
Lead and Teach

- Lead your team by example with EI
- Teach your team “to fish” – give them the tools!
- Discuss the Circle of Influence – add this into your team’s vocabulary and provide support
- Discuss common reasons for conflict

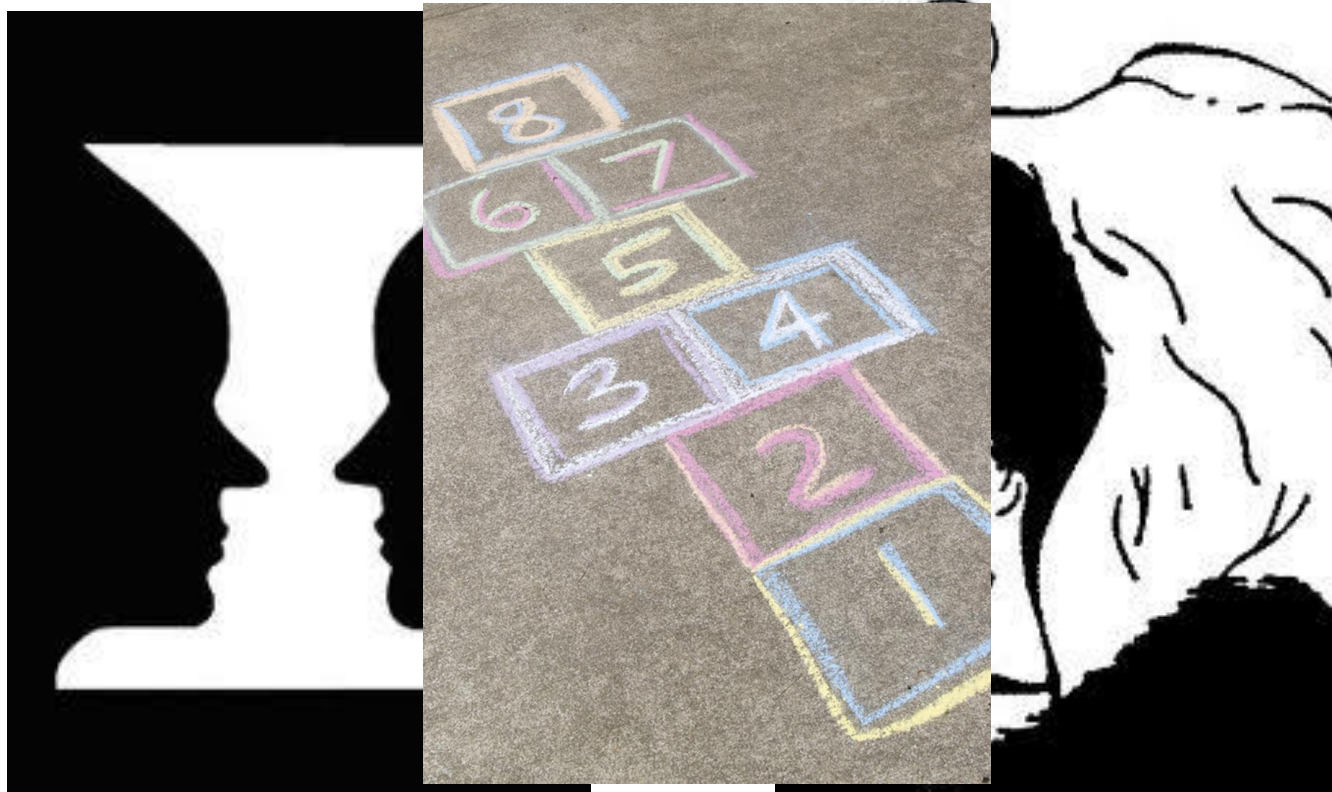


Common reasons for conflict

- Personality differences
- Generational differences
- Lack of clarity on vision/mission/values
- Confusion about roles
- Misunderstanding and miscommunication
- Lack of communication
- Lack of leadership
- Experiential differences, differing backgrounds, differing perceptions of a situation



Different Perceptions – Example



Lead and Teach

- Discuss how Emotional Contagion effects all of you in the hospital



Emotional Contagion

- Studies have proven that emotions are contagious and can be actively “spread” around an organization like any infectious disease.



"Shared laughter creates a bond of friendships. When people laugh together, they cease to be young and old, teacher and pupils, worker and boss. They become a single group of human beings." ~W. Lee Grant



Building Trust and Having Fun

- Study by Karl & Peluchette (2005)
 - Increases job satisfaction
 - Decreases emotional exhaustion
 - Trust (in both managers and coworkers) and workplace fun go hand in hand
 - Organizational culture
 - How make this work in our practices?



Stress Management

- Take care of you first!

Learn to say no

4 legs of the stool –
Physical, Mental,
Emotional, Spiritual



Stress Management



- Make sure you are doing what you love and are passionate about
- Know when enough is enough



"There comes a time in your life, when you walk away from all the drama and people who create it. You surround yourself with people who make you laugh. Forget the bad, and focus on the good. Love the people who treat you right, pray for the ones who don't. Life is too short to be anything but happy. Falling down is a part of life, getting back up is living."

~Unknown



Take home...

- Emotions are always going to be present in our hospitals
- Lead your team in managing these in a positive way!



People will forget what you said...

People will forget what you did...

But people will never forget
the way you made them feel.

-Maya Angelou

Thank you to our sponsor!

