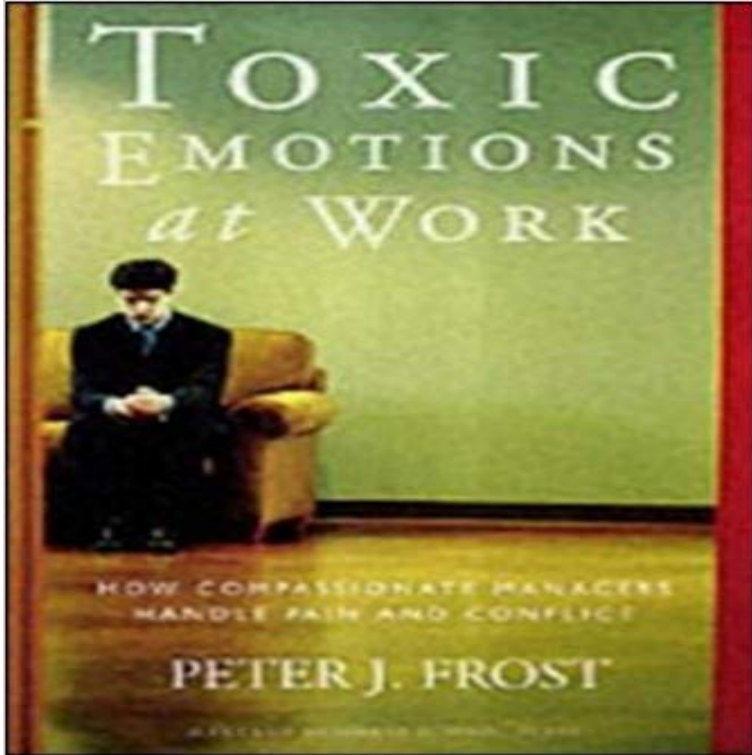


Toxic Emotions at Work: How Compassionate Managers Handle Pain and Conflict



Human interaction is never flawless. Even the best relationships produce tension and at times, unpleasant emotions. Since organizations are comprised of people, all organizations generate emotional pain as part of the process of doing business: producing new products on tight deadlines, setting benchmarks for performance, creating budgets, crafting company policies, and so on. Getting the job done is rarely painless. But when emotional pain goes unmanaged or is poorly handled, it can negatively affect both employees and the bottom line - in essence, it becomes toxic. In *Toxic Emotions at Work and What to Do About Them*, Peter J. Frost argues that the way an organization responds to pain determines whether it remains toxic or becomes generative, whether it endures as a debilitating poison or is transformed into a force for healthy organizations. According to Frost, when ignored, toxic emotions betray employees hopes, bruise their egos, reduce their enthusiasm for work, and diminish their sense of connectedness to their company's community and goals. Compassionate responses to pain, on the other hand, encourage those who are suffering to effect constructive changes in their work lives. Despite their powerful role in employee performance, toxic emotions are rarely addressed by organizations. Instead, most companies respond to pain informally and unconsciously through self-selected individuals whom Frost calls toxin handlers. Typically a senior manager or someone with a high emotional intelligence capacity, toxin handlers soften the blow of emotional pain for others, but over the course of time, absorb much of the pain they handle to their own detriment. They are often unrecognized, unrewarded, and poorly supported by their organizations. And, while they often provide a temporary relief from the symptoms of toxic organizational pain, toxin handlers alone

are unable to eradicate toxic emotions for the long-term. Toxic Emotions at Work and What to Do About Them suggests that handling toxic emotions effectively is an important, though unrecognized set of competencies that must be understood and embraced - not only by toxin handlers, but by leaders, managers, and the organization as a whole. Through rich examples of how individuals and organizations have managed emotional pain successfully, Frost describes the key skills necessary to cope with emotional pain and to manage it effectively, and offers concrete courses of action for organizations to institutionalize compassion in the face of emotional pain.

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PDF file - Center for Creative Leadership and Renewal Supporting Toxic Emotions at Work: How Compassionate Managers Handle Pain and Conflict: Peter J. Frost: 9781578512577: Books - . The higher up the toxic person is, the more widely spread is the pain, and the . Emotions at Work: How Compassionate Managers Handle Pain and Conflict. **Toxic Emotions at Work: How Compassionate Companies Handle** Toxic Emotions at Work: How Compassionate Companies Handle Pain and Conflict Typically a senior manager or someone with a high emotional intelligence **Nonfiction Book Review: Toxic Emotions at Work: How** Toxic Emotions at Work and What You Can Do About Them [Peter J. Frost] on Toxic Emotions at Work: How Compassionate Managers Handle Pain and **Toxic Emotions at Work: How Compassionate Managers Handle** due to Frosts (2003) highly acclaimed book: Toxic emotions at work: How compassionate managers handle pain and conflict. In the book, Frost provided. **Toxic Emotions at Work: How Compassionate Companies Handle** Toxic Emotions at Work: How Compassionate Managers Handle Pain and Conflict BY PETER J. FROST, **Toxic Emotions at Work: How Compassionate Managers Handle** Retrouvez Toxic Emotions at Work: How Compassionate Managers Handle Pain and Conflict et des millions de livres en stock sur . Achetez neuf ou **Toxic Emotions at Work: How Compassionate Managers Handle** Toxic Emotions at Work: How Compassionate Companies Handle Pain and Conflict: : Peter J. Frost: Livros en idiomas extranjeros. **Toxic Emotions at Work: How Compassionate Managers Handle** The article presents a review of the book Toxic Emotions at Work: How Compassionate Managers Handle Pain and Conflict, by Peter J. Frost. **Toxic Emotions at Work - Wiley Online Library** Buy Toxic Emotions at Work: How Compassionate Companies Handle Pain Typically a senior manager or someone with a high emotional intelligence . Toxic Emotions at Work: How Compassionate Managers Handle Pain and Conflict. **Toxic Emotions at Work Peter Frost Soundview Book Review** The article presents a review of the book Toxic Emotions at Work: How Compassionate Managers Handle Pain and Conflict, by Peter J. Frost. **Toxic Emotions**

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