

Name _____



Staying Professional

Directions: Read the passage below. Then answer the comprehension and reflection questions that follow.

Regulating Emotions at Work

Andre had been working at a local grocery store for three months. He liked his job and got along with most of his coworkers. One busy afternoon, his supervisor asked him to help stock shelves while also running the register. Customers were waiting, and the phone kept ringing. Andre felt his heart start to race as frustration grew.

He wanted to say something like, "This is too much!" but instead, he took a deep breath and reminded himself that his supervisor wasn't trying to overwhelm him. Andre focused on helping one customer at a time. When things slowed down, he calmly told his supervisor, "I felt a little stressed earlier. Could we talk about how to divide tasks next time?" His supervisor appreciated his honesty and teamwork. Andre felt proud that he had stayed calm under pressure and communicated respectfully.

Comprehension Questions

1. What caused Andre to feel frustrated at work?
2. What did Andre do instead of yelling or complaining?
3. How did Andre handle the situation when things slowed down?
4. What was his supervisor's reaction to Andre's calm approach?
5. What lesson can be learned from Andre's behavior?

Reflection Questions

6. How do you usually feel when work or school becomes stressful?
7. What strategies help you stay calm when you feel overwhelmed?
8. Why is emotional control important in professional settings?