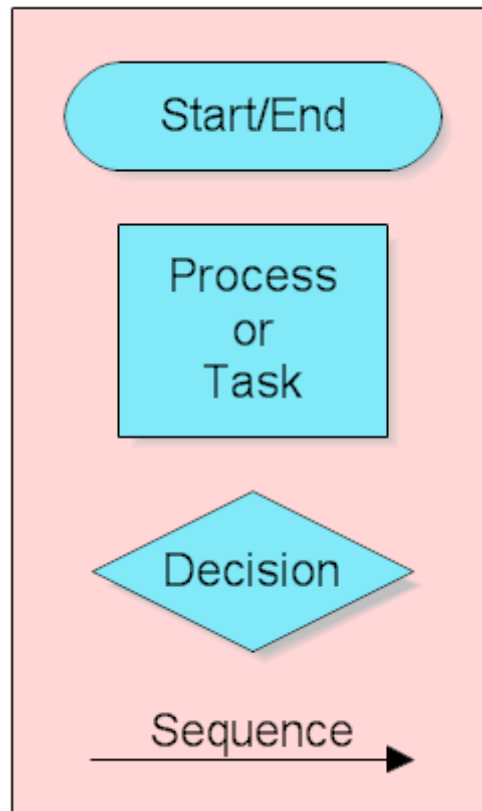


# Your Behaviour Process...as a process



We sometimes get a surprise or even a shock when we do or say something and almost immediately regret what happened, and it's usually caused by a lack of emotional intelligence.

I once coached a sales director who knew that when things weren't going right with his staff, the "red mist" would come down and he'd get impatient and angry, resulting in stress and a definite drop in motivation and productivity for the people concerned.

By taking a closer look at exactly what happens, leading up to the point of regret - the whole chain of events and their causes - we can determine what were the thoughts and feelings at the time, and most importantly, what were the points at which choices could be made on how to respond.

It's amazing to see this on paper, and to appreciate that not everything you do has to be done on automatic; the fact is that you have more choice than you may realise.

