

# **BUILDING** the **FUTURE** **TOGETHER**



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# *CONTROLLING YOUR EMOTIONS*

TIPS & TOOLS ON HOW TO GET THINGS DONE!

The background features a complex isometric technical drawing of a mechanical assembly, rendered in a light blue color. The drawing includes various components such as gears, shafts, and housing parts, all arranged in a perspective view. The overall image has a color gradient that transitions from a deep blue on the left to a vibrant red on the right.

STORY TIME



The background features a complex isometric technical drawing of various mechanical parts, including bolts, nuts, and shafts, rendered in a light blue color. This pattern is overlaid on a background that transitions from a deep blue on the left to a vibrant red on the right. The word "TRIGGERS" is centered in a large, white, sans-serif font.

# TRIGGERS

# RESPONSE TRIGGERS

## The 3 Types of Response Triggers

- Truth Triggers – WHAT is being said is somehow off, unhelpful or simply untrue. In response, we feel indignant, wronged and exasperated.
- Relationship Triggers – WHO is saying it and HOW can provoke reactions based on what we believe about the person or how we feel treated by them. Focus shifts from the response to the audacity of the person saying it.
- Identity Triggers – are about YOU, whether what is being said is right or wrong, something about it caused our identity to come undone. We feel threatened, overwhelmed or ashamed.

# SITUATIONAL TRIGGERS

Common Situations That Can Incite Your Emotions

- Challenged Beliefs
- Unjust Treatment or Insult
- Criticism or Disapproval
- Loss of Control
- Rejection or Betrayal



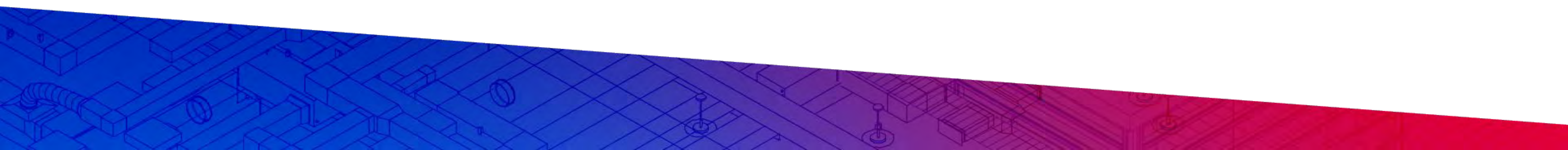
The background features a complex isometric technical drawing of various mechanical parts, including gears, bolts, and shafts, rendered in a light blue color. This pattern is overlaid on a smooth gradient that transitions from a deep blue on the left to a vibrant red on the right. The text 'PRODUCTIVE CONFLICT' is centered horizontally across the middle of the image.

# PRODUCTIVE CONFLICT



# IS DEFINED AS...

...“an open exchange of conflicting or differing ideas in which parties feel equally heard, respected, and unafraid to voice dissenting opinions for the purpose of reaching a mutually comfortable resolution.”




# WHY IS IT IMPORTANT?

## Benefits of Productive Ideological Conflict

- Opens the door to fresh ideas
- Moves teams & conversation forward
- Encourages better listening
- Allows all voices to be heard
- Teaches flexibility
- Solves real time problems more quickly





# TIPS TO HELP CONTROL YOUR EMOTIONS

# SELF-AWARENESS

- 95% of us THINK we are Self-Aware, but only 10 – 15% of us actually ARE
- How do you react when angry? Do you have common triggers? Do you speak without thought or shut down & stop talking?
- Understanding your instinct can teach you how to shift your response to something more valuable
- The most important thing you can do before reacting is .....



# PAUSE

- Take a breath, observe your body language, tone and words
- Learn how to stop yourself from repeating negative behaviors and shift your response to something more valuable
- Don't be afraid of long pauses/awkward silence
- Leave the space, if necessary
- The goal is to deescalate a conversation, keep the conflict healthy and stay focused on the issue



# FAST FORWARD

- Pause & Fast Forward from that moment to consider what could happen next
- When emotionally heightened, it's easy to get "stuck" in negative patterns of replaying negative thoughts without moving toward solutions
- What are the consequences?
- In the future-oriented view, consider what matters in THAT moment
- Gaining perspective helps us attune to our thoughts when we return to the present



# REFRAME YOUR THOUGHTS

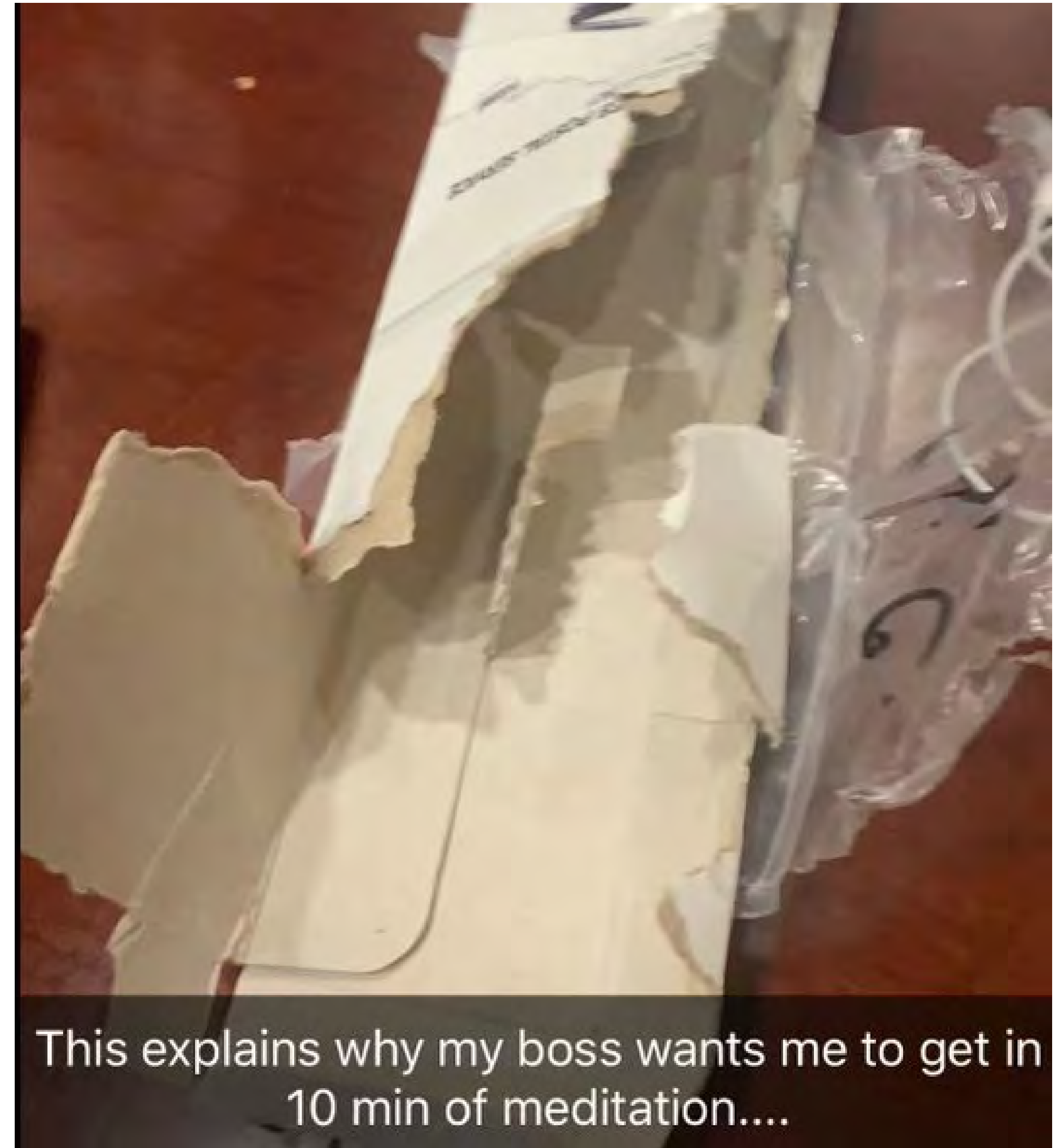
- Shift your mindset to look at a situation, person or relationship from a slightly different perspective
- Remove preconceived ideas
- Take a problem-solving approach
- Expect Win-Win Results
- Look for the humor in tough situations, Laughter helps turn negative thoughts into positive strategies



# MEDITATE

Michael Jordan, Derek Jeter, LeBron James, Kobe Bryant, Martin Scorcese, Steve Jobs, Jeff Weiner (CEO of LinkedIn), Dan Harris (10% Happier)

- **Benefits of Meditation:**
  - Increasing self-awareness
  - Focusing on the present
  - Reducing negative emotions
  - Build skills to manage your stress
  - Increase creativity
  - Increase patience and tolerance







# TOOLS FOR SUCCESSFUL RESULTS

# LISTEN!

- Practice active listening
- Remove distractions - Be engaged
- Hear the words behind the words
- Withhold judgement
- Request clarification
- Stay focused
- Be patient



# ASK QUESTIONS!

- Ask effective, open-ended and/or probing questions
- Get to the root of the reason
- Stimulate reflective conversation
- Generate energy and forward movement
- Look for ways to reach a solution that's mutually beneficial



# BE OPEN!

- There's value in having different perspectives, experiences, and backgrounds
- Look for areas of agreement
- Find common ground to lower the emotional response
- Embrace the unknown
- Step outside your comfort zone
- Be willing to learn new things



# CHANGE LOCATIONS!

- Physical space influences what we hear, how people participate and who participates
- In highly emotionally charged situations, bring the conversation to neutral ground
- Shift the power dynamic
- Find a space where ideas can be exchanged, and voices can be heard



# BE EMPATHETIC!

- Empathy is not a tactic, it's a way of connecting
- It's the ability to understand someone else's emotional life
- Removes barriers and improves communication
- Increases productivity and creativity
- Helps you be more persuasive
- Helps you help others





PLEASE REMEMBER TO FILL OUT YOUR BREAKOUT  
SURVEY ON THE APP

*THANK YOU FOR COMING!*  
CANDIE BEANE - COMMUNICATIONS COACH



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