



Q&A

CORPORATE COACH ACADEMY
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GAINING SELF CONTROL

Q I am known to be a quick-tempered guy at the workplace who quarrels often. Although I have tried to be more cordial, it is incredibly difficult, primarily because I cannot tolerate their irresponsible ways like their lack of urgency, poor discipline in meeting deadlines, and poor quality outputs. Their negative ways really get on my nerves, and I tell them upfront about my dislikes. So, it is natural they feel alienated from me, both socially and professionally. How can I gain greater control over my emotions before things become worse?

A Quick-tempered folks have many "hot buttons" which, when pressed, can result in many ugly situations. Such people are simply too sensitive and

ARE YOU HOT OR COLD?

"fragile"; almost anything can provoke them, causing their relationship with others to suffer. It is therefore natural for people to feel stressed around them.

It is more prudent to change yourself as you have more control over it than trying to change others. Here are a few tips to disarm your "hot buttons". First, master your own emotions by strengthening your "observer's mind" to catch yourself going out of line. Next, increase your sensitivity with people by getting a few close and trusted people to give you immediate feedback when they notice something untoward in you. Another is to reflect, or do a "self-audit" regularly where you ask yourself "what you have done for the day and what you will do differently the next time". All these actions will definitely increase your threshold of tolerance with people.

POWERFUL QUESTIONS

- What situations can trigger your bad mood?
- What do you want to be able to do before it happens?

- What do you want to watch out for in your thoughts and deeds?
- Who can make this possible?

BECOMING MORE PEOPLE-FRIENDLY

Q People say I am as "cold as stone" because of my inability to show emotions and expressions. To a large extent, they are right because I tend to be more interested in myself than others. Even my family members have nothing good to say about my ways. I think I am like this, not because of my egotism or self-centredness but more of my preoccupation with the many things in my mind. I am beginning to realise this is not healthy and really want to make a change. Can you help?

A People rapport is the biggest prize you get when you are more people-friendly. With this, people will walk the extra mile for you and trust you by being more forgiving and compassionate towards you! And you get these "benefits" because you have given them "air time" to speak while you listen to them with interest and

curiosity.

A major step to gaining interest and curiosity in people is to tell yourself that everyone is unique and there is always something you can gain if you get to know them well. Once you do this, you will automatically want to listen to them intently. The other thing you can do is to ask yourself what can make you feel that people are more important than you. With this, you will be asking questions about them which gives them space to talk more than you do. Slowly but surely, you will realise your busy mind will become calmer because you are more focused on them.

POWERFUL QUESTIONS

- What is your current attitude towards people?
- What causes this?
- What will make you talk less and listen more?
- What will always remind you to do this?

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