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2[A] – Emotions at Work

G1 Chobun TypeB

G1 11-2

1. In the 1990s, the idea that "emotional intelligence"—a person's ability to be

2 aware of and understand their emotions—may correlate to workplace

a effectiveness began to take hold in the United States. While the theory itself is

still controversial, a greater sensitivity to emotional behavior has certainly

emerged in corporate America. One might suppose, then, that people are now

6 (26) expressing emotions at work. A recent study by author Anne Kreamer

found that open displays of emotion have indeed become commonplace. At the

same time, though, many people still consider such behavior in the workplace

n inappropriate.

(26) 1 being punished for

2 more comfortable with

& PRINTING outside of eTOC are

3 trying to resist

4 less tolerant of colleagues

Further Questions

- 12 1) What is "emotional intelligence"?
- 13. It is a person's ability to be aware of and understand their emotions.
- 14. 2) What is seen as inappropriate?
- 15. Displays of emotion in the workplace are seen as inappropriate.
- 16. Kreamer set out to examine the physiological, sociological, and psychological
- 17. factors underlying our emotional behavior. Previous research has shown that
- emotions have (27). Anger, <u>for example</u>, triggers increased <u>heart rate</u> and
- blood flow. As a response to natural threats, it provided a significant advantage to humans in the struggle to survive. Although most threats faced by people in
- the workplace today are psychological, they provoke physical responses that
- 21. the workplace today are psychological, they provoke physical responses the
- 22 are <u>hard-wired</u> in humans now as they always have been.
- 23. (27) 1 an evolutionary origin

2 largely been ignored

3 no scientific explanation

4 gradually become stronger

Further Questions

- 3) What physical responses are triggered by anger?
- 26. Anger triggers increased heart rate and blood flow.
- 27. 4) Why did anger evolve in humans?
- 28. It evolved in humans because as a response to natural threats, it provided a
 - . significant advantage.
- 5) Do psychological threats provoke the same responses as natural threats? Why?
- Yes, they do, because the physical responses have been hard-wired in humans now.
- 33. Despite the physical nature of emotional behavior, Kreamer found that people
- tend to judge it from a psychological standpoint. Crying, for example, is largely
- 35. physiological: The production of tears is stimulated by a hormone, and women
- 36. tend to cry more than men primarily because they produce more of this

- hormone. Crying generally acts as a kind of emotional "reset button," causing a
- 38. release of chemicals in the brain that calm and refresh us. At work however,
- 39. while most men report feeling better after crying, women more often report
- 40. feeling guilty and ashamed. Furthermore, women often view those who cry in
- 41. the workplace—especially other women—as mentally unstable or weak.
- 42. In short, women whose body chemistry makes them more prone to tears, seem
- 43. to see crying as (28). Kreamer believes we should learn to accept that
- 44. crying is a physiological mechanism just like sneezing and yawning, and focus
- 45. instead on addressing factors that affect people's attitudes towards emotional
- 46. expression, such as stress, social inhibitions, biases and stereotypes.
- 47. **(28)** 1 a healthy stress release
- 2 a way to control emotions

3 something to avoid

4 inappropriate for men from

49. Further Questions

- 50. 6) Why do people cry?
- 51. It acts as an emotional "reset button" causing a release of chemicals in the
- 52. brain that calm and refresh us.
- 53. 7) How do women view those who cry in the workplace?
- 54. They view them as mentally unstable or weak.
- 55. 8) On what does Kramer believe we should focus?
- 56. He believes we should focus on addressing factors that affect people's attitudes
- 57. towards emotional expression.

58. 解答: (26) 2 (27) 1 (28) 3



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