

Leadership Competency Development Guide

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Emotional Control

EMOTIONAL CONTROL IS THE ABILITY TO MAINTAIN PERSONAL COMPOSURE DURING TIMES OF STRESS OR PRESSURE, WHEN THINGS ARE UNCERTAIN, OR WHEN FACED WITH CONFLICT OR DISAGREEMENT.

Did You Know? Research shows that leaders who heavily suppress their emotions are less satisfied in their work, more likely to want to leave their organization, and can have a negative impact on the work of their direct reports.

Development Activities

On-the-Job	<ul style="list-style-type: none"> Name your emotions. If a leader can identify the emotions that they are experiencing (anger, joy, disappointment, overwhelm, etc.), they will maintain a greater level of personal awareness. Next, it is important to allow the emotion to be fully experienced in the body and then pass. While leaders may be tempted to suppress emotions, feeling the emotion and letting it subside is critical to emotional control. When responding to a stressful event, pause and give yourself a moment to notice your reaction. This momentary pause allows you to consider all relevant information before responding. This is especially important when handling conflict between employees. A leader who takes time before responding can consider all sides of an argument and respond with a problem-solving mindset, rather than an emotional one. Practice mindfulness. Mindfulness practice, such as conscious breathing or meditation, involves being aware and attentive to oneself and environment, and letting thoughts pass without judgment. Habituate mindfulness by allocating five minutes each day to deep breathing, allowing thoughts to pass as they come, or taking a walk in nature. Pursue projects that push you outside of your comfort zone and demand performance under pressure. These projects will allow you to practice staying calm, making clear decisions, and communicating effectively under pressure. Encourage feedback from direct reports. Leaders can develop emotional control by being open to feedback and criticism. Encourage your team to solicit feedback regularly, and practice responding in a thoughtful, composed manner.
Coaching	<ul style="list-style-type: none"> An executive coach can work with you to improve your emotional intelligence, which includes understanding and managing your own emotions. This training may include role-playing difficult situations, discussing emotional responses, assessing overall emotional intelligence, and creating strategies for maintaining emotional control.
Self-directed	<ul style="list-style-type: none"> Regular physical activity is a great way to manage stress levels and improve mood, both of which can contribute to better emotional control.
Group Training	<ul style="list-style-type: none"> An emotional intelligence workshop. Peer support groups. Conflict resolution training.

Resources

Leadership Series	SIGMA's Leadership Series provides additional information about the importance of each competency, as well as practical tips and tricks for development. Download the Leadership Series for Emotional Control here: Great Leaders Have Emotional Control .
Articles and Books	<ul style="list-style-type: none"> ▪ Three Ways Successful Leaders Manager Their Emotions. ▪ The Emotionally Intelligent Manager ▪ Emotional Intelligence: Why It Can Matter More Than IQ. ▪ Do You Know How to Manage Your Emotions and Why It Matters?
Videos	<ul style="list-style-type: none"> ▪ Emotional Mastery: The Gifted Wisdom of Unpleasant Feelings. ▪ How to manage your emotions. ▪ The gift and power of emotional courage.
Podcasts	<ul style="list-style-type: none"> ▪ Emotions Are Data...So Listen to Them. ▪ No Hard Feelings: Your Complete Guide To Dealing With Emotions At Work.

SIGMA Can Help

Since 1967, SIGMA has helped thousands of organizations across North America develop their people potential and increase organizational effectiveness. Explore our assessments, coaching, and consulting services below, and contact us if you would like to speak about creating a custom plan for your organization.



[Leadership Skills Profile – Revised™ \(LSP-R\)](#)

Take our flagship leadership assessment to see how you score on “Emotional Control.”



[High-Potential Talent Development](#)

Use SIGMA’s scientifically validated, industry-tested tools to give your talent development a strong start.



[Coaching with a SIGMA Consultant](#)

Participate in one-on-one coaching with SIGMA’s expert consultants.

Speak with a Consultant



If you would like to speak with a consultant about what emotional control looks like for you in your role, contact us today. We are happy to share what we’ve learned from client experience and talk about the specific needs of your organization and your team. Give us a call! We’re always happy to chat.

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