



Emotions

Organizational Behaviour
S. P Jain Centre of Management, Singapore
GMBA 2008-09

Anant H. Singh

www.anants.org

Definitions

- Affect
- Emotions
- Moods
- Emotional Labour

Roots

- Physiological
- Lifestyle
- Learned
- Culture
- Situation
- Personality

Key Concepts

- Cognitive
- Evaluative
- Felt vs Expressed
- Awareness

Functional vs. Dysfunctional

- Former supports goals and improves performance
- Latter hinders performance

Harmful manifestations

- Denial
- Projection
- Self-serving bias

Emotional Dissonance

- Felt
- Expressed

What to do then?



Encourage Wholesome Emotions

- Minimize Dissonance
- Lead from the front
- Be Expressive
- SMILE 😊
- Bust stress

The Power of Forgiveness

- Relieving
- Elevating
- Enlightening

Benefits

- Enhanced Efficiencies
- Greater Job Satisfaction
- Better Teamwork
- Customer Delight
- Enhanced Quality of Life for All

Emotional Intelligence

- Self-awareness
- Self-management
- Self-motivation
- Empathy
- Social Skills

Group Activity

- Feelings and expressions

Thank You

www.anants.org