



How to Handle Emotionally Charged Situations in the Workplace



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Outcomes of Today's Presentation

- Understand what triggers anger and assess personal attitudes.
- Recognize a problem situation before it reaches crisis stage — and avert it entirely!
- Learn innovative practices to help gain control in the crucial first moments of a crisis.
- Transform negative energy of anger into a positive, productive force.
- Build successful relationships, resulting in increased trust, harmony and teamwork.

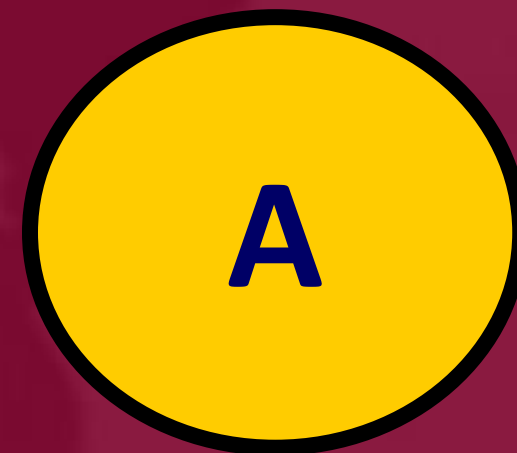
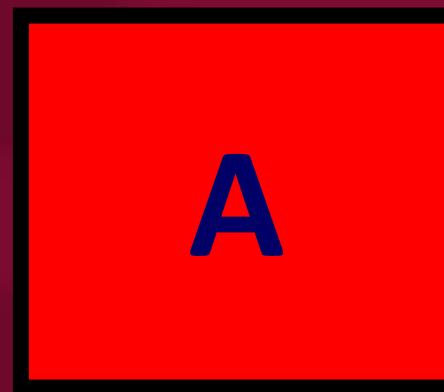
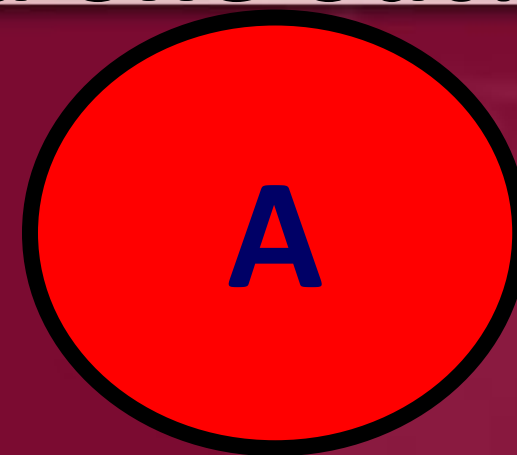
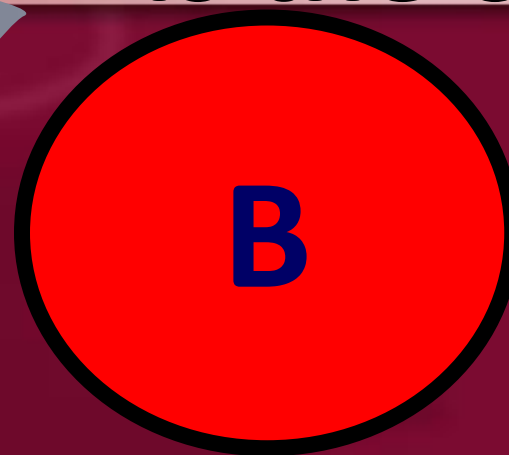
Triggering Events

**What are
your
emotionally
charged
situations?**



Share them with those around you

**Which of these four
is the odd one out?**



Old MacDonald Slowed it Down

- **Event** – what happened: the trigger
- **Interpretation** – what you thought
- **Emotions** – what you felt
- **Action** – what you did
- **Outcome** – how things turned out

Break Down Emotionally Charged Situations



Event: The Reticular Activating System Filters Most of It Out

“Our human brain processes 400 billion bits of information every second; however, we are only aware of about 2000 of those billions of bits of data ... because we are not attending to those stimuli.”

Dr Joe Dispenza *What the Bleep Do We Know?*

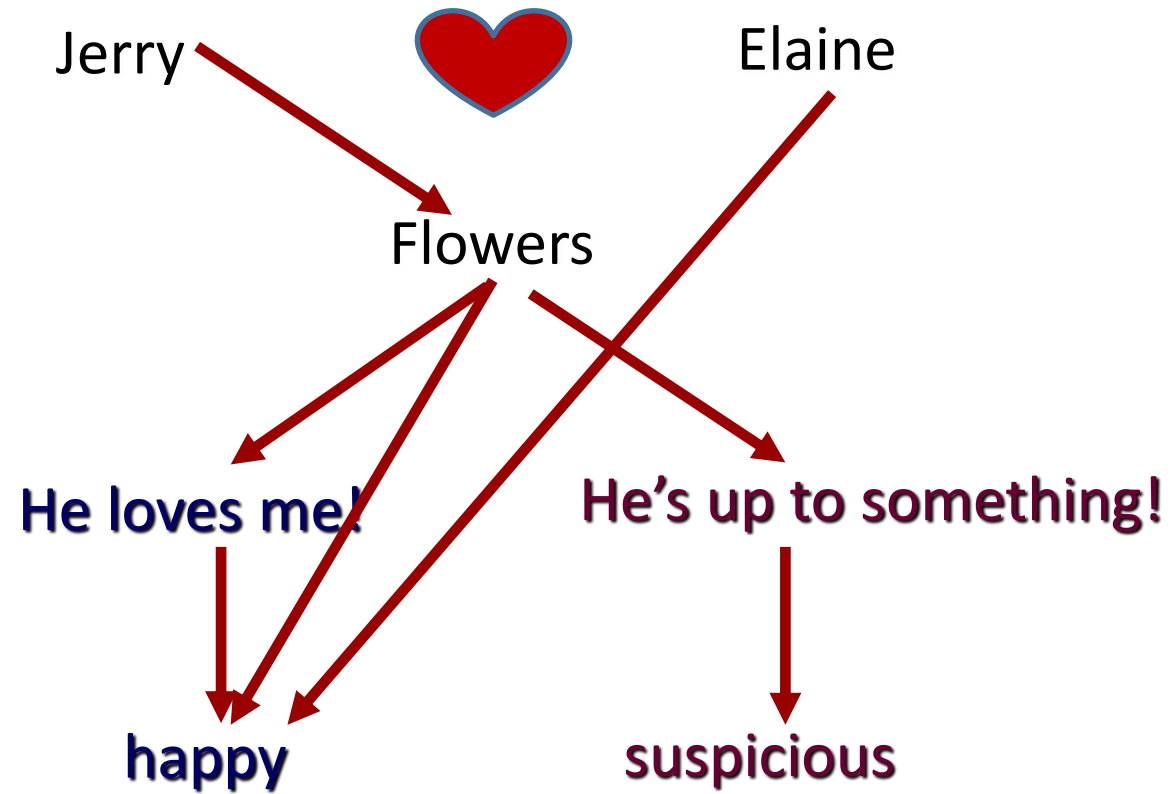




Interpretations that Spark Emotion

1. Personal Attack
2. Incompetence
3. Unfairness
4. Indifference
5. Lack of Control
6. Tunnel Vision





Self-Discipline and Emotional Control Dr. Tom Miller



Interpretation – Personal Triggers

The unconscious survival mechanism protects us from harm by creating rules to live by like “don’t touch hot stoves; they burn you.”

Recall an early slightly painful memory. What happened?

What did you make it mean?


What did you decide about yourself? about the world?

Notice how you spend your life reinforcing that story.

Identify the strength you developed as a coping mechanism.


How could you explain it differently to reframe and disarm it?





Interpretation – External Factors

What else besides beliefs and childhood conditioning impacts how we view events?

- 
- Time crunches
 - Potential threats
 - Ego challenges
 -

Scared
Hungry
Angry
Lonely
Tired



Emotion – Get Ahead of It

Stressor

Something asking you to respond

Event

+

Stress

Your body's reaction to a perceived threat

Perception of Threat

+

Activation of Protective Mechanism

=

10-Second Window

10-Second Window

What is the Warning Signal?

Fight, Flight, or Freeze



Emotion – Circumvent Reactions

- Heart rate
- Breathing
- Warm or sweaty
- Tightening or clenching
- Aches or pains
- Emotions





Emotion – Calm and in Control

Same Event +

Perception of Threat +

10-Second Window


Notice Body's Warning

Distract Yourself

**Into the
World
(Colors)**

**Out of Your
Head**

**Into Your
Body
(Breath)**



Reframing: Catch – Cancel - Change

Must, Have to, Got to, Need to, Ought to, and
SHOULD

- Is it possible not to; regardless of the consequences?
- Should => Is
- Well is it? Then what am I going to do?





Action – Buy Time

Triggers:

- Attitude
- Gaslighting
- Labeling
- Changing the Subject
- Nonverbal Manipulation

*Acknowledge
and Redirect*

Call Off the Game

Outcome – Impact of Destructive Behaviors

- Workplace stress statistics show that stress can lead to a loss of productivity, burning out, and confrontations at work. If left untreated it can cause depression, anxiety, and other serious mental health issues
- Stress causes around 1 million workers to miss work every day (American Institute of Stress)
- Companies spend around 75% of a worker's annual salary to cover lost productivity or to replace workers (HuffPost)
- Work-related stress causes 120,000 deaths and results in \$190 billion in healthcare costs yearly (Center for Workplace Mental Health)





Emotional Intelligence (EQ)

William Hung in his famously viral American Idol Audition



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Blind Spots – Avert Crisis Early

What nonverbal cues do you get from others that tell you something is “off”?

Do you heed them?



Why People Behave the Way They Do



RIDER:

conscious
neocortex

HORSE:

unconscious
limbic system



Patterns: Reach ~ Reach * Reach !



How you handle one thing is how you handle everything?

Understanding the Horse

Habit, Auto Pilot

Practice & Repetition

Survival

Safe = Same

Dangerous = Different

Chatter & Feelings



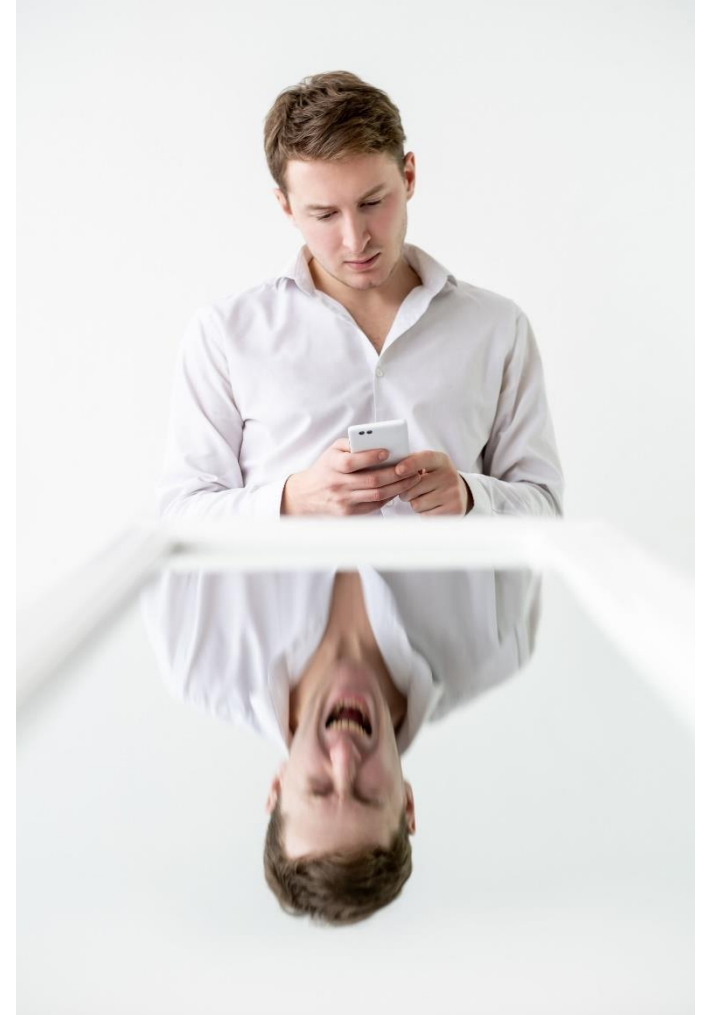
Horse-to-Horse



Communication

When Your Buttons Are Pushed:

1. Keep Yourself Calm
2. Diffuse Their Emotions
3. Solve the problem





Keep Yourself Calm

Diagnose and Decide:

Why are they acting this way?

What's the payoff?

Do you pay or not pay?



Diffuse Their Emotions

- Matching
- Empathy
- “I” Messages
- Same Side



Mirror, Pace, and Blend to Build Rapport



Listen, Watch, and Match

- Posture
- Formality
- Words
- Tone
- Eye Contact
- Intensity
- Breathing
- Pausing
- Rate of Speed

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Empathy: Help Them Feel Safe and in Control



Reflect feelings first; then focus on facts:

“You ____? Wow, ____.”

“It sounds like you’re ____.”

“I can imagine how irritating it is to ...”

“That must be frustrating.”



Empathy Practice – Name Their Feeling

- I can't figure this out.
- I have a terrible headache.
- I wish there were three more hours in a day.
- Are you going to be able to get that done today?



“I” Messages

- Take responsibility for the communication.
- Move from blame to action.
- Shift the relationship from parent-child or child-child into assertive adult.
- Focus on facts, not labels or judgments.



“I” Statement Practice

- You were not clear.
- That’s now how you’re supposed to do that.
- You’re so OCD about things.
- It’s cold in here.
- Nobody cares whether things get done or not.

Set Yourself Up on the Same Side

They win

- “You’re right.” “Good point.”

You concede

- “I apologize.” “I may not have fully listened to you.”

Make it Hypothetical

- “What would you say to someone who argued that...”

Rally Against a Common Enemy





Solve the Problem – Facts

- What happened? How did you interpret it?
- How did you label it?
- What is the reality?
 - Facts
 - Behaviors
 - Intent



Repair Relationships

- **Acknowledge and Validate:** Anticipate objections, concerns, needs, and meanings.
- **Give Options:** “What would you like...”
- **Trust:** What if you weren’t there to do it all?
- **Intent:** Reasons behind words and actions





Acknowledgment



- Repeat Their Words
- Anticipate Objections
- Name the Elephant in the Room
- Validate Them

What do you need to acknowledge?



Options

Law of Control – People are happy to the degree they feel in control

- Listen Without Anticipating
- Look for the Third Alternative
- Think of it as an Adventure
- Save Face
- Different ≠ Dangerous





Trust

Be Helpful, Not Co-Dependent

What exactly is it you need?

What are some options?

What do you recommend?



Intent

**We judge others by
their words and actions**

**We judge ourselves by
our intent**

- State intentions
- Assume Positive Intent



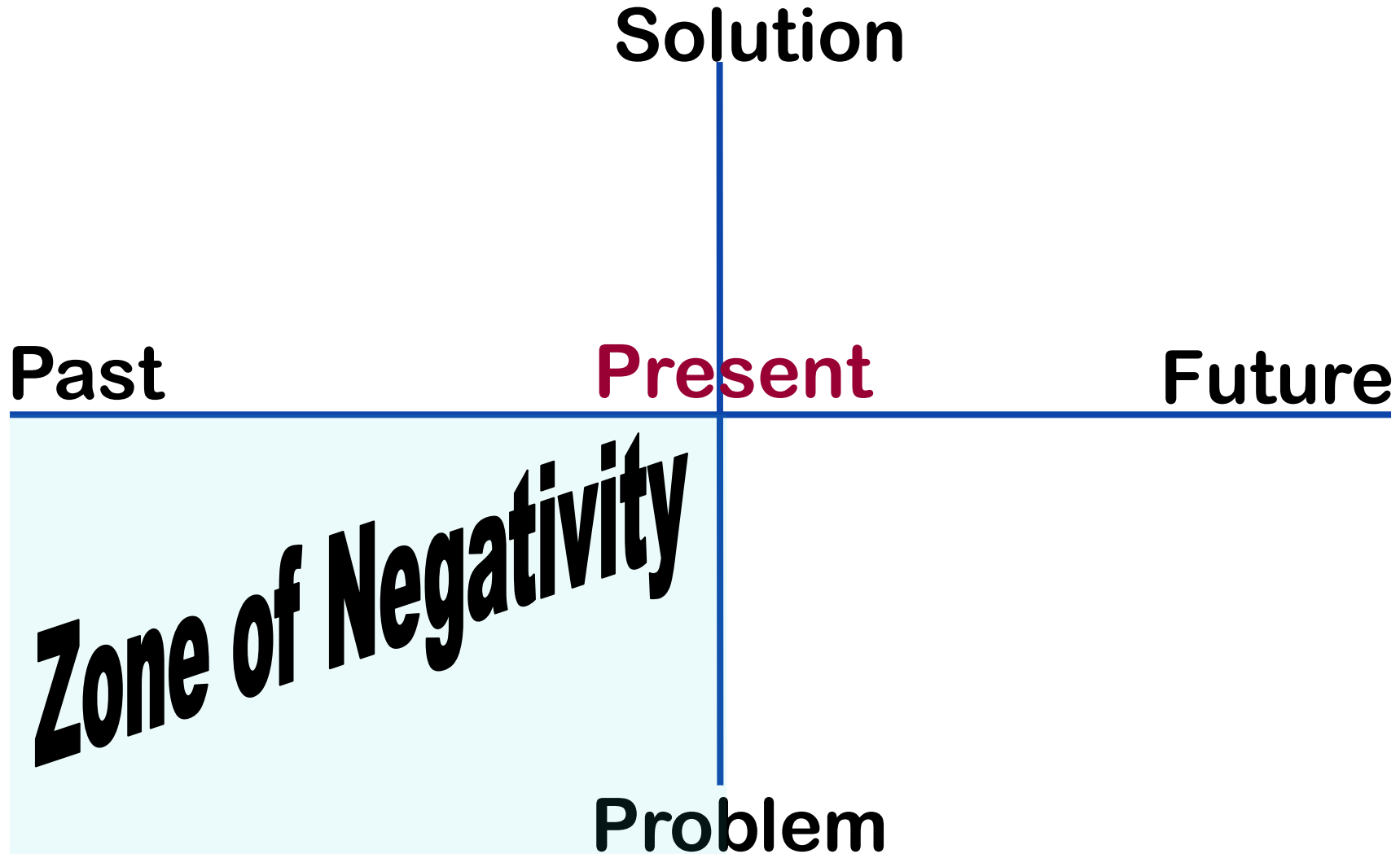


The Art of the Apology



Negativity is a Focus in Time

Positive = Proactive



Focus in the Present and on the Solution



**What can we
do *differently*
THIS TIME?**

Liked Bests

Next Times



Actions for Achieving Outcomes

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