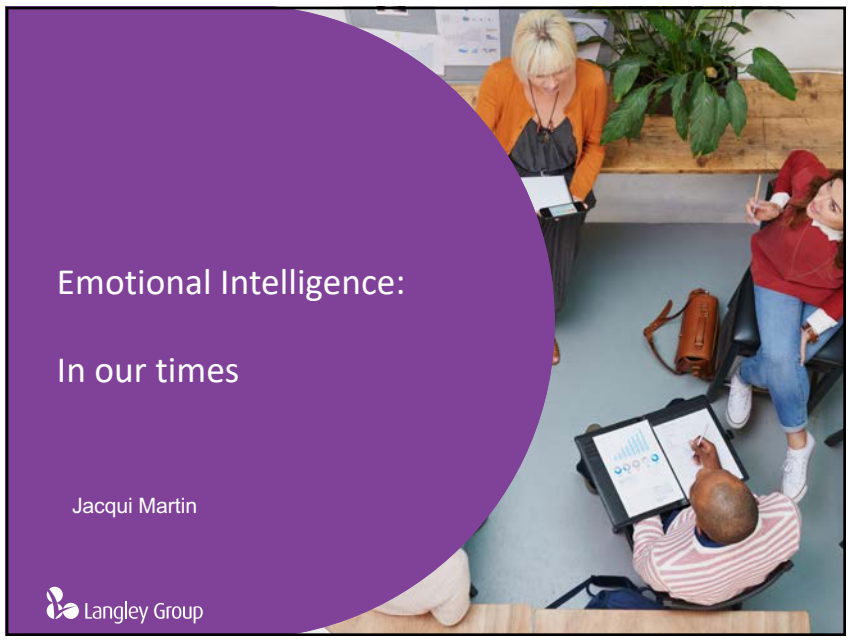

1

Self reflection

How often do you notice/understand what triggers your emotions?	1 = occasionally … 5 = always 1 2 3 4 5
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Objectives

- Identify how moods affect behaviour, decisions and performance
- Integrate the energy of emotions to get the best possible outcomes
- Apply emotions to decision-making to build long-term, trusting relationships with colleagues and customers
- Understand how emotional intelligence can assist us in times of stress and isolation

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Impact of emotions

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Three key points about emotions

- We all have moods and emotions
- Our moods and emotions impact our decisions, behaviour and performance
- The changes in us impact those around us

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Emotions are data

Emotions are **data**. They tell us information about our own and others' reactions to situations.

Emotions on their own are neither good nor bad.

How we **decide to behave,** as a result of our emotions, is what we consider as being either emotionally intelligent or not.

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EI Defined

"Emotional intelligence is the ability to monitor one's own and others' feelings and emotions, to discriminate among them, and to use this information to guide one's thinking and action" - Salovey and Mayer, 1990

"It is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships"

- Daniel Goleman, 1998

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Mayer-Salovey-Caruso model of EI

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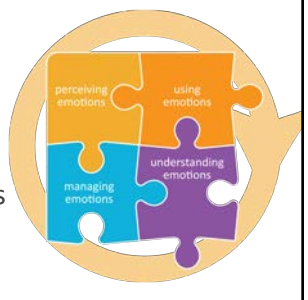
MSC Model of EI

Perceiving Emotions
- accurately identify own and others' emotions

Using Emotions to Facilitate Thought
- generate emotions to solve problems

Understanding Emotions
- causes and changes of emotions

Managing Emotions
- integrate emotional data to make ideal decisions towards an outcome



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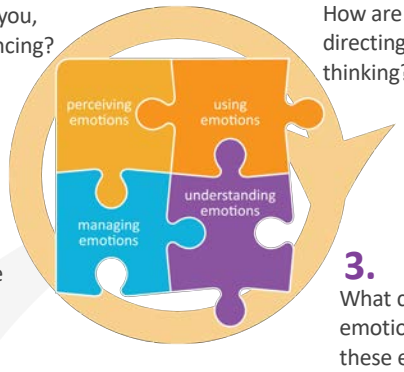
MSC Model of EI

1. What emotions are you, and others, experiencing?

2. How are these emotions directing and influencing thinking?



4. How do you manage your emotions and others' emotions?

3. What causes these emotions? How might these emotions change?

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Emotions are linked to our body and brain

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Triune brain

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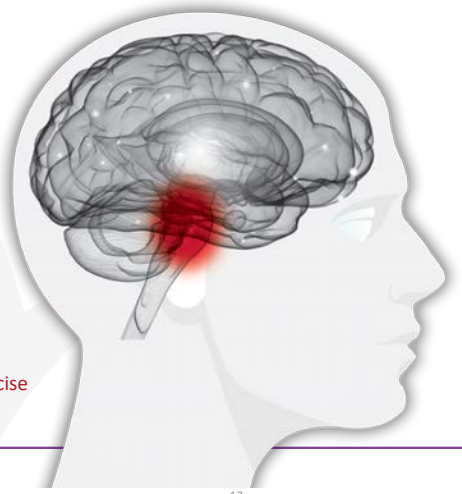
Triune brain



Reptilian

- Eat
- Sleep
- Sex / Exercise

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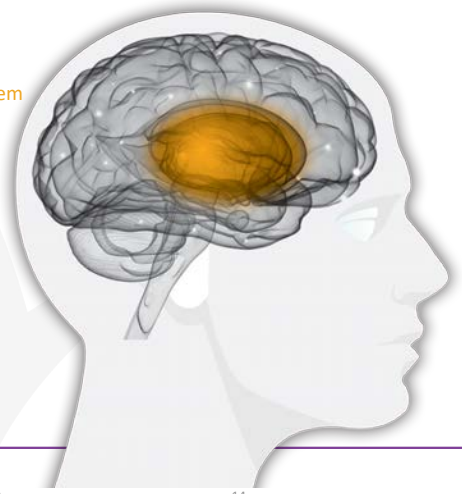
Triune brain

Limbic

- Emotional system
- Memory
- Habits
- Automatic
- Very efficient
- Little fuel



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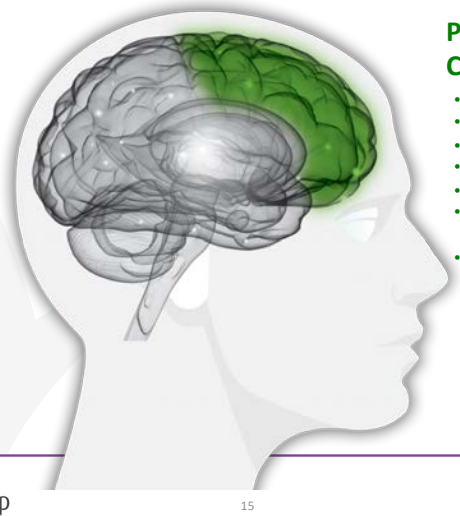
Triune brain



Pre-frontal Cortex

- Strategic thinking
- Problem solving
- Decision making
- Paying attention
- Self Regulation
- You have to get it into gear… and
- It needs lots of fuel

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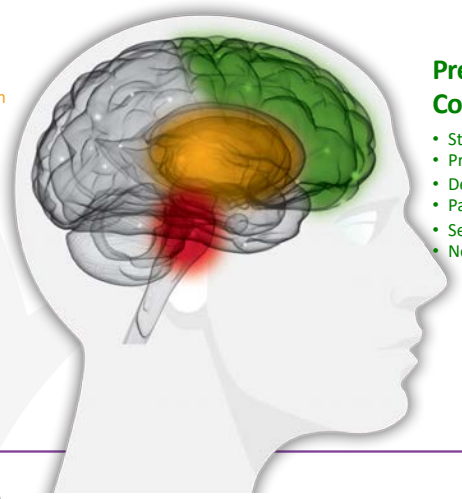
Emotionally intelligent behavior

Limbic

- Emotional system
- Memory
- Habits
- Automatic
- Very efficient
- Little fuel

Reptilian

- Eat
- Sleep
- Sex



Pre-frontal Cortex

- Strategic thinking
- Problem solving
- Decision making
- Paying attention
- Self Regulation
- Needs lots of fuel

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We are wired to notice the threats first

We have five times more neurons dedicated to a threat response

Threats

Rewards

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Threat / Reward

AWAY

Faster acting
Stronger
Longer
More common
Adrenaline up
Dopamine down

TOWARD

Slower acting
Milder
Shorter
Less common
Adrenaline up little
Dopamine up

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Self reflection

How often do you notice/understand what triggers your emotions?	1 = occasionally … 5 = always (1 2 3 4 5)
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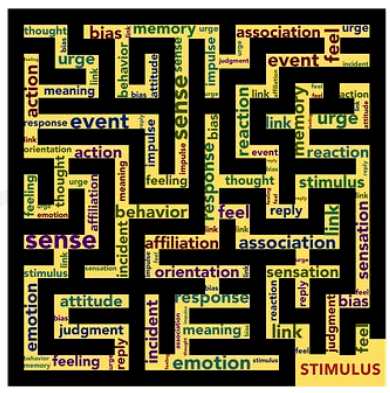
Emotional Triggers

An **emotional trigger** is a person, situation, event (or any external stimulus) that provokes a strong **emotional** reaction.

What are your emotional triggers?



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The Impact of Emotions

Universal causes

- Sadness – something has been taken away
- Fear – being physically or psychologically threatened
- Happiness – things are working out
- Anger – something / someone is standing in my way
- Disgust – something / someone is being offensive

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Question?

How could understanding what triggers your emotions assist you in your work, particularly in our current times?

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Self reflection

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Perceiving emotions in others

We consider the following information when perceiving emotions in others:

- physiology
- energy
- facial expressions
- words and voice

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Paul Ekman

Over 50 years of research into emotions in the human face

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List of Emotions

- Fear
- Anger
- Hot Anger
- Sadness
- Happiness
- Contempt
- Disgust
- Surprise

Are you ready?

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Emotion 1

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Emotion 2

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Emotion 3

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Emotion 4

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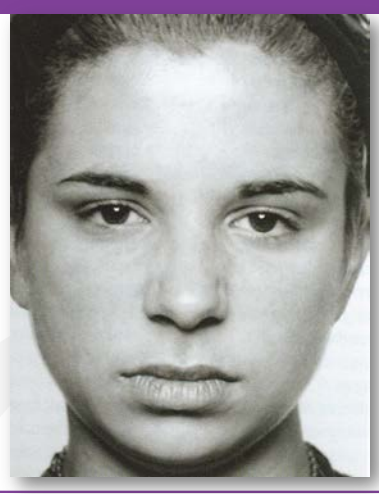
Emotion 5



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Emotion 6

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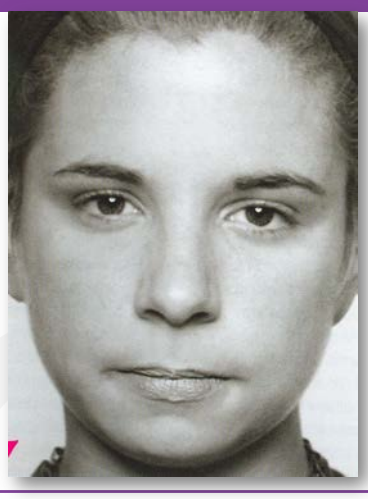
Emotion 7



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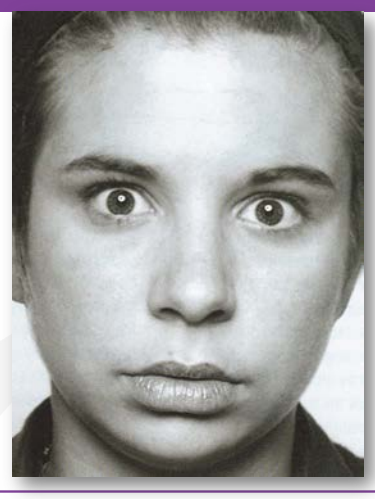
Emotion 8



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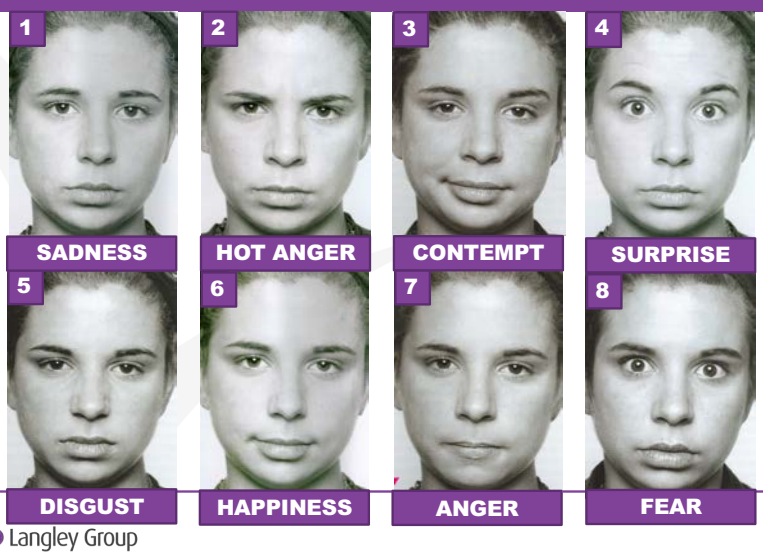
How did you go?



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Question?

How does reading emotions in others assist you in our current context?

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Self reflection

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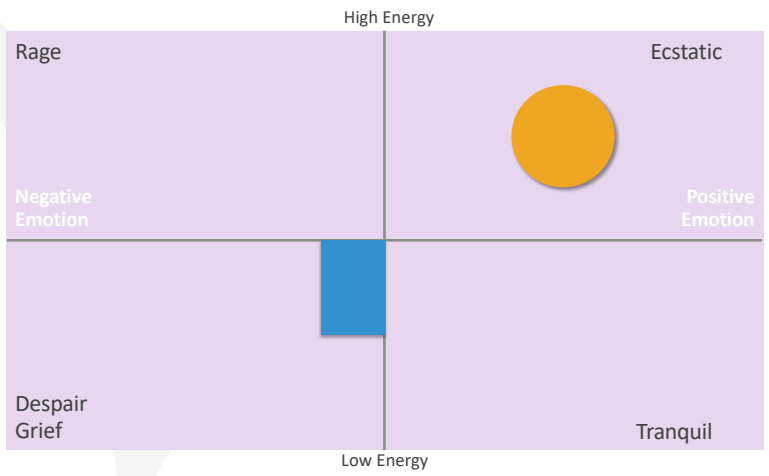
Energy Chart



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Using emotions effectively can enhance decision making

Different emotions can help with different types of problem solving.

+

Positive moods help with creative tasks. More original; generate a greater number of arguments / options. More receptive, more 'big picture', positive

-

Neutral or slightly negative moods result in a more careful, systematic, bottoms-up approach; better quality arguments. More closed, detail oriented, focus on what won't work.

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Question?

How does the ability to facilitate yourself into another mood assist you in influencing others?

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Self reflection

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24 hour emotions

Jot down all the emotions you have felt in the last 24 hours?

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Emotion words

determined	amazed	curious	happy	fearful	nervous	ashamed	sensitive	lonely	eager
enthusiasm	grateful	thoughtful	afraid	optimistic	confident	sad	edgy	indifferent	distracted
disappointed	relieved	concerned	serious	distrustful	jealous	anxious	brave	pessimistic	upset
frustrated	interested	peaceful	bored	affection	fascinated	cheerful	good	content	relaxed
sympathy	uncertain	confused	indecisive	hate	proud	at ease	impatient	resentful	rejected
passionate	careful	playful	disgust	dynamic	aggressive	rebellious	cautious	pleased	satisfied
joyous	defeated	powerless	guilty	surprised	disapproving	delighted	shy	kind	thankful
encouraged	embarrassed	Love	unhappy	calm	irritated	unsure	envious	doubtful	reserved
negative	friendly	regretful	worried	positive	amused	hopeful	disinterested	angry	distressed

Your lists

1. Why do you think you added more the second time?
2. Look at the ratio of positive to negative emotions. What does this tell you?
3. Was this a typical day for you?
4. How might this explain your mood lately?

Question?

How does developing a full emotional vocabulary assist you in influencing others?

Self reflection

How often do you notice/understand what triggers your emotions?	1 = occasionally 1 2 3 4 5 = always
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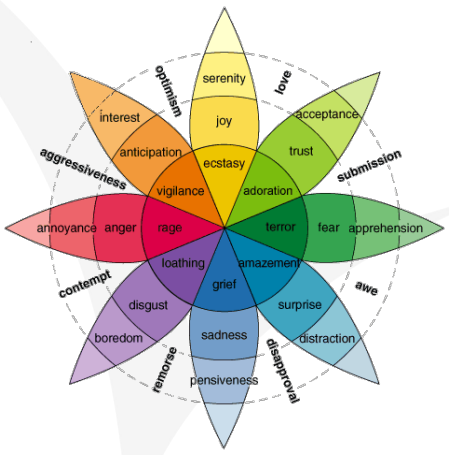
Emotional complexity



Eight primary emotions – Anger, Disgust, Sadness, Joy, Surprise, Fear, Trust and Anticipation

Secondary emotions are produced by combinations of primary emotions and intensity levels

Robert Plutchik

Understanding - Changes

p 25

Intensity cards

upset
enraged
irritable
furious
angry
frustrated
annoyed
mad

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Question?

How does the ability to understand emotional complexity assist you in work and life?

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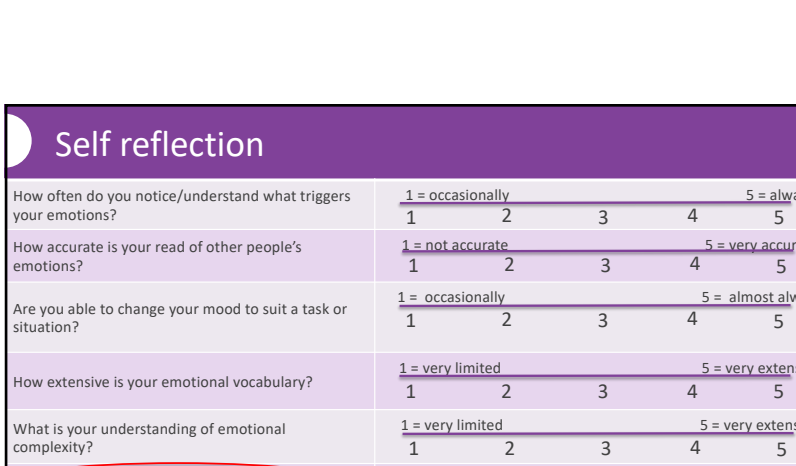
Emotional Refractory Period



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Question?

How can you better manage your emotional responses during the COVID 19 pandemic?

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Building wellbeing

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Strategies

- Proactive and reactive
- Passive and active
- Sustainable and unsustainable
- Productive and unproductive

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Generate positive emotions?

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Positive Emotions

- Joy
- Gratitude
- Serenity
- Interest
- Hope

- Pride
- Amusement
- Inspiration
- Awe
- Love

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Self reflection

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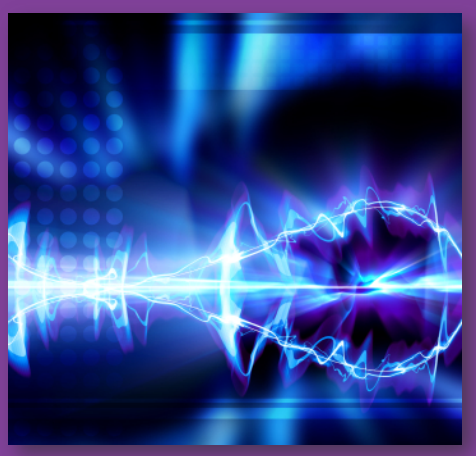
Energy chart



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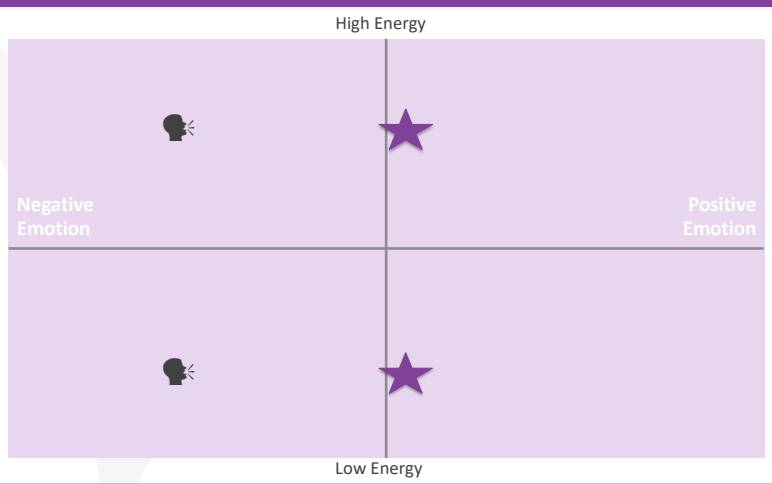
Energy chart – Others' Emotions



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Question?

How does understanding the emotions of others assist you in your life and work at this time?

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Current context

The emotional challenges of remote working: how to create a sense of belonging and a climate of trust.

What are the emotional issues that impact motivation?

How can we plan for ambiguity?

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Connectivity

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Social Neuroscience

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Social Neuroscience

"The message is clear: our brain is profoundly social, with some of the oldest social wiring dating back more than 100 million years. Our wiring motivates us to stay connected."

Leiberman 2013

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Social rejection

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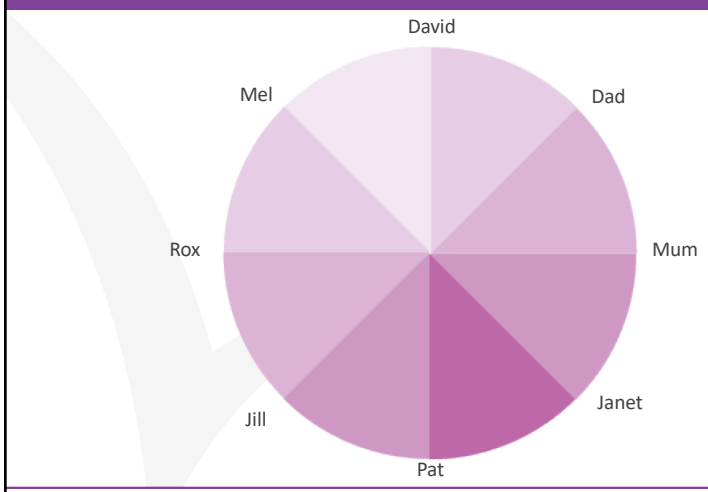
Relationship wheel



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Brains like people like us

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Human Connectivity in isolated teams

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Elevating

Appreciation

- Say thank you daily
- Send a note to someone
- Appreciate your environment
- Find someone doing something good – tell them
- Appreciate those around you

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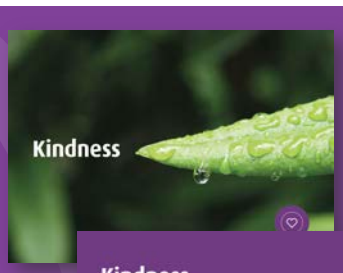
Making a difference



Kindness

- Do five random acts of kindness in one day
- Challenge yourself to try new things
- Pick up litter or do something anonymous
- Plan ahead for something special with a loved one
- Build social reciprocity at work

Contribute

- Volunteer for something you are passionate about
- Contribute to your community
- Connect with others that may value your help and support
- Focus on the meaning behind what you do
- Connect with your values

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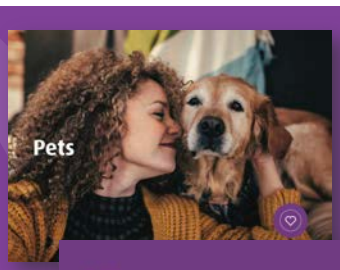
Connecting



Pets

- Walk your dog
- Stroke your cat
- Talk to your pet about your day
- Notice the joy in your pet
- Cuddle your pet

Letters

- Send a letter to someone you care about
- Write a gratitude letter – even to yourself – and post it
- Write a forgiveness letter – even to yourself (you don't have to send it)
- Write it by hand to make it special
- Use special paper or a card

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Compassion

Compassion

- Practice empathy
- Recognise our shared community
- Use an understanding mindset
- Listen attentively
- Explore making meaning
- Practice self-acceptance

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Thank you

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