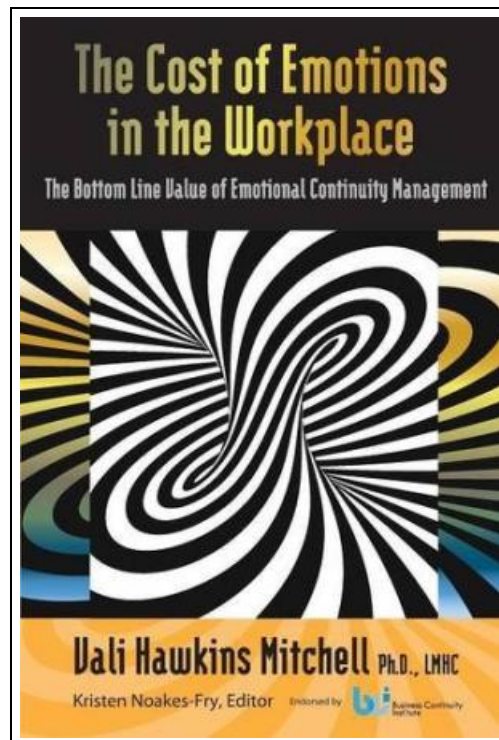


## The Cost of Emotions in the Workplace: The Bottom Line Value of Emotional Continuity Management



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## THE COST OF EMOTIONS IN THE WORKPLACE: THE BOTTOM LINE VALUE OF EMOTIONAL CONTINUITY MANAGEMENT



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Rothstein Associates Inc. Paperback. Book Condition: New. Paperback. 300 pages. Dimensions: 9.0in. x 6.0in. x 0.9in. BEWARE: Ignoring Emotions in the Workplace is High Risk Behavior Deadly workplace violence may grab headlines, but in this dynamic new business book Dr. Vali Hawkins Mitchell cautions C-Suite Executives and Line Managers that ignoring the impact of employee emotions in the workplace is a recipe for disaster. and 34The effects of emotions in the workplace are significant and measurable, she warns, emphasizing it and 39s your fiscal responsibility to realize that emotions cost your company money! Managing emotions cannot be the sole domain of the HR Department. Everyone up and down the organization can benefit from learning how to productively manage and channel workplace emotions. This important new book in the rising field of Emotional Continuity Management (ECM) clearly outlines how emotionally-charged situations, when mismanaged or unaddressed, can have a calculable, direct impact on the fiscal bottom line. Dr. Vali, a Certified Traumatologist, coins the term and 34emotional tornado to describe the cumulative effect of escalating, emotionally-charged human energy as it develops a life of its own with the potential for rampant destruction. Caused by circumstances in a person s private or work life, an individual s emotions have the potential of spinning out of control. Financial costs to the organization can range from simple to profoundly complex - ultimately affecting productivity, company loyalty, absenteeism, healthcare costs, and managerial time, all of which contribute to a toxic work environment. In this book, you will learn that it and 39s critical for today and 39s executives to: Understand that emotions are going to happen and they do not go away; Realize that emotions have measurable costs and can be managed in a compassionate manner that supports people and the bottom line; Know that if suppressed,...

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