



**MCA**  
DETROIT

• HEALTH AND SAFETY DIVISION •

(313) 341-7661, ext. 204  
safety@mcadetroit.org  
www.mcadetroit.org/safety



**Mechanical Contractors Association of Detroit**

36200 Schoolcraft Rd. • Livonia, MI 48150

## **Emotional Awareness – Office Workplace**

### **1. Recognize and Label Your Emotions**

- Take a moment to pause and reflect on how you're feeling. Identifying and labeling emotions (e.g., frustration, excitement, anxiety) helps you understand how they may influence your behavior and decisions.
- Practice self-awareness by asking yourself, "What triggered this emotion?" and consider how it impacts your thoughts and actions.

### **2. Understand How Emotions Affect Your Behavior**

- Be aware of how your emotional state might influence your actions, reactions, and communication. For example, stress can lead to irritability, while excitement can fuel positive engagement.
- If you're feeling emotional, take a step back before responding in meetings or emails, especially in high-pressure situations.

### **3. Practice Active Listening**

- Pay close attention when others are speaking. Active listening allows you to better understand others' emotional states and respond with empathy, creating more positive interactions.
- Acknowledge their emotions with phrases like, "I understand how that could be frustrating" or "That must have been exciting for you."

### **4. Manage Stress Proactively**

- Office environments can be stressful, but emotional awareness helps you manage stress before it impacts your work. Practice stress-relief techniques like deep breathing, short walks, or stretching to reset when feeling overwhelmed.
- Recognize when stress might affect your ability to focus or communicate clearly, and take steps to address it before it escalates.

### **5. Be Aware of Your Non-Verbal Cues**

- Your body language, facial expressions, and tone of voice convey emotions. Be conscious of how non-verbal cues might be affecting your interactions with colleagues.
- Maintain open and approachable body language to help create a positive, inclusive atmosphere in the workplace.

## **6. Address Emotions Constructively**

- When experiencing negative emotions (such as frustration or disappointment), aim to express them constructively. Use "I" statements, such as "I feel frustrated when deadlines are missed," to communicate your feelings without blaming others.
- Avoid passive-aggressive behavior or bottling up emotions. Instead, address issues calmly and professionally to prevent resentment or miscommunication.

## **7. Create a Supportive Environment**

- Be mindful of others' emotional states. Show empathy and offer support when colleagues are experiencing challenges or stress.
- Foster a culture of emotional awareness by encouraging open communication and making it clear that expressing emotions respectfully is valued.

## **8. Take Breaks and Recharge**

- Long work hours can lead to emotional fatigue. Schedule regular breaks to give yourself and your team time to recharge.
- Whether it's a short walk, meditation session, or socializing with colleagues, breaks help maintain emotional balance and prevent burnout.

## **9. Stay Mindful During Conflict**

- Conflict is inevitable, but being emotionally aware during disagreements helps ensure a resolution is reached without escalating tensions.
- Listen to the other person's perspective, stay calm, and work toward a compromise. Managing emotions during conflict fosters better teamwork and cooperation.

## **10. Reflect and Learn from Emotional Experiences**

- After challenging situations or interactions, take time to reflect on your emotional responses. Consider how you could handle similar situations more effectively in the future.
- Continuous self-reflection builds emotional intelligence and improves decision-making, communication, and relationships.