



# Emotional Terrors in the Workplace: Protecting Your Business' Bottom Line

*Vali Hawkins Mitchell*

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As companies continue to downsize and make do with fewer personnel, it is critical that all managers are able to effectively compel their teams to function at the highest levels possible. In order for optimum performance from all employees to be a reality, there must be a minimum of emotional distress in the workplace. This book is a straightforward look at the real costs of emotional corrosion in the workplace and how it affects the bottom line. It is a frank and open discussion of dysfunctional managerial and employee personality types and how to recognize and repair them. It outlines the empathetic managerial style proven time and again to be the most successful way to improve and maintain employee productivity. It is not a guide to fuzzy, sissy-type, right-brained mush, nor is it a guide to the insincere I feel your pain, style of management either. It provides well-tested emotional continuity management tools that bridge human emotional dynamics with the fiscal demands of a company. A variety of quizzes and self-analyses will help you discover what types of managers are working at your business. Multiple case studies connect the type of manager (and management behavior) to forecast success of the need for more effort. There are also lists of all types of employees and how to recognize the destructive emotional dislocations they can cause. If you aren't convinced...a methodology for calculating the costs of emotional distress and disturbance is also included. There is a real cost involved with workplace emotional distress. Are you willing to continue to pay it, or will you protect your business' bottom line? Emotional Terrors in the Workplace is an interesting, comprehensive, and constructive approach to adding the key ingredient of empathy into your role as a manager.

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