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## *On the Web*

The following materials are available for download from [www.pfeiffer.com/go/marciahughes](http://www.pfeiffer.com/go/marciahughes)  
password: training

### **Part Two**

Emotional Congruence Handout

Emotions Bingo Handout

Emotions Bingo Handout (Facilitator Copy)

Acknowledging Ambivalence Handout

Success in Managing Emotions Handout

From Emotional Intensity to Curiosity Handout

The Essential Conversation Handout

Emotions Inform Decisions Handout

Who's in Control—You or Your Impulses? Developing  
Self-Mastery Handout

Decision Making, Emotions, and Thinking Styles Handout

Emotional Well-Being Handout

Collaborating Handout

Be a Magnet Handout

Engaged Listening Handout

Achieve Your G.O.A.L. with Effective Feedback Handout

## Part Three

Team Identity Scavenger Hunt Handout  
Building Team Values Handout

Attitude Rules Motivation Handout

Name That Emotion Handout  
Noticing Emotions Handout

Listening with the Ears of Your Heart Handout 1  
Listening with the Ears of Your Heart Handout 2  
Listening with the Ears of Your Heart Handout 3: Triad Exercise

Energizers and Stress Triggers Handout

SWOT Your Team Conflict Handout  
Judging or Open-Minded? Handout  
To Confront or Not to Confront Handout

Resources

<http://www.pbookshop.com>