Statement of the Problem

Emotions are the very basis of human nature. Whether positive or negative, emotions allow us to express how we feel. Consequently, emotions can be a manager's worst enemy. Whether reacting to someone else's emotion or displaying their own, emotions can destroy vital communication lines with co-workers, customers, and employees.

Purpose and Scope of Work

The purpose of this study is to determine graceful ways for managers to handle emotions that interfere with communication. This study will evaluate the various emotions' impact upon communication. Following identification of the emotions, solutions to defusing emotionally charged communications would be presented.

Sources and Methods of Data Collection

Data is to be collected via observations, interviews, and research articles. Emotionally charged conversations will be observed for reactions of participants. The observations will note the topics, reactions, and outcomes of the emotionally charged situations. Interviews will be conducted on experienced professionals in managerial positions regarding emotions in work (or school) related conversations. Additionally, references will be made to articles conducting research on the subject of emotions in the workplace. Solutions will be presented based upon the results of the observations, interviews, and research articles.

Preliminary Outline

I. What emotions are the most common in workplace communications?
    a. What emotions are the most destructive to communication in the workplace?
II. What are the causes of emotionally charged communications?
    a. What is the impact of the causes of emotionally charged communications?
III. What techniques can managers use to defuse emotionally charged communications?

Work Plan

Dates	Objectives
April 21 – 25	**Conduct Observations** – take notes on the topics of the communication, reactions of participants to the emotions, and outcomes of the communications.

	Conduct Interviews – Interview experienced managerial professionals. **Gather Research Articles** – Gather additional research articles discussing the effects of emotional communications on managerial communications. **Compile Data** – organize, compile and chart the data from the observations, interviews, and articles.
April 26 – 30	**Read Assignment** – Check instructor's requirements and APA requirements. **First Draft** – Complete first draft of assignment using block writing techniques, avoiding head writing. **Revision** – Revise first draft. **Peer-review** – Submit revised draft to peer for review. **Review** – Review peer suggestions. Revise and edit as necessary. **Edit** – Grammar, spelling, and coherence check. Edit as necessary.
May 1 – 2	**Review Assignment** – Check if requirements of instructor and APA format are met. **Review Paper** – Conduct a final, complete review of the paper. Check for errors, edit and revise as necessary
May 3	**Submission** – Submit the polished paper to Professor Taylor.

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