

# Navigating Interpersonal Communications & Emotions

## Summary

Emotions can impact overall mood, performance, and communication.

Understanding how to navigate (recognize, understand, and manage) your own emotions as well as being mindful of others' emotions can assist in developing a positive workplace culture.

### CONTAGIOUS EMOTIONS

Positive emotions can boost morale, while negative emotions can create tension and decrease productivity. These emotions can easily spread throughout a team. Think of the “yawning” concept. If one person yawns, it has an immediate response and creates a contagious effect. Emotions are contagious, so continuing to focus on regulating your own will help.



### EMOTION & COMMUNICATION

Emotional state significantly influences how we express ourselves verbally and nonverbally, impacting the message we convey and how it is received by others.



Expressing your emotions so others can understand you as well as showing others you understand what they are trying to communicate can help minimize emotional communication errors.

### EMOTIONAL REGULATION

Although we cannot control a lot of things, being mindful of the things you CAN and CAN'T control will aide in reducing the intensity of your reactions.

#### In My Control

- My boundaries
- My thoughts and actions
- Goals I set
- How I speak to myself and others
- What I give my energy to
- How I handle challenges

#### Not In My Control

- The past
- The future
- Reactions of others
- Outcome of my efforts
- Opinions of others
- What other people think of me

### POSITIVE WORKPLACE CULTURE

Fostering a positive workplace culture enhances employee satisfaction, but also accommodates various work styles, enabling everyone to work in ways that best suit their strengths and preferences.

A positive workplace culture built on meaningful work, open communication, and strong core values can cultivate a strong, motivated team.

**Keep in mind:** Each employee interprets and feels differently based on interactions within the workplace culture. This can vary based on each role: Manager, Senior, or worker.

### PROFESSIONALISM

Professionalism in the kitchen is about being respectful, efficient, and tidy, while also being on time and ready to work.

- Treat everyone with respect
- Take pride in your work; always room for improvement
- Be mindful of your appearance, including your hair, nails, and dress code policy
- Work quickly and efficiently
- Have a good attitude
- Ask questions if you don't know something
- Be humble and trustworthy; do as you say you will
- Respect the hierarchy

