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## **About the Author**

Pattie Worthington has written her book to help her readers understand the effects which our emotions can have, both negative and positive in all areas of our lives.

Pattie said, "Most people have situations or experiences where they suffer stress or other negative outcomes because of someone's uncontrolled emotions."

"I hope that my book, based on my own experiences and research including conversations with a wide range of people, will help readers to better understand some of the reasons why people may act the way they do at times."

When we learn more about our own emotions and how we can have greater control of them, we will improve the interactions we have with other people in all areas of our lives."

"Emotional highs and lows are natural but I believe the book will help people deal with and reduce the number of those lows while enjoying their highs much more than before."

Pattie said that when she started to understand herself better, she learned to understand and interact much better with all the people in her life.

"I'm happier and more confident about all my dealings with people and that has helped me in my work and my personal life too."

## Introduction

You should always consult your medical advisor to check whether you have symptoms or conditions which need professional diagnosis and treatment.

I hope that my experiences and the suggestions in this ebook will help each reader to control their emotions so they have better relationships in their personal and business lives and also to help them reach greater heights of success and fulfillment than they have ever done before.



Many people have high skill levels and natural ability which is never realized, at least in part, because their emotional state is negative.

This results in actions and words which hurt others and produce negative results within their own mind and body.

This can badly affect their health, relationships and every other part of their lives. Many people continue to suffer in this way because they are not aware that the effects can often be reduced or even changed completely over time.

But, when you improve your control of your emotions, you find that you:

- ✓ Have less problems with other people
- ✓ Understand why people act or speak as they do
- ✓ Avoid confrontations
- ✓ Are better understood by other people
- ✓ Get better responses from them
- ✓ Have more opportunities offered to you in social and business situations
- ✓ Feel less stress, even in highly pressured situations

- ✓ Get more done with less stress
- ✓ Build and maintain a better self-image

I will not suggest that this is always easy to do, but it will be easier for you when you have read and started to use the tips and strategies which I wrote about here.

They are based on personal experience and research.

I am very grateful to the many kind people who shared the problems which they had and the ways which they found to overcome them.

Some of the suggestions may be easier for you to use or more relevant to your situation than others. But, I hope you will find the material I give you here valuable in improving your emotional responses now and in the future.

***Pattie Worthington***

## Suppression Causes More Problems

Many people get into situations where they try to hide their honest feelings and not express or act on the strong emotions which they feel.

This may be because they are worried about the effect their action might have on the other people involved or that the other people may avoid interaction with them in the future because they express their opinions or desires.



But, holding back on our emotions can have short-term and long-term negative effects on everyone involved.

If we don't express ourselves about things which are important to us, there will be a build-up of stress within us

that can affect our health and reduce our ability to deal with similar situations in the future.

It is also likely to give other people that are involved or witnesses to the situation a wrong impression of your attitude. This may cause you to have further misunderstandings with them in the future. That will cause more pressure on you and them.

When that pent-up pressure is released because we cannot hold it in any longer, the results may be more damaging than if we had spoken up at the time.

But, as you learn more about your own emotions, you will be able to control the effects on yourself as well as the people around you.

You will probably also find it easier to understand and even anticipate better how many people will react to certain situations.



## Finding Happiness

Many people believe they lack happiness in their lives and they often feel that they will probably not find any in the future.

Many of these people only think of happiness as an enormous cloud which completely envelopes them like a bride on her wedding day – a rare event which some people miss out on altogether.



But, happiness can be found everyday.

Sometimes, there’s a lot of it but most of the time, it’s in small things like a smile from a stranger or a quick, unexpected hug from your partner or child.

If we look for it, we are likely to find much more than we thought we ever would. People that convince themselves that they won’t find

any, will probably get some sense of satisfaction by proving themselves right!

**The Happiness Journal:** A friend shared with me the idea of a happiness journal which becomes a record of the big and small pleasures which we get in our daily lives.

This idea has been very popular in the last few years because it costs almost nothing and works very well for most people. I hope you will try because the result could be good for your self-image and general well-being.

You can buy a specially prepared diary as the basis of your personal happiness journal, and there’s nothing wrong with that.

But, you may feel a greater sense of personal satisfaction if you just adapt a plain diary or even a notebook for the purpose.

This lets you set up sections with labels that have particular meaning for you. You will need to invest a little time but you will also save some money.

You start your Happiness Journal by recording anything which gives you some good feelings each day.

This might be:

- ✓ An achievement of a goal
- ✓ Someone expressing their appreciation of your efforts or achievements
- ✓ The enjoyment you get sharing some quality time with your partner, family or friends.

An important side-effect of using these Journals is that you begin to notice more of the positive aspects of your daily life. When you realize and acknowledge these bright spots each day, your whole outlook tends to be brighter. This can make a positive difference in how you respond to people and situations which will increase your social interactions.

When you begin to emphasize the upbeat moments, you will find that other people respond to you better.

## The Hard Truth about “Easy”

The world of advertising uses “easy” a lot because it has a powerful effect on people.

Everybody loves “easy”, whether it is applied to food, exercise, money or anything else.

One thing that we learn but tend to ignore is that what we like is not always the best thing for us.

“Easy” food does not need a lot of work to prepare or to eat but it probably costs us more than if we bought the unprocessed ingredients and put everything together ourselves.



Easy food can be less sustaining and healthy because the processors may take out some of the most nutritious parts. Some processed milk has less cream than when it left the cow. They let us buy that cream separately or as part of other processed food products.

So, we end up paying more than if we bought the whole milk and got less benefit from it.

Think about the actual nutrition in breakfast cereals which are produced from grain which is milled and the parts separated. Then, some parts are replaced with air.

After that, vitamins or other good chemicals are added in. Sometimes, they may not be as good for us because they come in a form which our bodies cannot make full use of.

These products can be easier to digest but some lack the important ingredients which our bodies need. So, we eat more while trying to get enough nutrition and suffer health problems because our diet is lacking.

It's probable that we know this subconsciously. When cake mixes were first produced, sales were slow.

Then, someone suggested that an egg be added to the mix and sales of that particular brand soared. I think that the buyers felt the mix was more natural and nutritious than the other mixes which were available at the time and people didn't mind the extra bit of preparation at all.

But, we are often encouraged to look for an easy way and can become upset if we have to do more than a minimum of effort.

Some parents try to give their children a much happier and comfortable



childhood than they had. That is understandable but sometimes causes the children to assume that everything they want to do or have should be easy to get or even provided for them with minimum effort.

The effect on them and those close to them when they are denied special treatment can cause lasting problems.

Sometimes, people find that they have difficulty with a task and they see other people get better results with much less effort. This can cause us to fill our minds with negativity and start to set false limits on what we believe and aspire to achieve.

This is particularly common when some of our early adult carers were not encouraging of our early and enthusiastic but imperfect attempts to ride a bike, mix with other children of our own age or take part in sports.

Their negative comments might have been meant to be funny but they could influence our own self-belief and limit our expectations of what we could achieve, even years later.

This can have a strong effect on our emotional well-being which carries into our later years.

But, most of us realize that nobody is perfect in everything we do and everybody should not be judged or limited by the results of their earliest efforts.

We can't all be world champions, but we can all continue to improve. But, we must not let anyone, even ourselves, hold us back from our deepest desires in our personal and business lives.

## How to Handle Habits

Habits are linked to our emotional state for better or worse. If we have habits which cause negative effects, then we can expect to have to work much harder to cause positive changes in our emotions.

Some habits may need professional help. A good first step is to ask your



regular doctor for advice and any necessary referrals.

You may not realize the power which habits can exert on us. It may seem that you can change your behavior without a lot of effort if you find it is likely to have some ill effect on you or those around you.

But, it can be quite difficult or even nearly impossible.

The greatest amount of research into our habits and emotions is produced with funding from commercial organizations who want to improve the amount of money which we spend with them and also by governments who want to influence our choices in policies and elections.

Influencing our buying habits is very important with all kinds of advertising and promotion. Some studies appear to show that getting people to change their preferred brand of a particular product is harder than previously thought.

The best time to influence our buying habits is when we are expecting, or going through a significant change in our circumstances. This might be a change of location, a change in our employment, a new relationship or when we get a new child.

Any change which we make at those times is likely to become habitual until there is another equally significant change.

That shows the level of influence which our habits have on us almost all the time.

So, we need to make significant efforts over a period of time if we expect to change any habit.

That suggests that reading this book can give you some ideas which you can use to change some negative behaviors, but that sustained effort will be needed to gain any lasting effect.

It's the same with information from a seminar. We feel inspired and energized immediately after the event, especially when we are in the company of other attendees and the presenters.

But, if we let our enthusiasm slip afterward and don't use the information we obtained, then our results are likely to be less than we hoped and our old ways will reassert themselves.

When we change our habitual behavior, we need to do the new preferred behavior consistently and fairly often.

Recent research suggests that we don't overwrite our previous pattern of behavior with the new actions like we could overwrite a file on a disc with a new version.

Perhaps because of the huge capacity of our subconscious, the new pattern makes a different path in the subconscious.

The new pattern will establish a deep track over time, but the previous one remains and can become habitual again if, for any reason, the new pattern is not used at an appropriate time!

While we like to think that our actions are almost always controlled by our judgment of the factors involved and the possible consequences, researchers say that about half of most people's actions is habitual behavior.

We usually act out some of this behavior when we see or feel a trigger.

For instance, we might buy an iced donut every morning on our way to work, even when we aren't very hungry.

Then, we'll eat the donut and drink some coffee while chatting with one or more colleagues before actually starting to work.

There is no considered thought in this action. The trigger is the place where we buy the donut, not a feeling of hunger.

The reward is probably the social interaction with our work friends rather than the taste of the donut.

To change that behavior in a sustainable way, we need to reduce the effect of the trigger or eliminate it, or find an alternative action which can also result in us getting the reward – conversation and a feeling of inclusiveness.

If we decide to reduce our donut consumption, perhaps because we want to lose some weight, we might pass the store without buying.

But, if everyone else in the group is eating while chatting and drinking, we’ll probably revert to getting our donut before very long.

This is a very simple example which I hope will help you to analyze any habits which you feel may be having a negative effect on you.

It is important that you accept that changing any habit is like a marathon instead of a sprint and that, if your first attempts are unsuccessful, that’s no reason to believe you cannot achieve your goal or to feel that you have failed.



## Dealing with Negative Emotions

I hope that these tips can be helpful for you in learning to recognize the negative effects of emotions in ourselves and other people whom we interact with, when they are out of balance.

Not everyone acts or thinks exactly alike so I hope you will get some idea of how to cope with other people’s emotions as well as keeping good control of your own.



When a situation is almost overwhelming, try to get some time to relax and avoid thinking consciously about the problem. Your subconscious will still be reviewing possibilities and the break will mean your conscious mind and your

body will be refreshed and better prepared to deal with it.

If you find that you will have to accept a negative outcome, review the effect it will have on you over a period and how you can best deal with it. But, never think that there is no possibility of improvement. Just think of the people in the London Blitz in World War II or people that have lost everything in any number of natural or man-made disasters.

If your spirit is strong, you can overcome almost anything in time.

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