

# EMOTIONAL TOUGHNESS INDICATORS

## 1. Emotional Flexibility

- » Being aware of one's emotional state and how it changes in response to the situation. Identifying unproductive emotional states, such as defensiveness, loss of confidence, anger, and others.
- » Understanding the need and ways to switch from non-productive states to a productive emotional state.

## 2. Emotional Responsiveness

- » Choosing a positive response in the face of unpleasant or unproductive emotions. Changing one's emotional state by smiling, joking, yelling, visualizing success, engaging in positive self-talk, cheering on teammates, clapping hands, jumping up and down, and so on.
- » NOT withdrawing, going through the motions, giving up, or giving in.

## 3. Emotional Resiliency

- » Being able to take a punch emotionally and bounce back quickly. Bending but not breaking in the face of adversity.
- » Recovering quickly from disappointments, failure, mistakes, insults, or embarrassment. Flushing, forgetting, and quickly refocusing on the present and whatever is directly in one's control.

## 4. Emotional Strength

- » Using past experiences to develop a high tolerance for hard times, tough situations, and difficult odds.
- » Intentionally developing a confident, unflappable, unwavering, been-here-before, never-quit, never-die attitude.

Adapted from Jim Loehr.