



Exercise: Avoiding Impulsive Decisions

Workplace situations that are stressful and/or ambiguous can increase the likelihood that we react or make decisions in impulsive ways. In these types of situations our reactions may tend to be guided by how we are feeling (emotionally-driven decisions) rather than by reason or logic. Unfortunately, this type of decision-making can lead to poor results and an increase in negative emotional reactions, both among yourself and other workers.

We can't always predict when a workplace situation will arise that may increase our chance of engaging in emotionally-driven (or impulsive) decision-making. We can, however, try to anticipate the situations that tend to routinely have features like the following:

- Urgent time demands
- Conflicting demands in terms of what can or should be done
- Ambiguity in roles and responsibilities
- Above-average difficulty or complexity in tasks

Try to anticipate the types of stressful and/or ambiguous situations that come up for you in your workplace, and think about how you can proactively take action to reduce the likelihood of making an impulsive decision in the moment.

Common Workplace Situations that Are Stressful or Ambiguous for Me	What I Can Do to Reduce the Likelihood of Making an Emotionally-Driven Decision