

## **EMOTION MANAGEMENT**

### **Understanding emotions – instead of being controlled by them**

Emotion management means dealing consciously with your own feelings. Emotions arise when reality doesn't meet expectations. They act as subtle signals, often faster than reason – but we must learn to interpret them. When we see emotions as an internal guidance system, we realize they have intent. In business, emotions were long dismissed as unprofessional. That changed with Daniel Goleman's bestseller «Emotional Intelligence». The ability to recognize and manage both your own and others' emotions is now a valued skill.

### **A skill to develop – with lasting impact**

Emotion management is a learnable process, even if it feels unfamiliar at first. Many people feel at the mercy of their emotions – until they acquire tools to deal with them. Coaching often focuses on identifying subtle emotions, not just the obvious ones. Understanding them allows for intentional reactions – not impulsive or blocked ones. This enhances self-regulation, protects against manipulation, and builds resilience. The key is practice: notice, decode, respond. Then emotions become allies, not adversaries.