**Step 1: Reflect on How Feelings “Show Up” in Your Body**

Take a moment to reflect on how feelings “show up” in your body. What physical signs let you know you’re experiencing a particular emotion?

**Angry**

**Step 2: Learn from a Difficult Interaction**

**Scared**

**Sad**

**Happy**

Think about a time where you had a difficult interaction with someone at work. Then, answer the following questions.

What happened during the interaction and who was involved?

What feelings does/did this interaction raise for you? (Try to focus on the 4 “primary” emotions.)

What need(s) were unmet for you in this interaction? (Think about what you wanted/needed to happen.)

Now, think about your stakeholder in the interaction. What might their feeling(s) and need(s) have been?

What’s holding you back from discussing your need(s) with your stakeholder?

How can you benefit by sharing your need(s) with your stakeholder?

What will happen if you don’t share your need(s) with your stakeholder?

How willing do you think your stakeholder is to hearing your feedback?

How might you express your need(s) to your stakeholder?

**Step 3: Learn from a Positive Interaction**

Think about a time where you had a positive interaction with someone at work. Then, answer the following questions.

What happened during the interaction and who was involved?

What behaviors did you and your stakeholder display that made the interaction positive?

How did the behaviors and communication styles from the interaction in Step 2 vary from the interaction in Step 3?

How can you apply these lessons in other contexts?