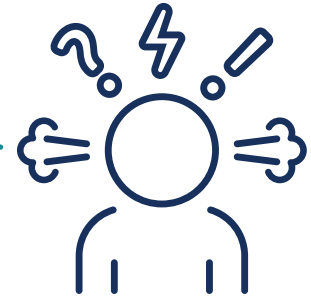


# REDUCING EMOTIONAL REACTIVITY

Before completing this sheet, watch the video that introduces this topic. You can watch it [here](#). After watching the video, return to this sheet to review the concept of reducing emotional reactivity and complete the exercise on the following page.



## What's emotional reactivity?

Emotional reactivity is a tendency to react impulsively and overreact negatively when stressed, angry, or hurt (Buchwald, 2023). This may include experiencing reactions disproportionate to what's happening around you.

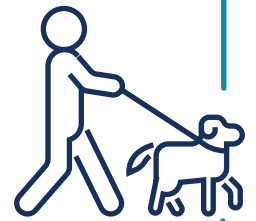
## Why is reducing emotional reactivity important in the workplace?

Emotional reactivity significantly impacts your mental health and how well you can do your job.

It can lead to impulsive or unhelpful responses that can trigger emotions in others and negatively affect your interactions with clients and colleagues.



When communication breaks down, patient care can be compromised.



Sharpen your skills and...

## Resist the impulse to react immediately

Practice these strategies when you feel reactive:

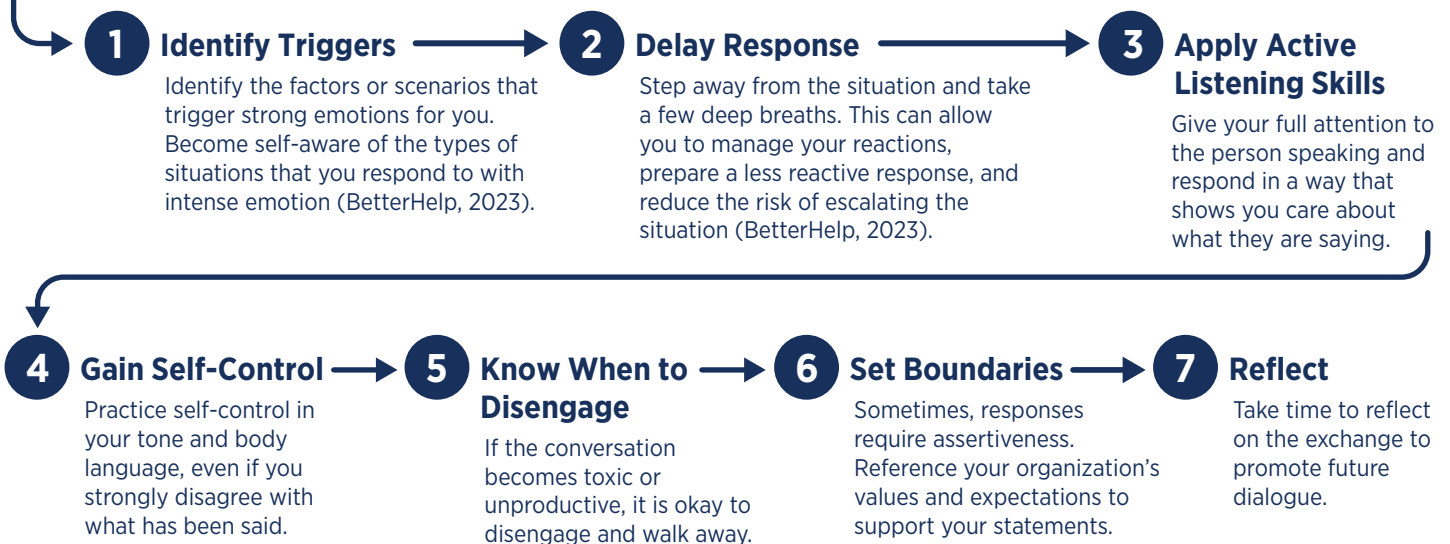
**Self-control**

**Maintain composure**

**Seek understanding**

**Constructive dialogue**

Follow these steps to reduce emotional reactivity during a challenging interaction.



**! IMPORTANT CONSIDERATION** | Some neurodivergent individuals may experience additional challenges in self-regulation because of a combination of neurological, sensory, and societal factors.

**References:**  
 BetterHelp Editorial Team (2023, September 7). *Tips for reducing emotional reactivity and building emotional stability*. <https://www.betterhelp.com/advice/temperament/how-to-overcome-emotional-reactivity-and-build-emotional-stability/>  
 Buchwald, N. (2023, June 13). *What is emotional reactivity?* Manhattan Mental Health Counseling. <https://manhattanmentalhealthcounseling.com/what-is-emotional-reactivity-and-how-to-end-the-cycle/>

# REDUCING EMOTIONAL REACTIVITY | EXERCISE

Complete this exercise to learn more about reducing emotional reactivity.

## 1. Pick one or two statements from the list below that may cause a negative emotional reaction for you or your team.

Check the statement(s) you want to consider.

### Statements from a client in a veterinary setting

- I only want a male veterinarian to come to my farm.
- You should be doing this for the love of animals, not for profit.
- My pet is my family member, don't you care?
- You are taking way too long to see me and my pet.
- This is highway robbery for pet care.

### Statements from a co-worker

- You're too sensitive; can't you take a joke?
- You always take credit for other's ideas.
- You're too quiet; speak up in meetings.

### Statement from an employer

- I need you to work longer hours because we are short-staffed.
- You are not taking enough initiative in your role.
- Your absence from team meetings has been noticed, and it's not appreciated.

## 2. Analyze Triggers

As a group, brainstorm and think about what could be triggering in this statement for a team member. Jot your thoughts down here:

---

---

---

---

---

---

---

---

---

---

## 3. Emotional Regulation

Some common methods to help with emotional regulation are listed below. Pick at least 1-2 topics of interest for further exploration:

- |                                                |                                                     |                                                         |
|------------------------------------------------|-----------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> <b>Deep breathing</b> | <input type="checkbox"/> <b>Reappraisal</b>         | <input type="checkbox"/> <b>Positive self-talk</b>      |
| <input type="checkbox"/> <b>Mindfulness</b>    | <input type="checkbox"/> <b>Attentional control</b> | <input type="checkbox"/> <b>Assertive communication</b> |
|                                                | <input type="checkbox"/> <b>Meditation</b>          |                                                         |

## 3. Practicing Empathy

Craft a constructive response to the statement you chose. Be sure to demonstrate empathy, understanding, and respect. Jot it down here or participate in a role-play with your team members.

---

---

---

## Team Discussion

- 1 If you feel comfortable, share your responses with the group. What worked well? What could be improved?
- 2 Share an experience that relates to one of the statements. What was the outcome—positive or negative?
- 3 Discuss any common challenges that emerged during this exercise.