Are You Human?

• Being triggered is normal and happens to us all!

• If you have a brain, you can get triggered!
List of Common Triggers

- Being Treated Fairly
- Being Downsized
- Being Understood
- Being in Control
- Being Liked
- Being Valued
- Being Respected
- Being Accepted
- Being Acknowledged
- Having Freedom
- Losing Consistency
- Facing Uncertainty
List of Roberta’s Triggers

- Feeling tired
- Feeling hungry
- Unfairly criticized
- Being misunderstood
- Forgetting something
- Making a mistake
- Someone not showing up
- Being ignored
- Being rushed
- Being unprepared
- Someone being closed up
- Not knowing what to do
Roberta’s Example

• Someone doesn’t show up
• When have I felt that way before?
• Why did I feel that way?
As an Engineer You Face Situational Changes You Can’t Control

• Project Change Requests and meeting deadlines
• Changes in Corporate Policies/Procedures
• Changes in Federal Compliance Regulations
• Changing Technology
• Changing Competitive Forces
Partner Share

• What usually triggers?
• What common stressors do you face at work?
• How do you usually react?
What Is Emotional Self Awareness?
Why is it associated with Empathy?
You vs. They

**Emotional Self-Awareness**
- Understanding what YOU are feeling
- Understanding why YOU are feeling that way

**Empathy**
- Understanding what THEY are feeling
- Understanding why THEY are feeling that way
Two Different Choices

Maya Angelou: Star Performer

• “You may write me down in history with your bitter, twisted lies, you may trod me in the very dirt, but still I rise”

Tiger Woods – Fallen Star

I convinced myself normal rules didn’t apply to me and I could get away with whatever I wanted
ESA/Empathy

• Together these two skills enable us to motivate and influence the thoughts and actions of ourselves and others
• This is necessary for you to succeed in your own life
• With the people you lead and the people you love
Great Leadership Works Through Your Emotions

To Retain Talent
• Emotionally Intelligent Leaders attract talented people - for the pleasure of working in their presence

To Drive Talent Away
• Leaders who are irritable, touchy, domineering repel people – no one wants to work for a grouch
Work Example

• Direct report misses deadline
• Do you react with understanding?
• Do you react with anger?
• How does that affect the relationship?
EI Leadership Builds on ESA

- A leader can’t manage his/her emotions if he has no awareness of them.
- If a leader has no awareness of their emotions, their ability to handle relationships will suffer.
Build Self-Awareness

- Self-Awareness is often overlooked in business settings
- How do you build Self-Awareness?
- Journal exercise
Build Your Empathy

• Try to see things from someone else’s view
• Ask them to talk about their viewpoint
• Listen for understanding without judgement
Benefits of Empathy

• To promote diversity & inclusion
• To help different generations understand each other
• To promote collaboration
Partner Share

• How do you think Emotional Self Awareness and Empathy can help you succeed at work?
Emotional Expression

• How easily we catch leader’s emotions depends on how expressive their faces, voices and gestures convey their feelings
• The more open leaders are – how well they express enthusiasm – the more easily others will feel that contagious passion
As a Leader it is Important Than Ever

• To be Self-Aware
• Composed
• Focused
• High Energy
• Empathic
• Motivating
• Collaborative
• Compelling
Emotions & Cognitions
How Emotions Begin

• As children, our emotions begin as the values we learn to place on Sensory Experiences
How Emotions Begin

• Conditions surrounding our pleasant and unpleasant sensations give rise to our ability to recognize and express our emotional preferences
How Emotions Begin

• Our history is recorded in our bodies, which are unconscious – physical sensations give rise to memories, though not always consciously.
Emotions are Deeply Connected with Physical Sensation

- Muscles contract with aversion or anger
Emotions are Deeply Connected to Physical Sensation

- Muscles relax with comfort and enjoyment
Next Stage of Development

• After children develop sensory and emotional awareness, they develop symbolic awareness
• They begin to translate their experiences into words and ideas
• They begin to be able to tell people what they want and need
• Parents model how the emotional world integrates with the symbolic world
Irrational Thoughts are in our Unconscious Minds
How do we develop irrational thoughts?

• The immaturity of childhood: we learn them from our **parents** and other **authority figures** as children (our parents were once children too)

• We learn them by going through a **traumatic experience** that leaves emotional residue as adults
How do we develop irrational thoughts?

• Most **company cultures** include irrational thoughts and we adopt them without noticing what we are doing

• We adopt them from **General Society**
As Children, We Make Up Stories

To Explain the World Around Us

But....

They are not accurate
These stories still govern our behavior in ways we are not aware of years later!
How We Recall Emotions as Adults

• The way in which we recall emotions: intentionally or reactively – has to do with our emotional self-awareness
• This is based on past interpretations of pleasant/unpleasant sensory experiences
How We Recall Emotions as Adults

- Some children grow up reacting out of their conditioned emotional preferences rather than responding with emotional intentionality (EQ)
Our interpretation of events causes our emotions
Understand Your Brain
Amygdala or Reptile Brain: Error patterns

• Sacrifices accuracy for speed

• Can’t tell the difference between rattlesnakes (true physical threat) and shame (an emotional threat)
Consequences
Reptile Brain runs to Worst
Shift your Skills
Creating Sustainable Change

- The Building Blocks of Behavior: In order to change behavior, you must change thoughts and emotions.
This actually happened last week

• A client works in cybersecurity
• Made a security decision to safeguard the network when the manager couldn’t be reached
• Senior Executive got angry
She Had a Panic Attack

- She couldn’t breathe
- Her palms were sweaty and her throat tightened
- She had trouble making a decision
What Else Could She Have Done?
The Shifting Process

• Catch yourself in the act of being triggered
• Determine if the threat is real or not
• Calm your reptile brain down
Consequences
Reptile Brain runs to Worst
The Key to Transformation

- **Relax**: breathe and release tension
- **Detach**: clear mind of all thoughts
- **Center**: feel yourself breathing
- **Focus**: choose one key word of how you prefer to feel
Acknowledge the Alarm

• Say: “Thank you for sharing; I’m moving on now!”
The Key to Transformation

• Once you calm the reptile brain, you are free to see the situation clearly and more accurately!
Recap: Things You Can Do

• Close your eyes
• Tune into your body and relax
• Go within and ask yourself where this is really coming from
• Take deep breaths
• What are you going to do differently as a result of what you’ve just learned here today?
• How will it help you?
Thank You!

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Q & A
Are You Human?

• Being triggered is normal and happens to us all!

• If you have a brain, you can get triggered!
Case Study
Partner Share

• Who is aware of when you get triggered?
• What do you notice in your body?
• Who has a story to share about a negative consequence of being triggered?
Emotions help us perform

Reacts before we think
to

what we attend