

## Mood Aware Communications Diary

### Instructions

When you notice a client’s mood and a change in the way you communicate, please record the situation by completing the following two tasks:

Task 1. Record the encounter: if possible, take some photos and videos to record the environment and situation after the encounter (you may either send them via e-mail or to keep them for yourself).

Task 2. Record the details of the encounter

- Following the guidance provided in this diary, look more closely into the encounter.
- Preferably, please report on the details directly after the encounter.
- If it is not possible to make a report, please write down a few keywords and fill out questions 3, 4, 5, 6, and 7 quickly; then fill in the rest before the day ends.
- Please report at least 2 mood sensitive encounters per day. You are of course encouraged to report more.

Table A1. Mood Sensitive Encounter Diary.

Sections (N = 3)	Questions (N = 9)
<b>Facts</b>	Day Number Date My mood aware communications at work. Please report at least 2 mood-aware communications for today.
<b>Moods</b>	1. My Mood: ... 2. My Clients’ Mood: ... Please mark your mood & your client’s mood in the figure. (For detailed descriptions of moods, you can check the 20-Moods typology booklet.)
	<ul style="list-style-type: none"> <li>o Amiable - be kind &amp; polite &amp; tolerant &amp; care-free - see the good &amp; be open-minded - embrace your situation</li> </ul>
	<ul style="list-style-type: none"> <li>o Cheerful - be open for communication &amp; interested</li> <li>o Productive - be creative &amp; attentive &amp; optimistic - have organized activities - engage in pleasure-oriented activities</li> </ul>
	<ul style="list-style-type: none"> <li>o Dreamy - take your time</li> <li>o Relaxed - be patient &amp; quiet</li> <li>o Sentimental - save your energy</li> <li>o Peaceful - move calmly &amp; engage in calm activities</li> </ul>
	<ul style="list-style-type: none"> <li>o Vigorous - engage in new experiences &amp; spontaneous / constructive activities</li> <li>o Jubilant - be enthusiastic</li> <li>o Giggly - seek company &amp; new plans</li> </ul>
	<ul style="list-style-type: none"> <li>o Boisterous - seek attention - seek energetic activities &amp; be loud - respond instantly - take risks &amp; the lead</li> </ul>
	<ul style="list-style-type: none"> <li>o Rebellious - move restlessly - act impulsively - not waste time</li> </ul>

○ Serious	- follow the lead - engage in familiar experiences or routines - think before you act
○ Anxious	- be cautious & attentive
○ Miserable	- be indifferent - close off for communication
○ Gloomy	- have meandering thoughts
○ Lethargic	- isolate yourself - contemplate - respond with delay
○ Agitated	- be impolite
○ Stressed	- be impatient & intolerant/rigid - tense up - oppose your situation
○ Grumpy	- see the bad & - worry & pessimistic - be close-minded - be reluctant - cancel plans

3. When we were communicating, we were in ...

(If possible, please take a photograph of the environment you were in and send it to the researcher.)

4. The client was/had ...

(Describe the client without revealing his/her identity; this is to help you remember the reported moment when discussing during the interview.)

5. I interpreted his/her mood from/by ...

(Please explain all the hints you used to guess your clients' mood: the way she/he speaks, moves, reacts; body posture, etc.)

#### **Mood Regulation**

6. When you noticed the clients' mood, did it influence or change your communication style? If so: how?

(Please give as much detail as possible about how you adjusted your communication, such as the way you spoke, moved, reacted, or your body posture.)

7. Before/after this communication, did you do something to change your mood? If yes, what was it?

(You can draw inspiration from the examples given and mark them if any of them are familiar. Feel free to take notes as well.)

- Looking for a distraction (e.g., staying busy, daydreaming, engaging in a hobby)
- Rewarding yourself (e.g., doing pleasurable activities, self-indulgence)
- Venting (e.g., expressing, telling, writing about the feelings)
- Positive thinking (e.g., acting happy, savoring what you have, seeing bright side)
- Seeking relaxation (e.g., stretching, controlling breathing)
- Seeking refreshment (splashing water on face, taking a walk, eat/drink)
- Reducing demands (reducing workload, cancelling activities)
- Withdrawing (e.g., seclusion, turning off the phone, avoiding stimulation)
- Eliminating energy drainers (e.g., avoiding demanding people/tasks)
- Re-energizing (e.g., resting the eyes, taking a nap, going to bed early)
- Seeking social support (e.g., asking friends' help, seeking professional help)

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- Rationalizing mood (e.g., tracking/analyzing mood, seeking causes)
  - Transforming creatively (e.g., finding a way to express mood, creative writing, painting)
  - Embracing mood (e.g., allowing, accepting, appreciating mood)
- Detaching from mood (e.g., engaging in mindfulness, religious ritual, meditation)
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