**Tips for Handling Emotions**

1. Acknowledge that it is OK to have emotions and to own how you feel.
2. Be in the moment. Respond instead of reacting. Calm yourself down before proceeding.
3. Try to stay at the table even when the situation is rough. As the leader, you set the tone.
4. If the tension is too high, take a break or agree to return to the discussion after some cooling down time.
5. Focus on what you can control and let go of the rest. This allows you to empower yourself and anyone else involved in the situation. Emotions are often driven by how people perceive the situation and perceptions vary.
6. Focus on the behaviors of others without disapproving of who they are. Acknowledge their right to have the emotions they feel without giving too much credit to the emotions being shared.
7. Prioritize what is most important right now when you are faced with a challenging situation. Try to break the situation down to simple tasks and terms and concerns. Use your leadership skills to keep a focus.
8. Avoid falling into the trap of seeing others as employees or students first and people second. Working with others is about relationships and that means being emotionally aware of others as people first.
9. lead by example. Others will play off your emotions. use humor, or try building on something positive.
10. Believe you can handle most any challenge that befalls you. You don’t have to be perfect every time, but your training and skills will provide you with what is needed to move forward. When you can, seek out advice, support, and help from other colleagues to center and ground yourself in how you are addressing the challenge.