

Purpose. To consider simple and complex emotions when determining which emotions are more conducive to performing certain types of tasks and activities.

Instructions. Work in pairs and match the activity to the emotion (or emotions) you think would be the most effective and useful.

List of Emotions

Note: Use this list as a general guide, but also feel free to use any additional emotions that come to mind.

Content	Concerned	Ambivalence
Happy	Alert	Pensive
Joyous	Irritated	Doubt
Angry	Afraid	Euphoria
Amused	Disgusted	Forgiveness
Delighted	Anticipation	Interest
Surprised	Acceptance	Sympathy
Pride	Grief	Insecurity
Sadness	Trust	Worry
Love	Surprise	Reticent

Activities

1. Brainstorm new ideas. _____
2. Give an annual review to an employee with a low rating. _____
3. Check a spreadsheet for errors. _____
4. Reply to an e-mail incorrectly blaming you for something. _____
5. Address an upset hotel Guest. _____
6. Understand why a child is angry. _____
7. Attend a funeral service. _____
8. Introduce yourself to a nervous job applicant. _____

Activities

9. Talk to a demotivated team before the meeting ends.

10. Read a financial statement.

11. Diagnose a computer problem.

12. Read a bedtime story to your preschooler.

13. Play a competitive game of tennis.

14. Host a birthday party.

15. Drive on an unfamiliar road.

Questions

1. What are some things you *currently do* to leverage emotions to help you and others think and solve problems effectively?

2. What are some things you *could do* to leverage emotions to help you and others think and solve problems effectively?

3. What person in your life is best able to help you get into the appropriate mood to address what is happening or what is about to happen? What is it that this person does to accomplish this so successfully?
