

Emotional Management: Part II

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Emotional management is something that everyone can achieve by learning new behaviors, new methods, and continuous practice.

Emotional Management Steps

Adding Factors for Emotional Stability

- Physical Health
- Adequate Sleep and Rest
- Good Nutrition
- Regular Exercise
- Avoiding Tobacco, Alcohol, and Drugs

Practice using constructive and wise thinking patterns

Changing our thoughts can change our reactions and thus our emotional responses. Changing thoughts is not about changing the facts but practicing more mature and helpful ways to view the problems we are dealing with. Here are some common thought patterns that affect emotions and how to change these thought patterns:

Would Could Should

The first thought to change in emotional management is "would could should." When we say or think, "My boss shouldn't be so unreasonable," "My child should remember to take out the trash every week," "He should remember my birthday," our emotions are usually affected. Often, this can result in anger, frustration, disappointment, or sadness.

Instead of using "should," you can use "can," "want," or "prefer." For example, "I should eat fewer snacks" can be changed to "I can eat fewer snacks," and "He should know he's wrong" can be changed to "I want him to know he's wrong."

What if

The second negative thought to change is "what if." When we think "what if," our focus is often on the worst-case scenario, making it easy to get stuck in excessive worrying and negative emotions that are difficult to manage.

情緒管理:情緒管理人人做得到(下)

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情緒管理，在我們學習新的行為新的方法再加上不斷的練習我們是做得到。

情緒管理步驟

增加讓我們情緒穩定的因子

- 身體健康
- 充足的睡眠與休息
- 良好的飲食
- 適當足夠的運動
- 避免菸酒藥

練習用有建設性與智慧的思考模式

改變想法可改變我們的反應，進而改變我們對情緒的反應。改變想法不是改變事實，而是練習用比較成熟你對自己有幫助的方法來看我們正在處理的問題。以下是一些常見的影響情緒的思考模式，以及如何去改變這些思考模式的方法：

應該 (Would Could Should)

管理情緒第一個要改變的思想是『應該』(Would Should Could)。當我們說或是心裡想『我老闆不應該這麼不講理』『我孩子應該要記得每個禮拜把垃圾拿出去』『他應該要記得我的生日』這時候我們的心情會被影響到—通常是生氣，發怒，失望，或傷心。不管用英文或中文，用「可以，希望，能夠」(can, want, prefer) 取代「應該」(would should could)。例如「我應該要少吃零食」「他應該知道錯的」改成「我可以少吃零食」「我希望他知道錯」。

如果 (what if)

第二個要改變的負面思想是「如果」(what if)。當我們想「假如」或者「如果」的時候，通常注意力是放在最壞的狀況。因此很容易鑽牛角尖，我們的擔心與負面的情緒越來越難管理。

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To address this negative thought pattern, we can do the following: First, consider other possibilities. Second, remind us of how we can cope with what we're worried about. For example, replace "What if I don't get the bonus?" with "I might get the bonus," "If I don't get the bonus, I can talk to someone about how to resolve the issue," and "Are there other bonuses I can apply for?"

Mind-Reading

Many Chinese people practice reading the hearts of their parents from a young age, reading the hearts of their teachers, and when they grow up, reading the hearts of their partners and bosses. The art of mind-reading is considered unhealthy in the field of psychology. If we try to read someone's mind, we often end up reading their old thoughts. We approach this with preset attitudes, which can hinder effective communication.

For example, if you see that your partner's face doesn't look good, your "mind-reading" conclusion might be, "Look, he's unhappy again; I should keep my distance." However, in reality, your partner might have a headache and need your help. In this situation, if your partner also employs mind-reading, it can exacerbate the situation, with them saying, "Look, every time I have a headache, he runs away; he doesn't care about me at all."

Remember not to read minds, instead, ask questions. In the scenario mentioned above, you can say, "You seem like you're not very happy; what's wrong?" Your partner might respond, "Why are you so clueless? Can't you tell I have a headache?" It's okay. Clumsy concern is much better than misunderstanding and hurting each other. Asking questions conveys our care and respect for the other person, while mind-reading communicates our prejudices and an unwillingness to communicate.

Black and White Thinking

Black-and-white-thinking is a binary way of thinking, where things are seen in two extreme categories, either 0 or 1, right or wrong, with no middle ground or room for adjustment. Black-and-white thinking is what makes our emotions highly charged, with no way out, and it's the source of getting stuck in details. "He never listens to me," "He's always lazy," "He never cares about me" are all examples of black-and-white thinking.

應對這種負面想法，我們可以：第一，考慮其他的可能性。第二，提醒我們自己如何去應付我們擔心的事情。例如：「如果我沒有拿到獎金這怎麼辦啊」換成：「我也可能會拿到獎金啊」「如果沒有拿到獎金，我可以找某某人去商量要怎麼解決問題」以及「我有沒有另外一個獎金可以申請？」

讀心術

很多華人從小就練習要讀父母的心，讀老師的心，長大後要讀另外一半的心，老闆的心。讀心術在心裡學上是不健康的，因為當我們讀心的時候，我們常常會讀的是舊的心，我們會有預設的心態，會阻礙我們的溝通。

比如說，你看到你的另外一半臉色不好，你「讀心」的結論是『你看他又在不開心，我還是離他遠一點吧』。但是，實際上你的另外一半，正在頭痛需要你的幫忙。在這個情況下，如果你的另一半也用讀心術，會火上加油：『你看我每次頭痛他都跑掉了，他一點都不關心我。』

記得不要讀心，用『問問題』，在以上的情境，我們可以說「你看起來好像不是很開心，怎麼了？」另外一半可能會說，「你怎麼這麼笨，都不知道我在頭痛？」沒有關係的。笨笨的關心也比被誤解而彼此傷害好多了，問問題傳達到我們的關心及對另外一個人的尊敬，而讀心傳達我們對另外一個人的成見與不願意溝通

黑白思維

黑白思維就是兩極化的想法，不是0就是1，不是對就是錯，中間沒有所謂灰色地帶或者可以調整的空間。黑白思維是讓我們情緒特激的東西，沒有出路，鑽牛角尖的元兇。「他從來沒有聽我的話」「他總是不努力」「他從來不關心我」

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The way to change this is by using "percentage thinking." For instance, replace the black-and-white thinking of "I'm a very lazy person" with a factual description: "I'm lazy about thirty percent of the time, I'm okay about forty percent of the time, and I'm very proactive about thirty percent of the time." Using percentage thinking instead of black-and-white thinking allows us to address problems based on facts.

Comparison

This is one of the most common negative thought patterns among Chinese people. Children who grow up here often tell me that they hate it when their parents compare them to others. When we compare ourselves to others, our emotions are naturally affected.

Because comparisons are not fair, they can be discouraging, make people angry, and are not a "good" way to hurt oneself and others.

Replace "comparison" with genuine and appropriate encouragement. For example, if your child didn't take out the trash properly today, you shouldn't say, "Look at your neighbor Justin; he always places the trash bin perfectly!" Your child won't remember this; they will remember being hurt. Instead, you can say, "You helped take out the trash; Mom/Dad is so happy. Thank you! Can you pay a bit more attention next time?"

Regret

We've all heard the sayings, "Plans are not as good as changes" and "A thousand gold coins can't buy early knowledge." When we experience regret, it often leads to anger, sadness, complaints, and fear. Practice reminding yourself when you feel regret. "With every decision we make, we are doing our best with what we believed was the best choice at that time." "My regrets cannot change the past, but I can decide what different things I want to do now."

Preparation in Advance: Rehearsal and Practice

We know that when we want to have a good standing and sitting posture, we need to practice. Learning emotional management may be more complex than learning posture, so practicing and rehearsing are essential.

改變的方式是使用「百分比想法」。例如把「我是很懶的人」(黑白思維),換成描述事實:『我是百分之三十的時間很懶,百分之四十的時間還可以,百分之三十的時間是很積極的人』。用百分比思考取代黑白思維讓我們以事實來面對解決問題。

比較

這是華人最常用的負面思維之一。在這邊長大的孩子常常跟我說,他們非常討厭與厭煩爸爸媽媽拿他們跟別人比較。當我們把自己跟人比較時,我們的情緒自然會受影響。

因為沒有比較是公平的,比較讓人沮喪,讓人生氣,也是傷害自己與別人的『好』方法。

用真誠正確的鼓勵取代「比較」。比如說你今天小孩子垃圾沒有倒好,你不能說「你看看你鄰居 Justin 做得多好每次把垃圾桶放得好好的!」你的孩子不會記得這個,你的孩子會記得他被傷害了。你可以說的是:「你幫垃圾拿出去,爸爸/媽媽好開心,謝謝!那下一次可不可以注意一點點。」

後悔

我們都聽過,「計劃不如變化」以及『千金難買早知道』。當我們後悔的時候,我們會生氣,難過,抱怨,害怕。

練習在後悔的時候提醒自己:「當我們在做每一個決定的時候,我們都是盡力當時認為最好的決定」「我的後悔沒有改辦法改變過,但是我可以決定我現在要做什麼不一樣的事。」

提前準備:預演與練習

我們知道當我們想要有好的站姿與坐姿,我們需要練習。學習情緒管理可能比學習站姿坐姿更複雜,所以學習練習與預演必須的。

當我們發現某些情況讓我們沒有辦法處理情緒時,要坐下來想然後是寫下來自己希望自己怎麼樣處理這樣的情況,寫的越實際越詳細越有效。之後在腦海中不斷練習。下一次相似的情況發生時,你可以試著用這個新的行為來取代舊的方式。

When we find that there are situations where we can't handle our emotions well, we should sit down, think, and write down how we would like to handle such situations. The more specific and detailed, the better. Then, practice it repeatedly in your mind. The next time a similar situation arises, try to use this new behavior instead of the old one.

For example, you notice that you stomp your feet when you get angry, but you want to change that. You can write down: "The next time he doesn't do his job well, I will take a deep breath, think about a solution, tell him I need some time to think and will let him know the next steps Then I will get a cup of coffee and leave my desk." The next time a similar situation occurs, you'll have a new strategy, making it easier to break the old habit.

Navigate anger with effective thoughts

10-10-10 Principle

When we have emotions, (1) take a deep breath for ten seconds, (2) give yourself ten minutes to think about how to handle the situation, (3) imagine how you might handle this situation ten days from now.

60-90 Principle

Give yourself 60 to 90 minutes to calm your mind. Human emotions need to be processed; it's not about suppressing them. Use this time to take actions that contribute to your well-being and emotional growth, such as exercising, meditating, or staying hydrated. Only when your emotions have calmed down can you make the best decisions and build your self-confidence.

Focus your energy on things you can change.

Tailoring your response to different emotions

Anger

Anger usually arises from feeling hurt, attacked, or afraid. Anger can be a challenging emotion to handle. The first step in managing anger is to communicate and express what you need. Establish boundaries through communication.

For example, if your neighbor dumps their trash in your yard and it makes you angry, rather than reacting with anger, find a way to communicate. You can say to your neighbor, "I noticed you left your trash here. Please don't dump it in my yard. If you do it again, I'll give you a call."

比如說你注意到你生氣的時候會跺腳，但是你想改。你可以寫下來：「下一次他沒有把工作做好的時候，我會深呼吸一口，想怎麼解決方法，跟他說讓我想一想再告訴你下一步怎麼做，然後我會去拿一杯咖啡離開我桌子」。下一次相似情況發生時，我們就有新的應對之策，也比較容易把舊的習慣改掉。

用有效/用的想法來度過氣

10-10-10 原則

當我們有情緒的時候，（1）深呼吸十秒鐘，（2）給自己十分鐘，想怎麼去處理這件事情。（3）想像一下十天後，這件事情我可能會怎麼樣處理。

60-90：給自己60到90分鐘去平復心理。

人的情緒是需要消化的，不是說我不感覺就沒有感覺。用平復心情的時間來做對自己健康與緒成長有用的行動，如運動，靜坐，喝水。只有在情緒平復下來後，你才能做最好的決定，才能培養自己的信心。

把精力放在可以改變的事情。

不同情緒，對症下藥

生氣

生氣的時候，來源通常來自於受傷害，被攻擊，或者害怕。生氣是非常難處理的一個事情，所以排解的方式第一個你要溝通你要的是什麼。用溝通的方式設立界限

(boundary)。

比如說鄰居把垃圾丟在你家，你當然生氣，但是你要做的不是罵，而是去想辦法如何溝通。例如你可以跟鄰居說「我發現你把垃圾放在這裡，請你不要丟在我家，下次你丟在我家的時候，我會打電話。」

Sadness

Sadness often arises from loss. When you feel very sad, it means you have lost something – perhaps your dignity, a relationship, your future, or your dreams. So, when you're sad, first identify what you have lost. Secondly, find a place to cry.

Why? Because when you're sad, no matter how many times you explain it to others, it can be challenging for them to fully understand the significance of what you've lost. Crying doesn't signify weakness. Sometimes, it's necessary. Find a way to commemorate your loss. Seek out someone you can trust, who will understand and support you, and express your sadness to them without blame.

Anxiety

The source of anxiety often lies in the fear of future events. To relieve anxiety, try this method: Write down what you're anxious about, and then ask yourself three questions:

1. Is worrying useful?
2. How can I solve the problem?
3. What can I do to make myself more resilient and better at handling crises?

We can't predict what will happen, but we can always remember that we have the ability to cope.

Harm or Injury

Hurt can come from various sources, the main ones being abandonment, inequality, rejection, and denial. When you are hurt, remember to forgive yourself because no one can protect themselves all the time, nor can they always do their best. Don't take what others say as a personal attack, and don't take it personally.

If there's someone in your life who truly deserves your respect, they won't attack you, treat you unfairly, or negate you. Instead, they will try to help. When someone attacks you, it usually reflects their own issues, not yours. Confident individuals don't attack; they help. When an adversary says, "Why are you so immature?" or "Why are you so useless?" it means that the person making such comments lacks the wisdom to handle the situation. You can consider what aspects of their words you can change to avoid being attacked in the future. However, don't take their words to heart. Life is short, and we must choose whose words to listen to. Hopefully, you choose people who are wise, kind, and willing to help you, rather than those who merely criticize you.

傷心

傷心是因為失去東西。當你很傷心時，表示你失去了什麼，可能失去你的尊嚴，可能失去你的關係，可能失去你的未來，失去你的夢想，所以你傷心時，記得第一個認真找出你失去的是什麼，第二個你要找一個地方去哭。

為什麼？因為傷心這個東西不管跟別人說多少次，別人很難去了解這件東西對你的意義。哭不代表軟弱，哭有時候是必須的。找一個方法來紀念失去的東西。找一個可以信賴，會了解，有自信的人訴說你的傷心，而不是責怪。

焦慮

焦慮的來源是對未來的人事務害怕。排解的方法：寫下你焦慮的事情，然後問自己3件事情：

- 1) 擔心有沒有用？
- 2) 我可以怎麼解決問題？
- 3) 我可以做什麼讓我更強韌，更能夠處理危機？

我們沒有辦法預測事情的發生，但是我們永遠可以記得我們能處理好。

傷害

傷害的來源是很多；主要來源有背棄，不平等，被否定，被拒絕。被傷害的時候記得：你要原諒自己。因為人不可能隨時隨地都能夠保護得到自己，人不可能隨時隨地都能做最好的事情。別人說的話不要當作是人身攻擊，不要對號入座。

今天如果有真的值得你尊敬的人，他不會去攻擊你，不會待你不平等，也不會去否定你，他不會說你做不好，他會嘗試著去幫助你。所以當有人攻擊你的時候，通常是代表這個攻擊你的人有問題，不是你有問題。因為有自信的人，他不是用攻擊的方法，而是用幫助的方法。所以當敵人說“你怎麼這麼不懂事？”“你怎麼這麼沒有用？代表說這個話的人，代表他自己功力不夠。所以你可以想一下他說的話有什麼地方，是你可以改變，不要再被攻擊，但是你不要把他說的話當真。因為人生命有限，我們必須要選擇誰的話要聽，希望你選擇的是有智慧，善良而且願意幫助你的人，而不是只是指責你的人。

In what situations do you need to seek professional help?

Emotional control can be challenging. So how do you know if you have an issue? What situations require a doctor's help? If you find that your emotions are affecting your work, life, relationships, mood, health, or you can't overcome your emotions, it's a good idea to discuss this with your primary care physician. They can assess whether you might need to see a mental health professional.

Seeing a mental health professional doesn't mean you have an illness. They can provide you with valuable tools to improve your mental well-being. If you can't see a way out and have suicidal thoughts, remember that it's not your fault. It's an emotional issue that's preventing you from seeing the future. In such situations, it's crucial to seek professional help.

[To learn more about how to seek professional help, click here.](#)

什麼情況需要看醫生？

情緒控制很難，那我們怎麼知道我們有沒有病？什麼情況需要醫生的幫助？如果你發現你的情緒影響你的工作，生活，人際關係，心情，健康，或者你走不出情緒的時候請你至少跟家庭醫生(PCP, primary care physician) 討論一下 可以知道你需不需要心理醫生。

看心理醫生不是因為你有病，醫生可以教給你很多技，增進心理健康。有時候你走不出來很想自殺，記得這不是你的問題，而是說你情緒的問題，讓你沒有辦法看到未來，一定要看醫生。

[如何尋求專業的協助：請點此。](#)