



CHAPTER EIGHT

**There are four components
to emotion:**

1) physiological changes,

2) nonverbal reactions,

3) cognitive

interpretations, and

4) verbal expressions

**Emotional intelligence
is the ability to

understand and manage
one's own emotions and
to be sensitive to others'
feelings.**

**Influences on emotional
expression include:
personality, culture,
biological sex and gender,
social conventions, social
roles, fear of self-
disclosure, emotional
contagion**

Emotional contagion
is the process by
which emotions are
transferred from one
person to another

**There are differences
in the degree to which
people in various
cultures display
feelings.**

**Cultural background
influences the way we
interpret others'
emotions as well as
the way we express
our own.**

Guidelines for expressing emotions include:

- 1. recognizing your feelings,**
- 2. choosing the best verbiage with which to express,**
- 3. sharing multiple feelings experienced simultaneously**

**4. recognizing the difference
between feeling and acting,**



**5. accepting responsibility for your
feelings, AND**

**6. choosing the best time and place
to express your feelings.**

**Irrational thinking
and Debilitative
Emotions include
many fallacies:**

**Fallacy of perfection –
the belief that a
■ worthwhile
communicator should
be able to handle any
situation with skill**

**Fallacy of
approval – the
need to seek
acceptance from
others**



**Fallacy of
overgeneralization –**

- **occurs when a
person bases a belief
on limited evidence**

Fallacy of helplessness

– suggests that forces

beyond our control

determine satisfaction

in life

**Fallacy of
catastrophic
expectations
(Murphy's Law) – the
belief that if bad can
happen, it will**

**Fallacy of causation –
the belief that one
▪ should not
inconvenience others
to save from causing
bad feelings and rifts**

In minimalizing debilitating emotions, monitor your emotional reactions, record your self-talk, note the event that triggered your emotion known as the activating event, and dispute irrational beliefs.

Some people express emotions so rarely

- **that they lose the ability to recognize when they are feeling them.**

**Total expression
of feelings is not
appropriate for
adults.**