**Managing your emotions – crucial conversations**Lisa Neale and Teresa Ralicki  
Ombuds Office  
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**Your Style Under Stress**

Instructions: The following survey will help you identity the communication style you revert to when conflict begins. Before you start:

* Decide if you want to focus on **WORK or HOME**
* Think of a **specific person or topic** where you have trouble staying calm, collected (e.g., finances, in-laws, politics, etc.)
* Candidly answer the following questions with these items in mind

**T F** 1. At times I avoid situations that might bring me into contact with people with whom I am having problems.

**T F** 2. I have put off returning phone calls or emails because I simply didn’t want to deal with the person who sent it.

**T F** 3. Sometimes when people bring up touchy/awkward issues, I try to change the subject.

**T F** 4. When it comes to dealing with awkward/stressful subjects, I hold back rather than tell my honest opinion.

**T F**  5. Rather than tell people what I really think, sometimes I use jokes, sarcasm, or snide remarks to show my frustration.

**T F** 6. When I’ve got something tough to bring up, sometimes I offer weak or insincere compliments to soften the blow.

**T F** 7. In order to get my point across, I sometimes exaggerate my side of the argument.

**T F** 8. If I seem to be losing control of a conversation, I might cut people off or change the subject in order to bring it back to where it needs to be.

**T F** 9. When others make points that seem stupid to me, I sometimes let them know it without holding back at all.

**T F** 10. When I’m stunned by a comment, sometimes I say things like “Give me a break!” or “That’s ridiculous!”

**T F** 11. Sometimes when things get heated, I move from arguing against others’ point to saying things that might hurt them personally.

**T F** 12. If I really get into a heated discussion, I am sometimes tough on the other person. In fact, he or she might feel a little hurt or insulted.

**Scoring**

Using the boxes below, mark each number with a check if you answered “true” to the question. Add up your scores in each column next to “Silence” and “Violence”.

**Silence Violence**

|  |  |
| --- | --- |
| 1 (T) \_\_ | 7 (T) \_\_ |
| 2 (T) \_\_ | 8 (T) \_\_ |
| 3 (T) \_\_ | 9 (T) \_\_ |
| 4 (T) \_\_ | 10 (T) \_\_ |
| 5 (T) \_\_ | 11 (T) \_\_ |
| 6 (T) \_\_ | 12 (T) \_\_ |

**TOTALS**

Silence \_\_\_\_\_\_\_ Violence \_\_\_\_\_\_\_

What do you see most here at CU – silence or violence?

**Managing Emotion**

**MOTIVES**: Getting out of the ‘reptilian brain’

What do I really want? Longterm? In the relationship? Big picture?



**ORIGIN OF EMOTION**

**STORIES V. FACTS:** What is the difference?

|  |  |
| --- | --- |
| **Facts** | **Story** |
|  | Disrespectful |
|  | Lazy |
|  | Micromanaging |

What stories are you currently telling yourself about…?

Your job:

A family member:

Our institution:

What are the facts behind your stories? What is said or done that leads you to your stories about…?

Your job:

A family member:

Our institution:

**Reflection**

What can you use from today’s session?

What further questions do you have?

What “good” stories could you tell about another person to humanize them?

**Homework**

For this week – write down one story that you tell yourself each day. Then write what was said or done that led to that story.

|  |  |  |
| --- | --- | --- |
| **Day** | **Facts** | **Story** |
| Wednesday |  |  |
| Thursday |  |  |
| Friday |  |  |
| Saturday |  |  |
| Sunday |  |  |
| Monday |  |  |
| Tuesday |  |  |