

# Emotional Triggers

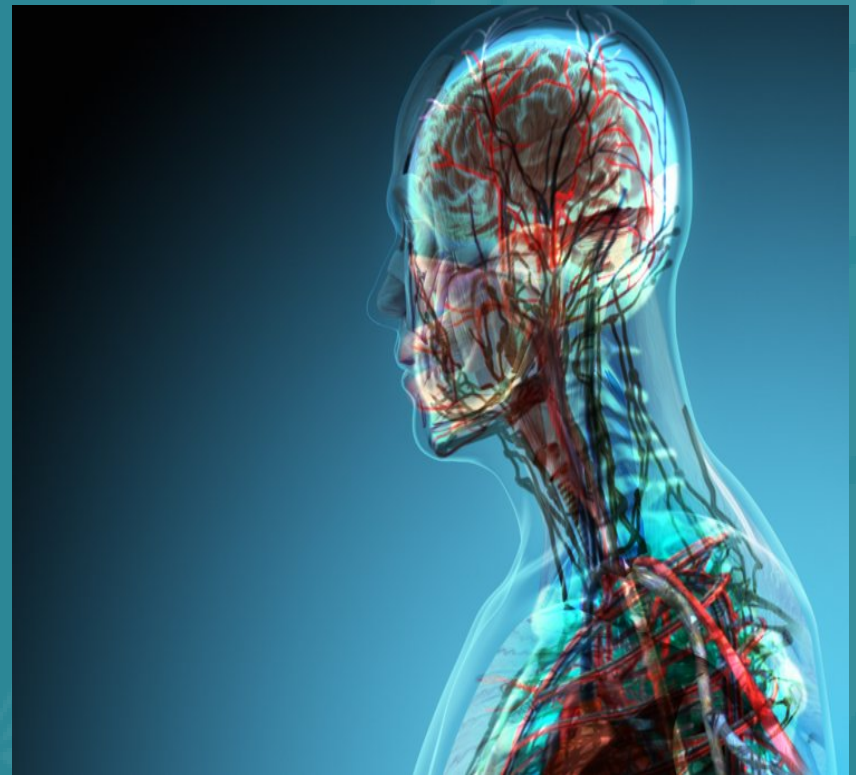
TEAM  
March 14, 2019



**MOORE RELATIONSHIPS**

# 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?



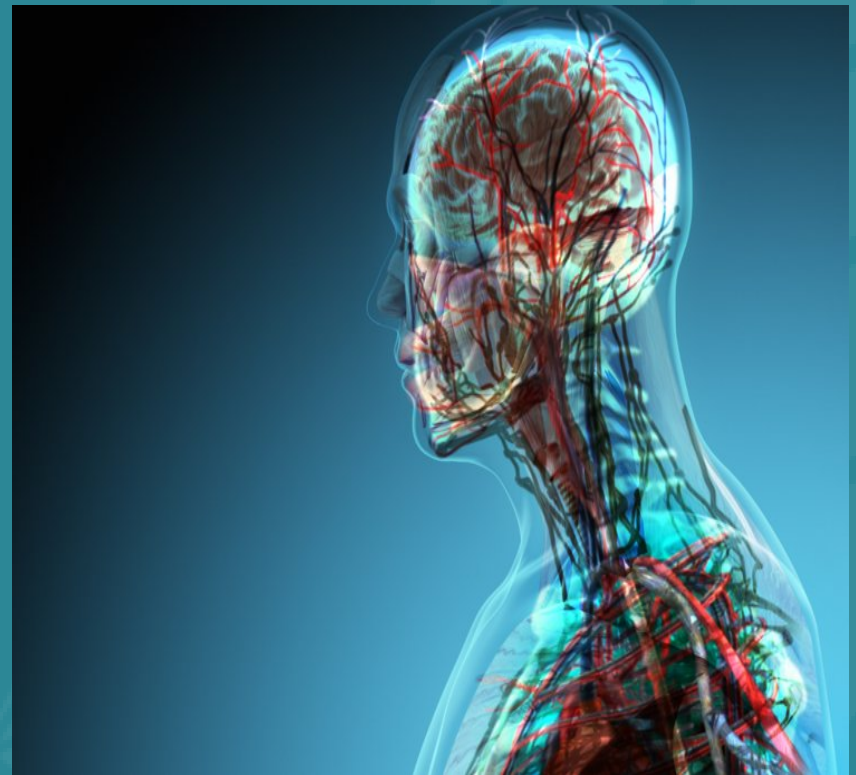
# As an Engineer You Face Situational Changes You Can't Control

- 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

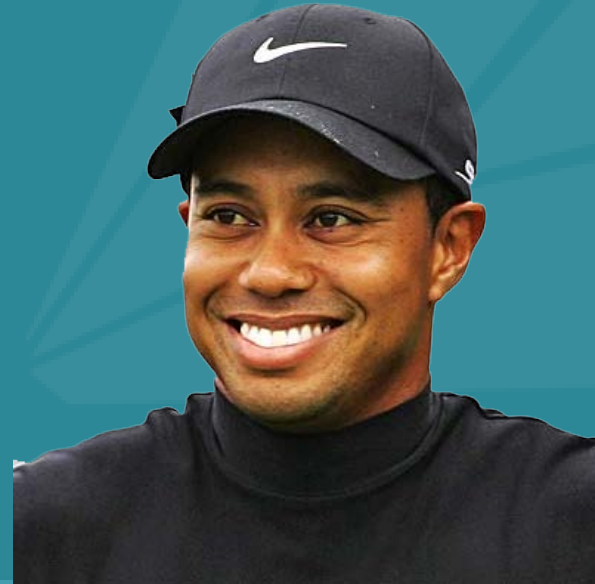
## Emotional Self-Awareness

- 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

# ESA/Empathy

- 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

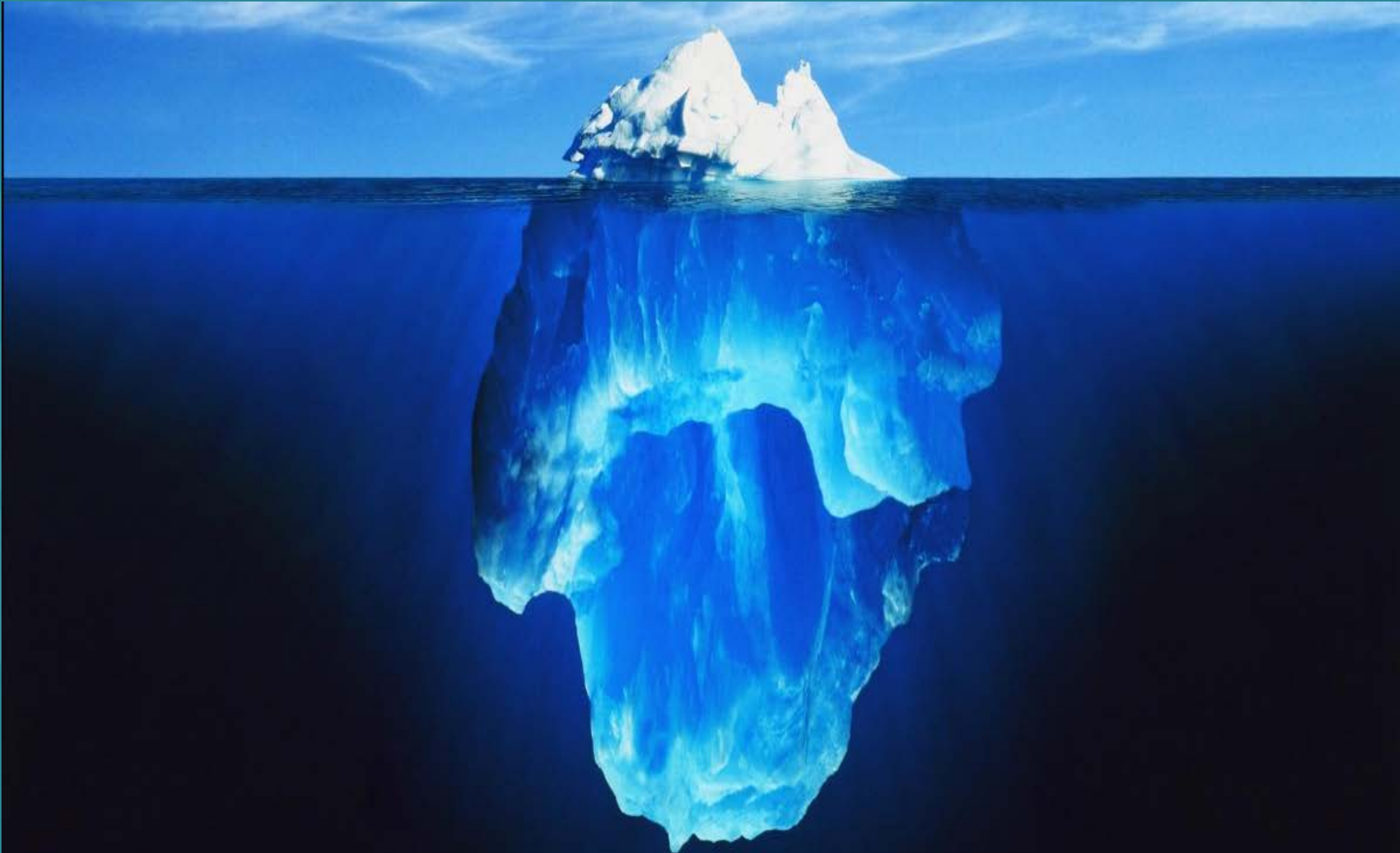


# Next Stage of Development

- 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....

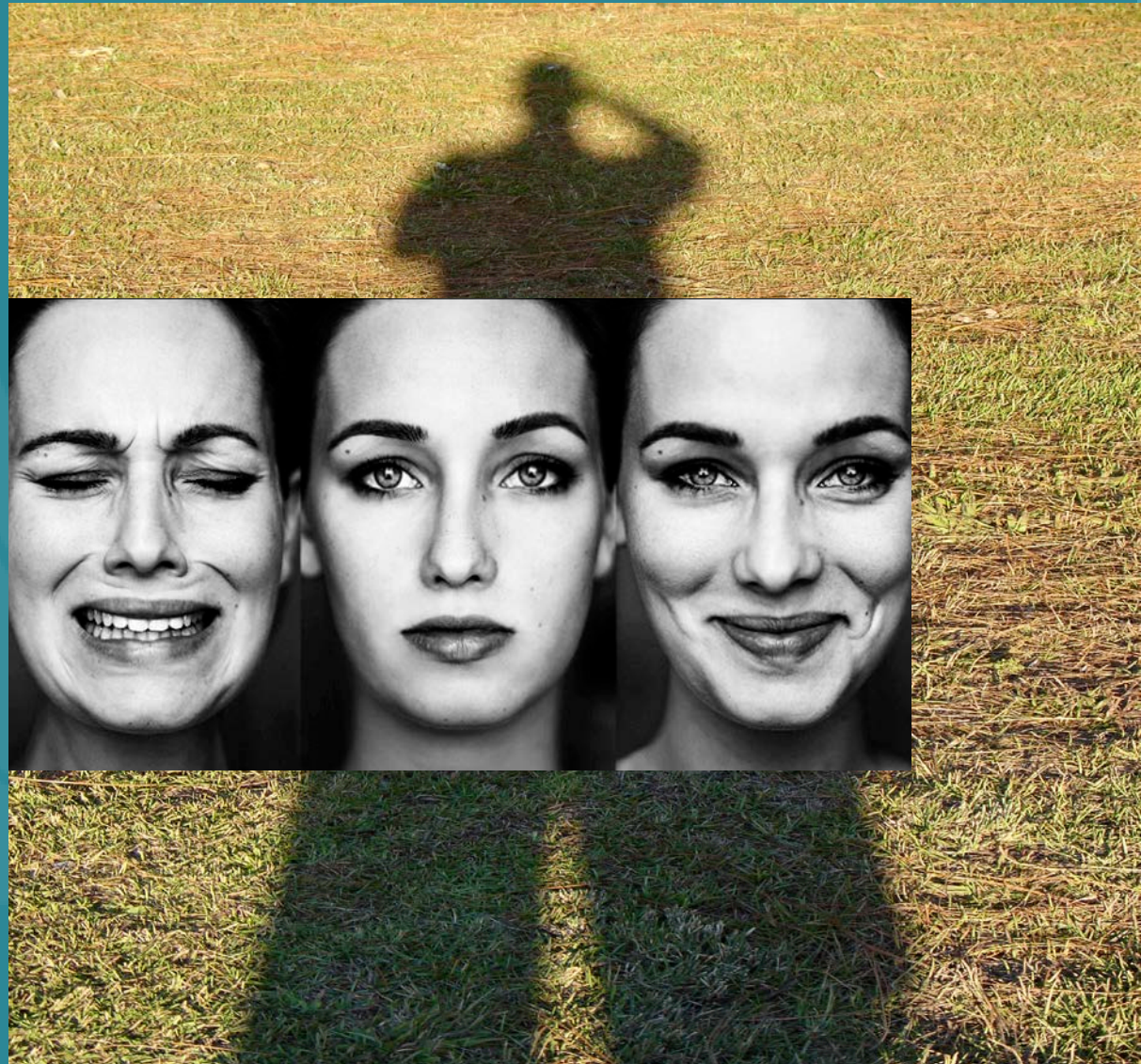
They are  
not  
accurate





# Left Alone...

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

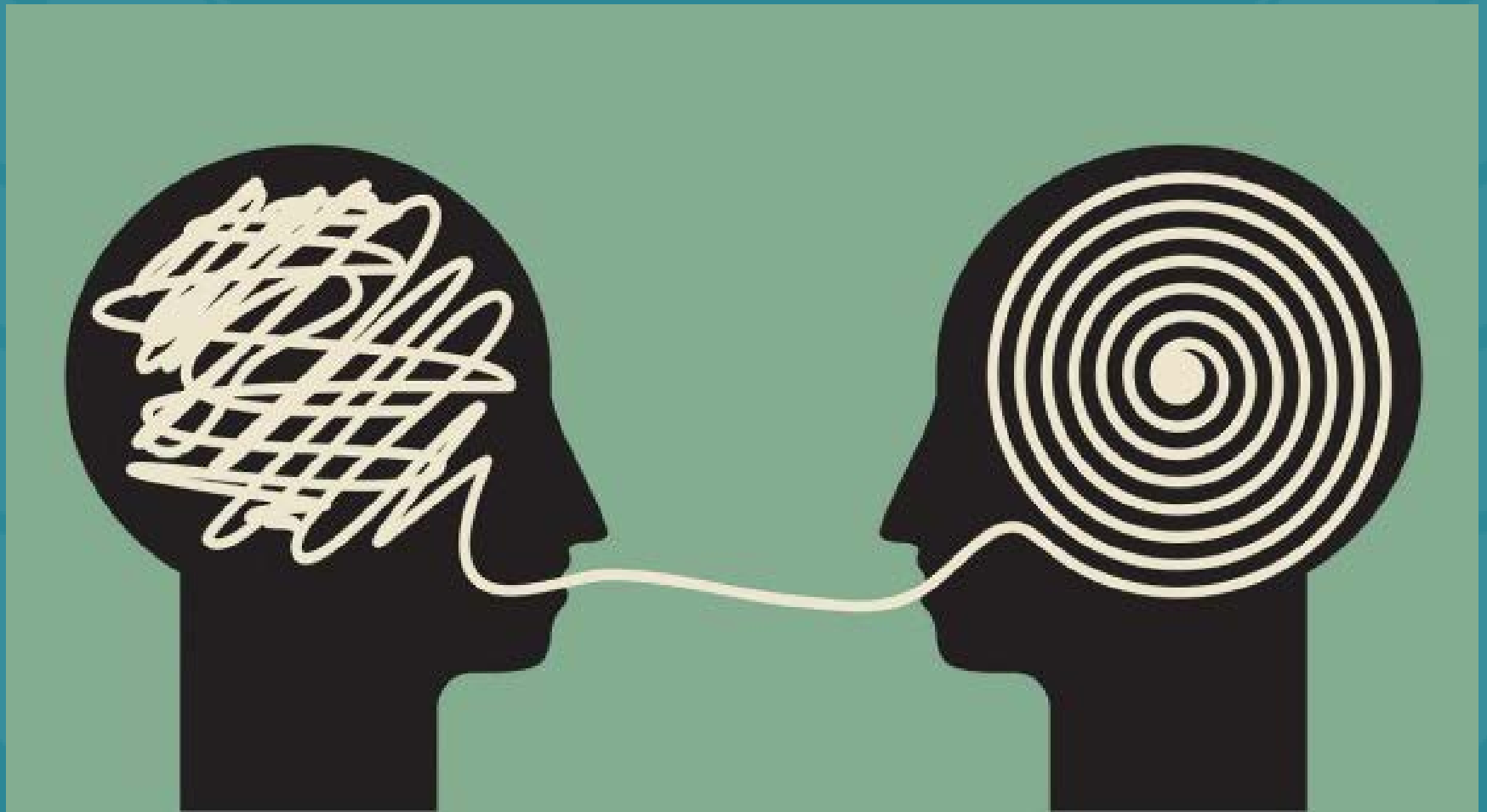


# How We Recall Emotions as Adults

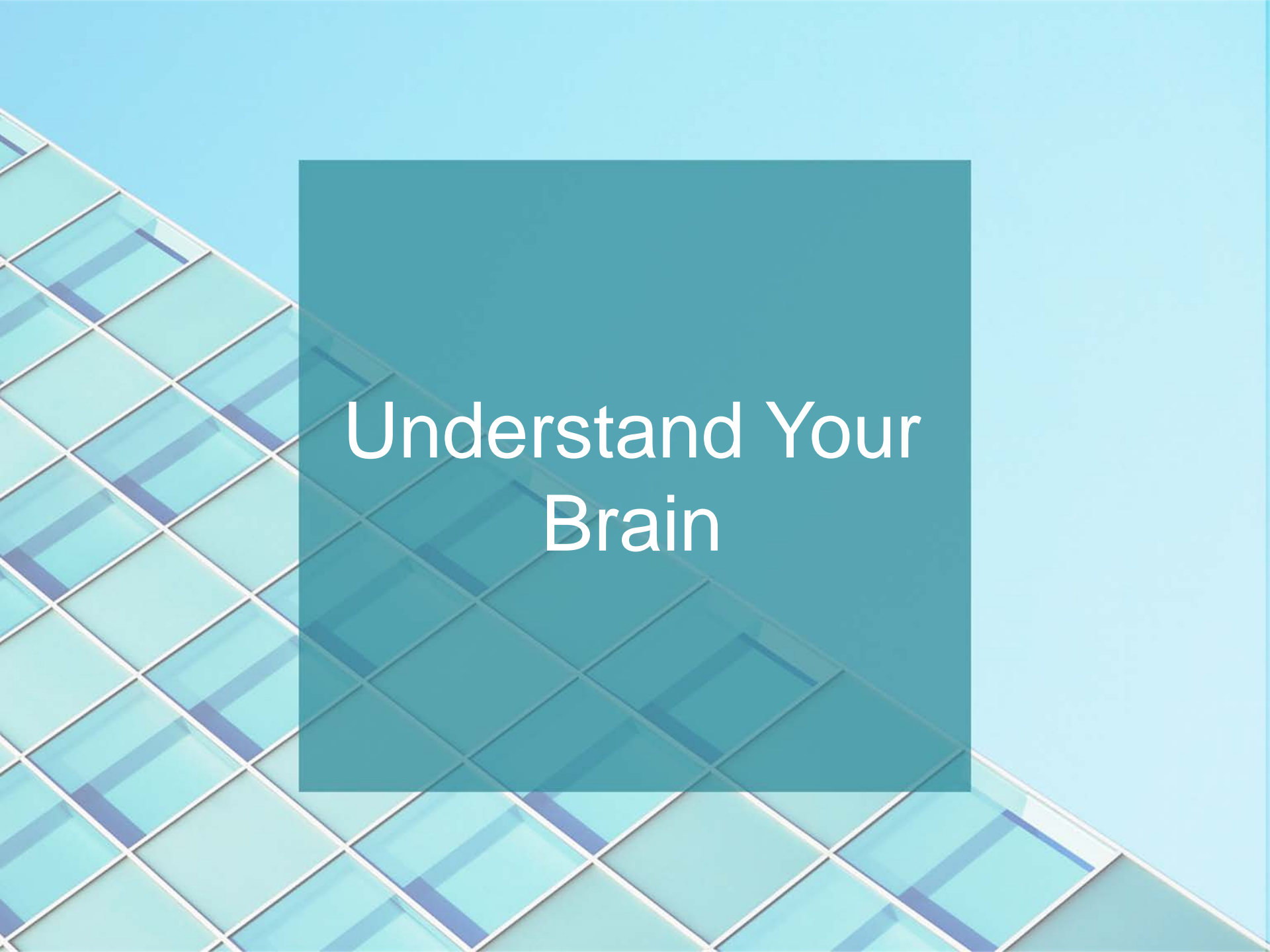
- Some children grow up reacting out of their conditioned emotional preferences rather than responding with emotional intentionality (EQ)



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



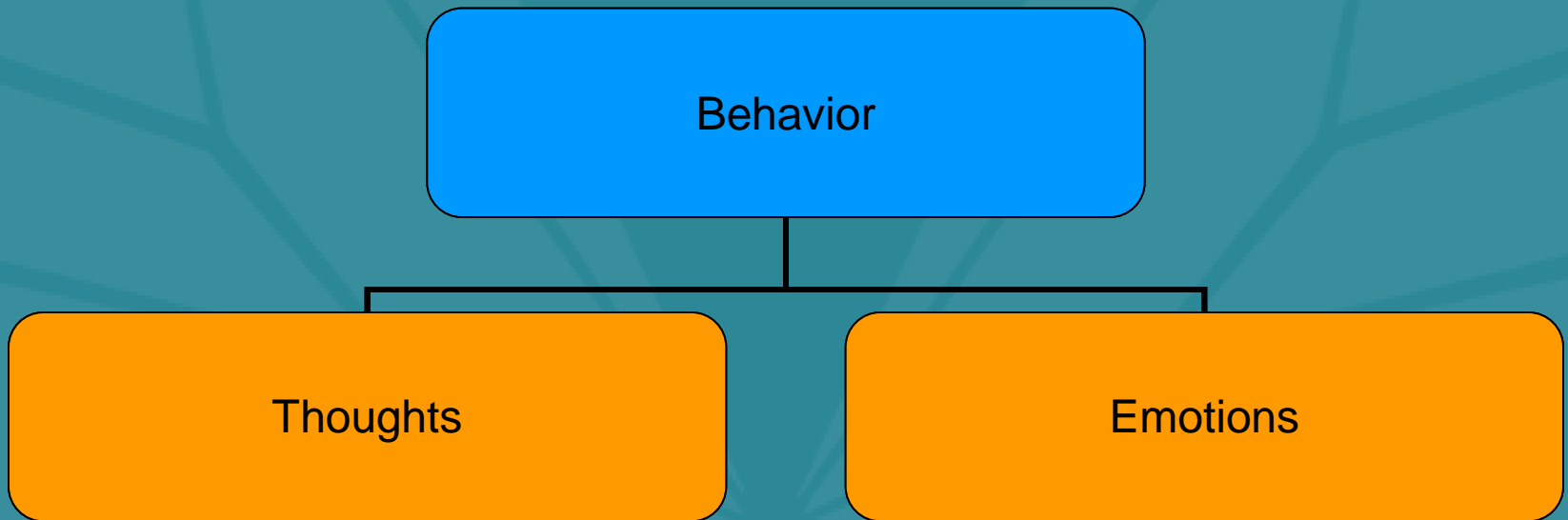


Shift your Skills



# 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

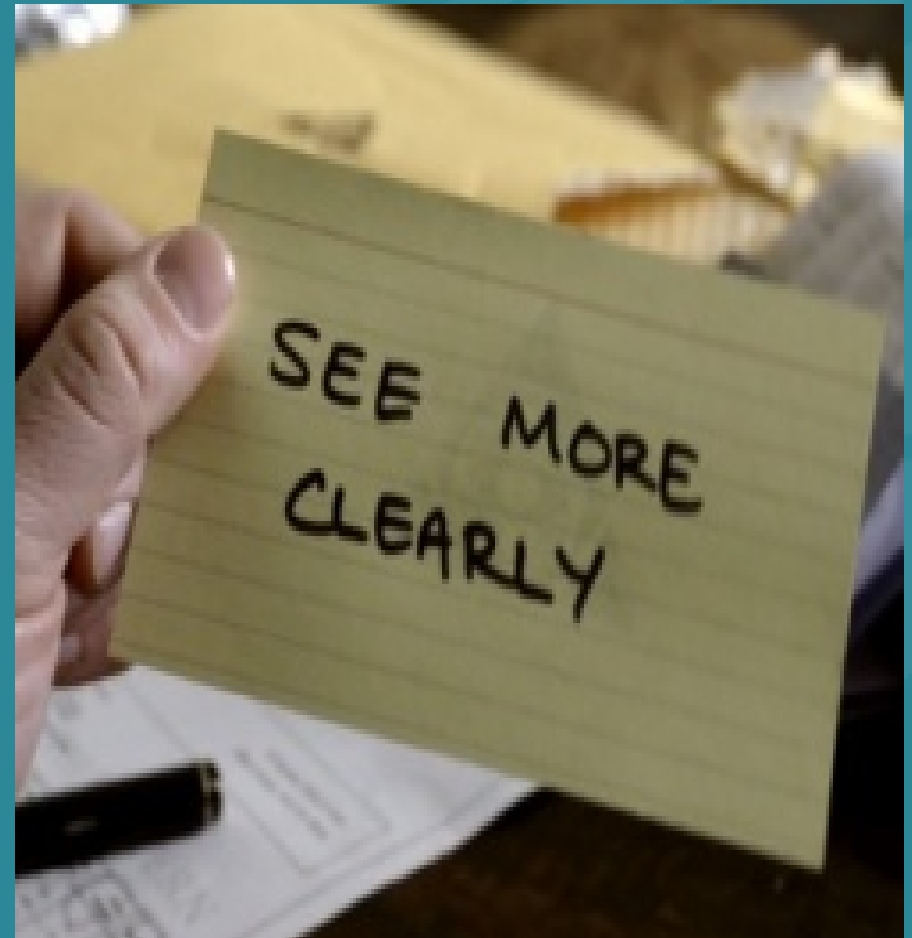
- Say: “Thank you for sharing; I’m moving on now!”





# 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 self where this is really coming from
- Take deep breaths



# Partner Share

- 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

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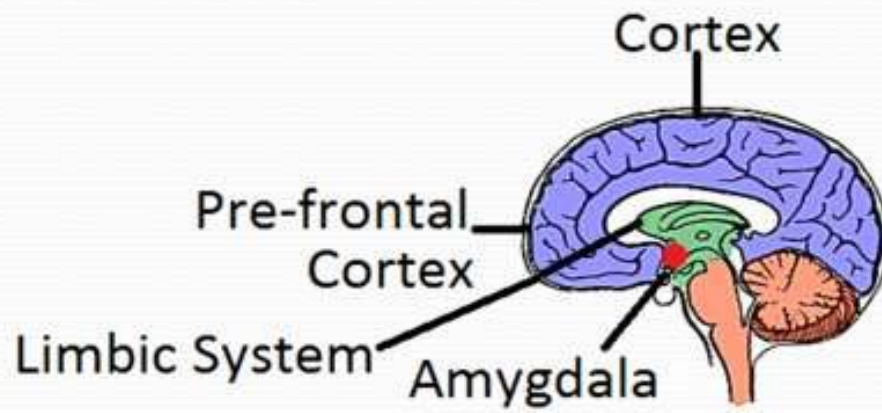


# Case Study

# 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?

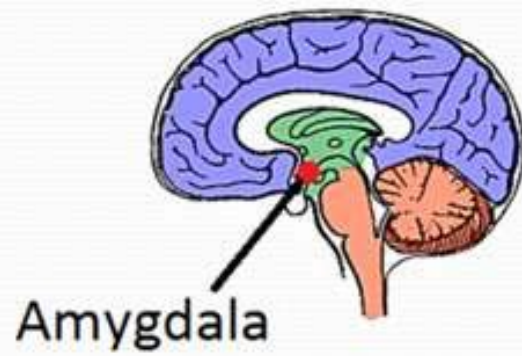




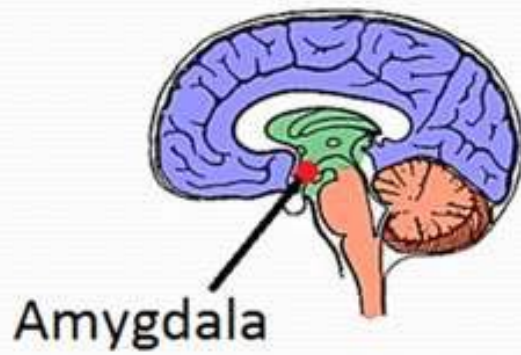
**to** **s what we attend**

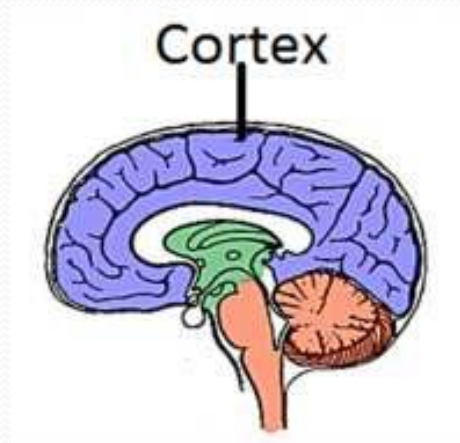
- **Reacts before we think**
- **Emotions help us perform**











Pre-frontal  
Cortex

