



# Victims, Villains and Heroes: Managing Emotions in the Workplace

*Don Phin, Loy Young*

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How to step out of the emotional drama a work.

How to recognize repeated no-win scenarios.

How to build a workforce where the collective energy is spent on productivity instead of emotional gamesmanship.

It's for those that agree the workplace is overrun with a victim mentality.

For those that sometimes find themselves feeling that life at work "isn't fair."

For those that have fears about speaking up at work.

For that that are worn down from playing the hero role at work.

It's about how to avoid and deal with destructive emotional traps in the workplace.

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