Affective Awareness: Don’t Toughen Up, Open Up

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Results

Organizational Repercussions of an Emotionally Avoidant Culture:

1. Resistance to Change:
   • Yields continued fear-based anxiety responses.
   • More entrenched in inefficient work-arounds.

2. Aversion to Conflict:
   • Adoption of avoidant negotiation strategies.
   • Collaborative approaches become impossible.

3. Employee Turnover:
   • This can be extremely costly.
   • Remaining employees can lose faith in direction of company.
   • Increase in employee anxiety.

Method

Literature Review:
1. Emotional Intelligence
2. Historical Mental Models
3. Emotions as Metaphor
4. Saving Face
5. Resistance to Change
6. Affect & Negotiation

Main Literature Cited

Conclusions

In order to actualize an emotional culture, organizations need to foster the following:

Psychological Safety + Affective Awareness = Effective Emotional Culture

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