

Emotional Recognition Reference Sheet

Observing tone and body language to unpack underlying thoughts and emotions.

Tone	Body Language	Thoughts & Feelings	Unconscious Motivations	“Re-directing” Questions
Irritated	Frowning, accompanied with scrunching of the face	“My lack of serenity is caused by circumstances or the behaviour of others”	We create irritation to justify placing the responsibility for the situation outside ourselves.	“What do you really want or need, or are looking for?” “What do you think this situation is trying to show you?”
Rushed	Fidgeting, nervous gestures, restless leg	“I am too busy to do all this, I need to be doing something else, but”	We create this feeling to make ourself feel important in moments when we are unsure of ourselves. We are seeking recognition of our situation and empathy from others	“What is the most important priority or thing for you to do right now” “How can you help the situation?”
Disgusted	Sneering with Pierced mouth and /or scrunched forehead	“If others were more capable and did the right thing, I wouldn’t be experiencing this difficulty”	We create disgust to feel superior to and better than others without having to take action ourself.	“What do you think you could do to improve your situation?” “What is within your control or your influence? “
Angry	Tense Jaw and mouth; frown; staring with squinted eyes; hands clasped behind back	“I can’t get them to do what I want”. “They don’t get it” (Turning inwards) “I am a bad leader”	We use anger to disguise the feeling of powerlessness. We try to feel powerful at the exact time we claim others have power over us.	“What is it that you can do differently to improve the situation?” “How might you turn sour milk into yoghurt here?” “Is there a gift in this situation to learn from?”

Frustration	Hands on hips	“Things outside of my control are blocking me” “This is not working....”	We create frustration to justify quitting prior to giving our full effort.	“What is just one thing you can do to improve the situation?” “What is in your influence to shift?”
Dissatisfied	Hands up behind the head (indicates the listener may soon argue with you)	“Because of them (their inability etc.) I am not getting what I want, need or expected”	We create dissatisfaction to justify blaming and then leaning on others to improve the situation	“What is it you actually expect – specifically?” “What would success look like for you?”
Guilty	Gaze down, tilting head forward, eyes and face to the floor or ground	“I’ve done something I wish I hadn’t have done”	We create guilt to feel we have made amends without having to do anything to make up for what we feel guilty about.	“ Is there anything you could’ve done differently in this situation?”
Indecisive	Clearing the throat	“I don’t have enough information to wisely decide” “If I commit, I will be held accountable”	We create indecisiveness when we are afraid to make decisions and want to justify avoiding accountability	“Does it matter which option you choose to go forward with?” “What are the benefits and risks of each choice?” “What could you change to make it OK to choose?”
Hurt	Frown, watery eyes accompanied by drooping shoulders and body	“I feel hurt that you didn’t recognise me in an appropriate way” “I feel invisible”	We feel hurt when we thought we were doing something for someone else, but actually we were doing in order to gain recognition and validation	“How did/does it feel?” “What can you feel proud and happy for about your contribution – for yourself?”
Stressed/Over-Whelmed	Fidgeting	“I have so much to do and I don’t know where to start. I am not sure I am capable	We overwhelm ourselves to avoid setting priorities and taking responsibility	“How did it get to this point?” “Where might you get the biggest return for your effort right now?”

		of doing everything on my plate” “I am fearful of failure but still can’t get myself going”		
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