

## **EIQ: Understanding Emotions and Feelings**

Understanding emotions and their impact sets the framework for emotional literacy, intelligence and management.

Core Emotional Needs:

- Secure attachments to others, safety, stability
- Autonomy, competence and a sense of identity
- Freedom to express needs and emotions
- Spontaneity and play
- Realistic limits and self-control

### **Emotions: Usefulness and Energy**

While some emotions stimulate action and generate high levels of energy, others tend to sap initiative and drive and lead to more passive responses. In the space of a day, hundreds of emotions are experienced. Most are quick and transient but some have profound impact. Awareness of them, their implication and their management helps create more personal effectiveness.

Here are a few questions to help you See.

What's the tone, temperature, or color of your emotion? Warm, hot, cool, pleasant, unpleasant, neutral, red, gold?

What is the central theme of my thoughts?

Where is the focus of my awareness?

### **PAD: Three dimensions of emotions**

Pleasantness: emotional valence

Arousal: the level of activation; energy

Dominance: the control, pre-eminence

### **Emotions are adaptive when they:**

- motivate behavior in order to respond appropriately to a situation.
- help us make good decisions.
- help us remember things we need or want to remember.
- warn us of trouble or alert us to new opportunities

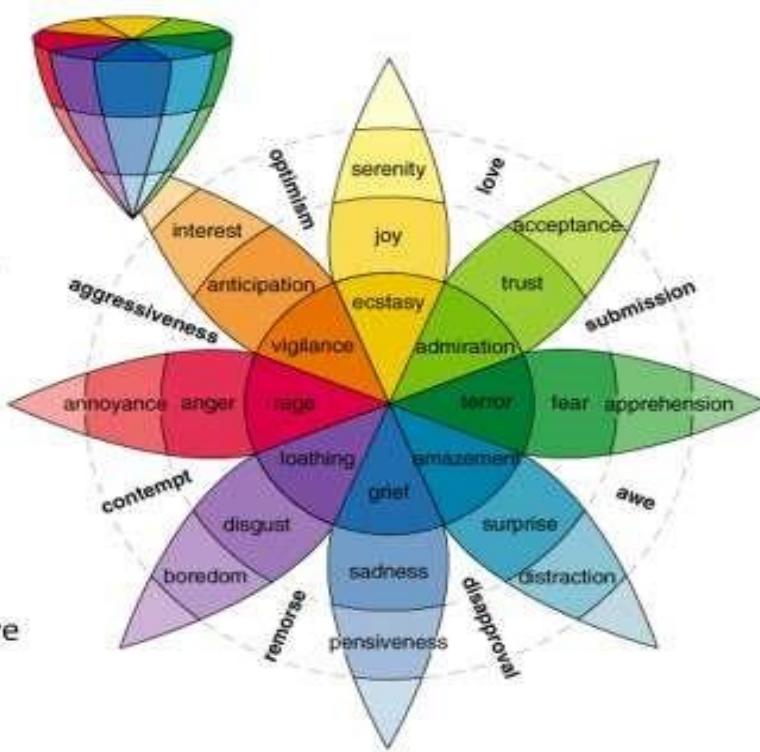
### **Emotions are maladaptive when:**

- They are too intense
- They last too long
- We are unable to manage or cope with them.
- We react impulsively or destructively based on them.

## *Understanding Feelings*

### Plutchick Wheel of Emotions

- Emotions are:
- Information
  - Present tense
  - Helpful or Counter-productive
  - Pleasant or unpleasant
  - Active or Passive
  - Personal
  - Transient



Emotional information comes through feelings and moods. They are a response to stimuli that generates both physical and mental responses. While feelings are individual and deeply personal, everyone experiences universal feelings. Their impact and expression are subject to personality and individual management.

Various constructs have been developed to explain depth, breath and distinctions among emotions. While many of these are related, there are differences. These transcend other variables and are common to all people. Appropriate displays and responses are experiential, situational and cultural.

- Emotions are persistent states whereas moods are more transient and fleeting.
- Feelings are always in the present tense. Recalling a sad event does not simply remember sadness but is likely to generate a present set of emotions.
- People experience many feelings in a day. Some are brief while others are more prevalent. Emotions are experienced consciously and unconsciously.

- Emotional literacy comes through recognizing and labeling feelings. Children are typically shown facial images and asked which one best expresses how they feel. This facilitates self-understanding.
- In the English language, there are more than 400 words assigned to emotions and sentiments.
- Emotion is behavior-arousal. Emotion prepares the individual to act for a longer period of time and to become insensitive to pain during extreme emotional arousal. It activates the individual to use his maximum potential at the time of life-threatening dangers.
- Influence and persuasion is more effective with appeals to emotions than reason.
- Any emotion has three components: 1) physiological changes; 2) behavioral response; and 3) a subjective experience, such as feeling angry, happy, or sad.
- “Emotion” is used to describe the brain’s auto-programmed response to certain stimuli, and “feeling” to describe our conscious impression of that response. In this work, the two are used interchangeably.
- Basic emotions are innate rather than learned. For example, people who are born blind and have never seen faces still display the typical facial expressions of the basic emotions.
- If people adjust their facial expression and/or behavior to reflect an emotion, they actually begin to feel that emotion.
- Emotions are contagious. Negative or unpleasant emotions are more contagious than neutral or positive emotions.
- Instinct and emotion are similar in that both are automatic. For example, fear is both an emotion and an instinct. However, while instincts are immediate, irrational, and innate, emotions have the potential to be more rational and part of a complex feedback system linking biology, behavior, and cognition.
- Reasoning depends on emotion and is not in opposition to emotion.
- A Columbia University study pointed to what they called the “Emotional Oracle Effect”—the phenomenon that those who trust their feelings are quite a bit more likely to accurately predict the outcome of future events.
- A person feels emotions before they are born. A 5 to 6 month-old fetus expresses content or discontent and 3 to 4 year-old kids react differently to the expression of surprise, fear, and anger on the face of an adult signifying that they recognize these emotions externally.
- Things that are personal are emotional. Personal things that people like and that they feel are “close” to them have profound impact. If you like something and have a close

**Emotional competence is the single most important personal quality that each of us must develop and access to experience a breakthrough. Only through managing our emotions can we access our intellect and our technical competence. An emotionally competent person performs better under pressure.**

**~Dave Lennick~**

attachment to it, it is probably going to cause more emotion. The greater the personal attachment, the more it is going to cause feeling.

- Emotions may be in conflict.
- Emotions can be learned. Responses and performance associated with feelings can be conditioned and modified.

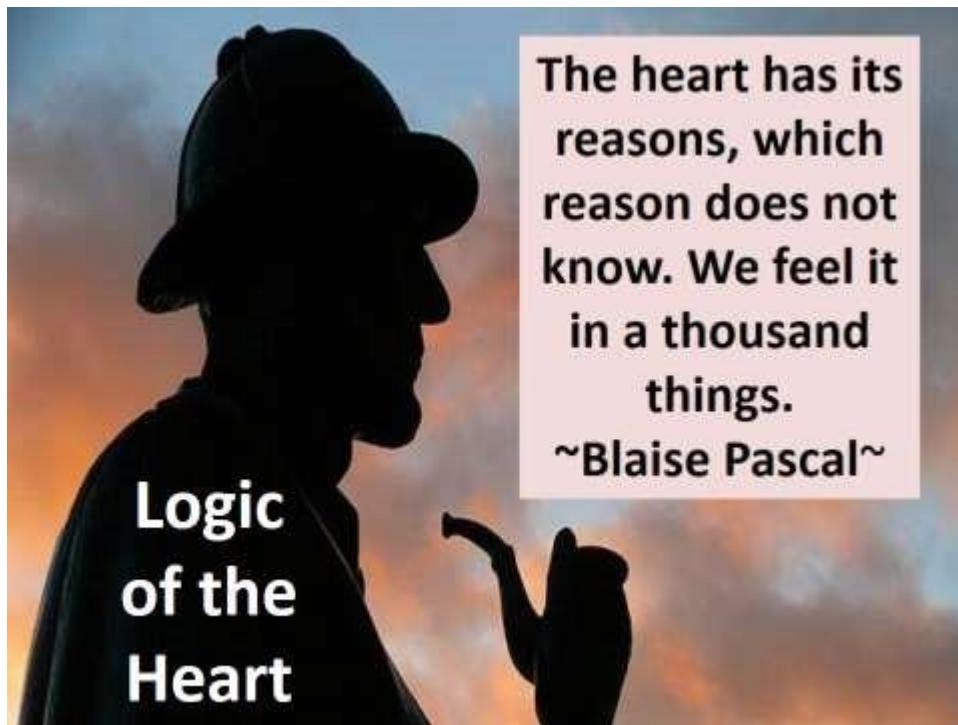
## Heart Connections

**Emotions can and should be differentiated from similar structures**

|   |  |
|---|--|
| <b>Emotions</b><br>Emotions are lower level responses occurring in the subcortical regions of the brain; Emotional reactions are coded in our genes and while they do vary slightly individually and depending on circumstances, are generally universally similar across all humans. | <b>Feelings</b><br>Feelings originate in the neocortical regions of the brain, are mental associations and reactions to emotions, and are subjective being influenced by personal experience, beliefs, and memories. Feelings involve cognitive input, usually subconscious, and cannot be measured precisely. |
| <b>Moods</b><br>Moods are temporary affective states. When they form patterns, they create temperament.   | <b>Affect</b><br>Affect is an encompassing term that includes feelings, emotions and moods. It is generally applied to their expression.   |

| Emotions  | Feelings   |
|---|--|
| Chemical responses in the brain; enduring for about 6 seconds                   | Occur as cognitive evaluation is made regarding emotional information                                |
| Responses to stimuli that are highly similar among different people             | Personal and individual indicating “likes” and “dislikes”  |
| Generate initial response to situation  | Produce reasoning patterns and sophisticated habits; includes intuition, ‘gut’ and undefined hunches |
| Reacts to immediate stimuli, stressors and dangers (conscious and subconscious) | Sets proactive solutions and anticipates consequences (conscious and subconscious)                   |
| Intense and temporary; short term   | Lower keyed but enduring; long term  |
| Primal and survival based   | Sophisticated and integrated   |
| Serve as tools for immediate survival   | Long term adaptive   |
| Focus on the external world   | Based on individual attitudes  |
| Basic and fundamental   | Complex and composed of multiple feelings  |
| Joy, fear, anger, lust, sadness   | Happiness, Worry, Contentment, Bitterness, Depression  |

## ***Relate to the Logic of the Heart***



Feelings have patterns. Defined triggers set these patterns in motion. Empathy is the tool that unravels the patterns and notices the triggers. Developing both cognitive and emotional empathy allows for social awareness and interpersonal understanding.

Effectiveness cultivates positive, constructive feelings and minimizes negative, counterproductive ones. Emotions are contagious. Good ones tend to create and establish more useful feelings and the energy that goes with it. Depression, anger and less useful feelings tend to generate a downward spiral and drain energy.

Consistency and flow set the framework for emotional logic. Feelings have patterns based on personality, temperament and individual characteristics. They also generate similar trends in terms of feelings, degree and duration. Emotions generate information. They reveal perceptions, predispositions and various inclinations. These are largely programmed into the mind as habits. These feelings create internal mental models. These are the primary 'decision makers' for purchasing and all action. Feelings precede thoughts.

Emotions are impacted by reactions to internal and external stimuli. This makes them personal and highly subjective. They have far more energy and power than pure reason.

Some of its major advantages:

- Arousing emotions in listeners heightens engagement and directs focus. This diverts attention from reason and concrete thought.
- Emotion is automatic and requires far less effort than logic.
- Emotions generate higher levels of interest leading to more enthusiasm.
- Emotions are entertaining and powerful.
- Emotional appeal is faster than rational connection.
- Feelings are better connected to relationships and memory.
- Emotions lead more readily to change than logic.

Awareness of emotional logic allows for it to be effectively used to channel energy and feeling into exciting, positive pathways. Tapping emotional logic is essential for personal and professional success. Internally, self-awareness of these patterns enables positive self-regulation. Externally, emotional logic creates understanding in social awareness. It facilitates leadership, influence, teamwork and effective relationships.

Emotional logic works in conjunction with the following rules:

#### **1. Situational/Relational Emotions**

Emotions derive from situations. Generally, the same types of situation will elicit the same or similar types of emotional response. Loss makes us grieve, gains make us happy and scary things make us fearful. Relationships generate situations. In a similar way, interaction with particular people generates predictable emotional patterns.

#### **2. Concern**

Emotions come from mental engagement. Caring and having an active interest generate motivations and feelings. Apathy, lack of concern, inattention and emotional disengagement produce a lack of feeling.

#### **3. Perceived Reality**

Whatever seems real to us, can elicit an emotional response. When stories, books or movies are effective, they create emotional reality. There is both a mind and heart connection. Conversely, when things seem surreal or impossible, they fail to energize or create an emotional response. Framing rules allow for definition of situations; feeling rules suggest the appropriate experience and expression of emotion.

#### **4. Change Creates Emotional Impact**

Typically, familiarity creates a comfort zone. The status quo produces only marginal stress. Change generates stress and discomfort. Once transition has been initiated, there is an impetus to see things through. Possibilities and excitement energize continuing momentum. Chaos, confusion and shifts generate their own tensions. Risk and uncertainty are variables that either mitigate or

exacerbate these anxieties. Creating clear direction, tangible benefits, minimal risk, and likely success empower the emotions of change.

## **5. Empathetic Connection**

No matter how relevant and engaging others are, feelings are individually owned and experienced. Others can relate and resonate but the feelings of a person are inherently personal. Resonance comes from feeling with but never having the same emotional experience. Mixed and conflicting feelings make connection even more tenuous.

## **6. Emotional Logic and Motivation**

Feelings have their own logic. There are reasons for action the heart understands that may escape the mind. Healthy minds experience feelings (lack of affect signals emotional disorders). They cannot be avoided. Cause and effect are good vehicles to understand action and emotional outcomes however, there are situations where cause and effect cannot be explained. These patterns may be due to subconscious conditioning or patterns.

## **7. Emotional Shift**

Feelings ebb and flow. No one is 100% positive or 100% negative. People experience hundreds of feelings a day. Some of them are quick and fleeting while others tend to endure and have some consistency. Circumstances/situations/relationships have an impact. They can create the framework for either positive or negative emotions. Individual temperament and predisposition generates the depth and longevity of emotional experience.

## **8. Feelings Color Memory**

Feelings create and color memories. The strongest links to the past come through emotional recall. Mental pathways, when infrequently used, become more difficult to find and travel. That's the essence of forgetting. Over time, there's less impetus and energy to remember hurts and bad experiences. Forgiveness helps. Time creates emotional distance to let go, relax, and recover.

## **9. Emotional Pattern**

Feelings are subject to patterns and habits. When an emotion is experienced, it generates a predictable path of action. Judgment, communication and experience influence and adjust these pathways. Cause and effect create consequences that condition, shape and reinforce emotional sensitivity, appropriateness and expression.

## **10. Laws of the Lightest Load and the Greatest Gain**

The emotional impact of an event or situation depends on its interpretation. Putting a different 'spin' on a situation can change the feeling. The law of the lightest load means people are particularly motivated to use re-interpretations to reduce negative emotions. For example, we might reduce the fear of the credit crunch by generating the illusion we won't be affected. The exact

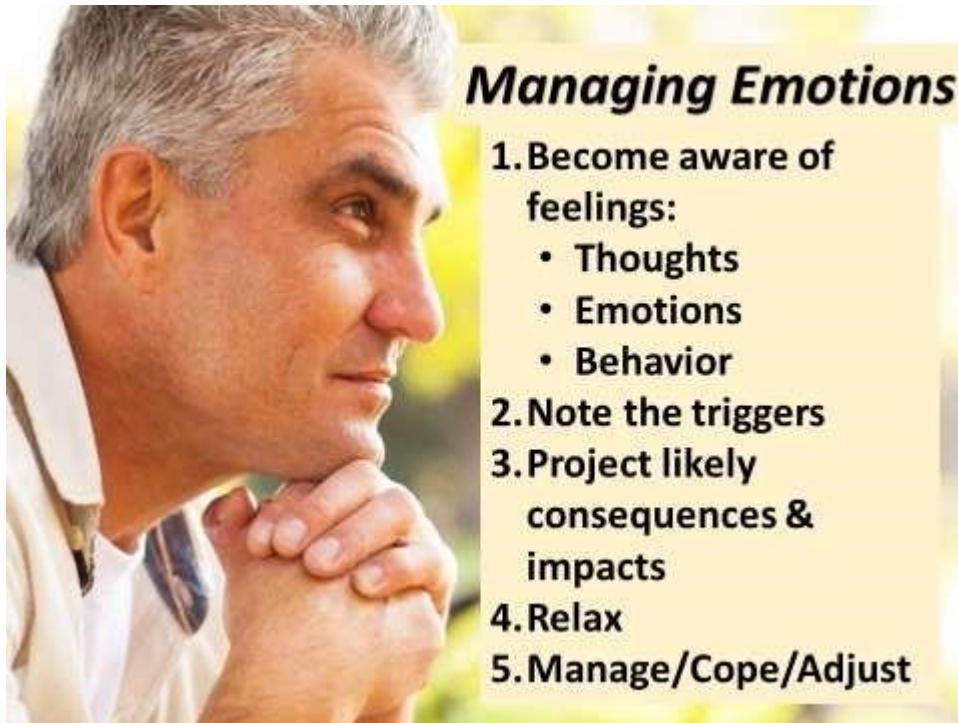
reverse is also true: whenever a situation can be reinterpreted for a positive emotional gain, it will be.

Emotion, intuition, feelings and the intangibles of the heart create their own logic and patterns. They are far more forceful than reason and objective logic.

**Emotions are like a virus, a common cold, disrupting the flow of logic in people's minds.**

~Clyde DeSouza~

## ***Become Self-Aware and Manage Emotions***



To manage emotions, first become aware of them. You cannot change what you cannot measure. Emotions fall into this category. Develop active recognition of physiological displays, thought patterns, behaviors, communication and subjective feelings. Use the right vocabulary to identify specific states. Naming and being as specific as possible helps. Become conscious also of degree and prevalence. Chronic and acute feelings are different emotionally and in impact.

By being self-conscious and noting different feelings, their management is well in hand. Recognize changes and subtle shifts. Patterns display tendencies. On a given day, hundreds of feelings are experienced. Most are transient. Awareness recognizes these psychological states.

***From Mind Matters by Robert Jerus***

After identifying emotions, cause and effect thinking helps. Recognize what caused particular emotions. Particular cues trigger specific drives. Following the cause, recognize that some feelings are positive while others are negative. Positive feelings facilitate success while negative ones hinder it. By recognizing consequences, feelings can be handled intentionally. Emotions provide valuable information and offer personal insight.

Lastly, relax, focus and make adjustments. Emotions are coping mechanisms. They trigger responses. Calming down and shifting the focus to the rational part of the brain allows ready management. Emotions are both subjective and objective. Internally, they lead to moods, thoughts and mental states. Externally, feelings are revealed in actions, communications and their associated relationships. Awareness enables self-management and control. It provides the basis for higher level effectiveness.

Keys to emotional discipline and self-control:

- Recognize and understand the difference between thoughts and feelings
- Create emotional responses rather than mere reactions
- Take command of impulses, urges and compulsions
- Associate positive feelings with constructive consequences and negative emotions with counter-productive impact
- Note emotional triggers and frame for automatic positive responses (reframe negative habits into positive ones)
- Anticipate and adjust: take command of an emotional response by managing situations: forestall bad reactions by committing early to good ones
- Accentuate the positives and eliminate the negatives
- Review cause and effect
- Prepare for emotional management (relax, set the stage, nurture positive answers, respond rather than reacting)

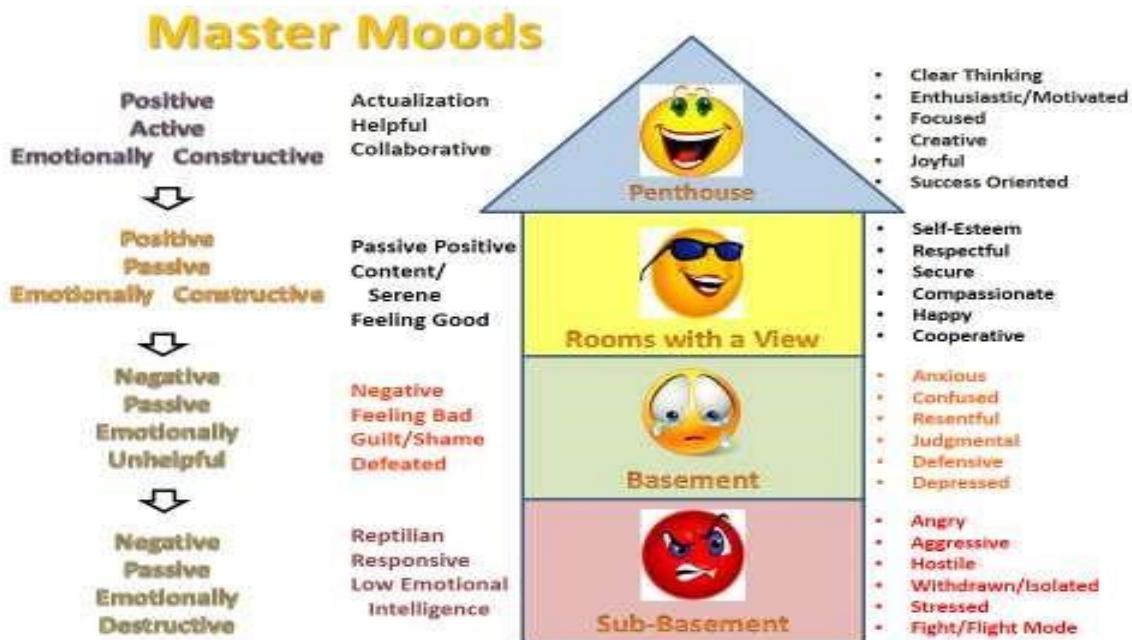
Passion, and excitement add energy and fun to life.

Be aware of emotions and choose to be the master. Take command and let feelings support peak performance rather than merely be reactive and undisciplined.

Let feelings put energy and enthusiasm into personal and professional performance. Smile and enjoy activities. It creates superior performance, enhances team play, and energizes both internal and external support.

Take control of your emotions and begin to consciously and deliberately reshape your daily experience of life.

## Master Moods



Emotions create engagement or disruption at work. They are characteristic feelings that present themselves in individuals and teams. Moods are highly intense, fleeting, and sometimes disruptive to work. They can have dramatic impact on performance and relationships. Emotional episodes usually leave corresponding lingering moods. These can be individual and/or experienced by a group. Typically, these transient emotions can be noted by cognitive appraisal (awareness); bodily symptoms (physiology); action tendencies (motivation); expression (verbal and nonverbal communication); and feelings (personal, subjective experience) (Scherer).

Moods are the climate of teams and organizations. They are highly contagious and extremely dependent on leaders.

Leadership and influence are both influencers and influenced. Subtle shifts in emotions may be beneath personal awareness, but may be readily apparent to others. These signals have impact on behaviors. Anger is becoming a far more common mood. Regret, anxiety and worry also affect relationships. Negative moods hamper performance while positive ones create better responses. Humor and warmth support quality effort.

Both good and bad moods tend to perpetuate themselves, in part because they skew perceptions and memories: When people feel upbeat, they see the positive light in a situation and recall the good things about it, and when they feel bad, they focus on the downside. Hormones create

*From Mind Matters by Robert Jerus*

objective emotional impact. Good relationships create positive moods. It's more fun to be with people who make us feel good. To have more positive moods, project constructive feelings. Strive to be optimistic, encouraging and up-beat.

To manage moods:

- Be aware of moods and their impact.
- Figure out the root causes. Notice triggers.
- Get over it (negative moods).
- Tap the energy (positive moods).
- Take responsibility.
- Self-manage: use some control and discipline.
- Create and adjust moods through positive mental attitudes.
- Manage inner dialogue with positive stories and anticipate constructive outcomes.
- Rest, relax, refresh.
- Repeat as needed.

Moods come and go. They are transient. Emotional management handles these and copes effectively with temporary states.

**The first principle of cognitive therapy is that all your moods are created by your 'cognitions,' or thoughts. A cognition refers to the way you look at things - your perceptions, mental attitudes, and beliefs. It includes the way you interpret things - what you say about something or someone to yourself.**

~David D. Burns~

## **Manage Emotional Spirals**

One evening a wise medicine man told his grandson about the battle that goes on inside people. He said "My child, the battle is between two "wolves" inside us all. One is Evil. It is anger, envy, jealousy, sorrow, regret, greed, arrogance, self-pity, guilt, resentment, inferiority, lies, false pride, superiority, and ego.



The other is Good. It is joy, peace, love, hope, serenity, humility, kindness, benevolence, empathy, generosity, truth, compassion, and faith." The child thought about it for a minute and asked the medicine man: "Which wolf wins?" The wise man simply replied, "The one you feed."

Spirals are part of life's order. DNA has a spiral form, so does the Milky Way galaxy, and a nautilus shell. Music and a wide array of forms apply the same shapes and ratios. Feelings have spiral tendencies that either empower or disable.

Emotions have deep impact. They cultivate related feelings. These feelings impact actions and attitudes. Negative emotions generate a negative spiral. The more they are nurtured, the deeper, more frequent and more prevalent the negative feelings become. Other related feelings develop and fester. This emotional descent drives people away. Moreover, they make isolation feel appropriate and natural. Negative spirals narrow attention; heighten stress; increase anger and hostility; support and sustain depression; lower the ability to experience joy and happiness; lead to self-perpetuating negative feelings; and lead to feelings of despair and hopelessness.

These negatives create: less ability to think and reason; less efficiency at problem solving and decision making; less ability to communicate; reduced physical coordination; limiting sensory input and perceptions; higher health risks; lower creativity; lower ability to adapt effectively to change; reduced energy; and lower memory power. The negative spiral begins with passive negatives and develops into stronger, more active ones. They are stressful and make goal achievement almost impossible.

**From Mind Matters by Robert Jerus**

Positive spirals are the exact opposite. They nurture constructive feelings. They generate energy, health, activity and quality performance. These feelings begin with passive emotions and escalate to energized, productive activity. Channeled effectively, these lead to dynamic high performance and make high achievement almost inevitable. Positive spirals invite relationships and encourage communication.

Positive spirals broaden thought, energy and action. Even though these feelings may be transient, their impact can be positive, long lasting and profound. Positive feelings generate possibilities and expanded opportunities. They achieve.

Spirals have momentum. They tend to expand and create emotional patterns. They need to be monitored and managed. Positive ones need to be tapped for their power while negative ones need to be reversed early.

Emotional spirals create pathways in the mind. The more frequently spirals occur, the more developed the pathways become. Chronic, acute negative feelings generate long-term concerns. When the path is nurtured and supported, it becomes a habit that is difficult to change. Positive habits support continuing positive psychology. This experience creates the momentum for high energy and quality performance.

Positive emotions support health, coping mechanisms, and high achievement. They broaden and build. They expand opportunities and improve potential. Negative feelings are counter-productive. Emotional systems tend to be self-perpetuating. Relationships and social interaction support positive feelings, while positive feelings support relationships.

Emotional awareness attends to patterns early and deliberately selects pathways. These become emotional habits. Select constructive patterns to succeed. Choose positive emotions and relationships. Even when negatives feel more natural, positive paths lead to winning while the negatives are debilitating.

When feelings impact, there is a time of decision and choice. This selection determines the direction and intensity of an emotional spiral. When a negative direction is taken, the more quickly it is recognized and curtailed, the easier it is to redress and change the pattern. Conversely when a positive choice is made, it should be supported and capitalized upon. Awareness and self-management critically decide impact.

**The human mind always makes progress, but it is a progress in spirals.**

**~Madame de Staél~**

## Fear

Fear provides emotional information. It serves as a warning light advising caution.

Typically, success lies in confronting fears and determining an effective course of action. Fear is an indicator that there may be some risk. Intelligence analyzes risk and takes appropriate action. In many cases, fears are overblown or involve consequences that never happen.

Recognizing fear leads to appropriate response. Like any emotion, it can generate a definable set of consequences. Awareness begins the process. Noticing hesitation and concern allows for appropriate exploration and consideration. The basic responses of fight, flight or freeze can usually be expanded. The good news is that the emotion of fear creates physiological effects that expand possibilities and their likelihood of success.

Achievement favors performance and bold action. It confronts fears and manages them. Reckless action is far different than confrontation. Fear is the great crippler. It generates paralysis.

Management of fear empowers. Awareness allows for analysis and appropriate judgement. Self-management generates a positive, deliberate response. Effective action takes into account cognitive and emotional information. Confronting fears and acting deliberately and appropriately produces achievement. Respond. Don't simply react.

Fear starts as a negative. It makes cowards. When confronted and used, it becomes a tool for high powered action. Fear provides emotional information. It is the reaction rather than a measured response that impairs achievement. Fear can signal any type of risk, especially those which are emotional.

To combat fear:

- Be aware of it. Understand the risks that it is signaling.
  - Determine how valid those concerns are.
  - Weigh risk against return.
  - Mitigate risk and optimize returns.
  - Consider how likely the positives and negatives are.
  - Acknowledge that success generally lies in overcoming fear
  - Define it.
- Analyze cause and effect.
  - Relate it to past history/experience.
  - Determine what its impact is.
- Is it real or imaginary?
- Consider gains of overcoming.
  - Analyze long and short term implications.
  - Think of stepping stones and priorities to move ahead.
  - Gather momentum and move forward.
- Reprogram.
  - Set new anchors and look for opportunities.
  - Develop realism.
  - Reconsider in light of successes (even if they are small ones).
  - Relax: make a concerted effort

- to calm down and deal with intelligently.
- Center and be in the present. Avoid letting past experiences dominate.
  - Commit to performance and achievement.
  - Talk about it.
    - Discuss fears with accountability partners.... Get a different perspective.... Look for a path through.
    - Feel free to talk to yourself about it.
  - Validate yourself.
    - Give yourself permission to have negative feelings.
    - Accept limitations.
    - Grow and move through.
    - Develop positive thinking, feelings and experiences.
    - Take action one step at a time.
    - Create patterns of working through fear to achieve.

**The amateur believes he must first overcome his fear; then he can do his work. The professional knows that fear can never be overcome. He knows there is no such thing as a fearless warrior or a dread-free artist.**

**~Steven Presfield~**

At the other side of fear is victory. Working through panic, anxiety, apprehension and those little fears often has major returns. Bravery is not a lack of fear; it is working through it.

## ***The Right Level of Emotion for the Right Reason***



| Levels Of Anger Escalation                                    |   |   |  |
|---|---|---|--|
| Healthy   | Mild  | Serious   | Extreme                                      |
| "You're calm & happy most of the time"                        | "You are not as happy as you want to be"                            | "You are irritated most of the time"              | "You're always angry about something"        |
| "You get frustrated some times, but it doesn't last"          | "You feel irritated and frustrated often"                           | "You have a lot of battles going on in your mind" | "You have a negative view of other people"   |
| "You get angry very rarely, but you take effective action"    | "You keep your feelings to yourself"                                | "You feel like a victim to the actions of others" | "Your anger escalates out of control"        |
| "You express all of your emotions in an open, healthy manner" | "You avoid conflict and have issues with anxiety and/or depression" | "You lash out at others too often"                | "You hurt the ones you love"                 |
|   |   | "Your anger is stealing your joy"                 | "You may be dangerous to yourself or others" |

**From Mind Matters by Robert Jerus**

Emotions need to be appropriate. They need the right feelings, intensity, direction, and duration based on the situation and directed towards the appropriate people. Overreactions are too dramatic. Too much raw emotion makes friends and colleagues uncomfortable. Internally, overreactions tend to dominate and become too much of a focus. Extreme emotional outbursts are counter-productive and have negative consequences.

Under-reactions appear to lack emotion and sensitivity. They feel cold and distant. Internally, they fail to validate experience. Psychologists refer to it as 'flat affect.' Externally, lack of emotion feels aloof and uncaring. It makes relationships difficult. People expect to see some reasonable, predictable emotional response.

A lack of feeling communicates a lack of concern and involvement. In many cases, feelings need to be displayed to convey significance, intensity and urgency. When there is no apparent feeling, others don't connect with appropriate concern. In this same way, consequences need to reflect feelings and vice versa. Emotions are crucial components of messages. They convey information about the sender, situation and desired action.

Feelings express internal reality. They are rich in information. They are central to appreciating experience and life. Positive emotions are fulfilling, uplifting and energizing. Self-awareness and management allow these feelings to color performance, solve problems and succeed in life. They allow empathy and social connection. Emotions are sources of information for both the sender and receiver.

Feelings are impacted by cause and effect. They are created by experience and situations; In turn, these emotions have consequences. Internally and externally, emotions are responsible for productivity, relationships, and the quality of life. Awareness of consequences both intrapersonally and interpersonally generates management, regulation and control. These are crucial to emotional intelligence.

Emotional displays:

- **Too little:** flat affect.... Conveys a lack of concern and significance; minimal interest and limited value.... Little or no urgency.
- **Healthy:** assertive, appropriate emotional display.... Feelings are displayed in a normal, measured way that communicates about the message and sender accurately. Healthy signals generate desired consequences and results.
- **Mild overreaction:** emotional response based on reaction rather than managed display... Lacks self-awareness and measured response.... Communicates active feelings and active emotions.

**Anyone can become angry.  
That is easy. But to be angry  
with the right person, to the  
right degree, at the right  
time, for the right purpose  
and in the right way - that is  
not easy.**

**~Aristotle~**

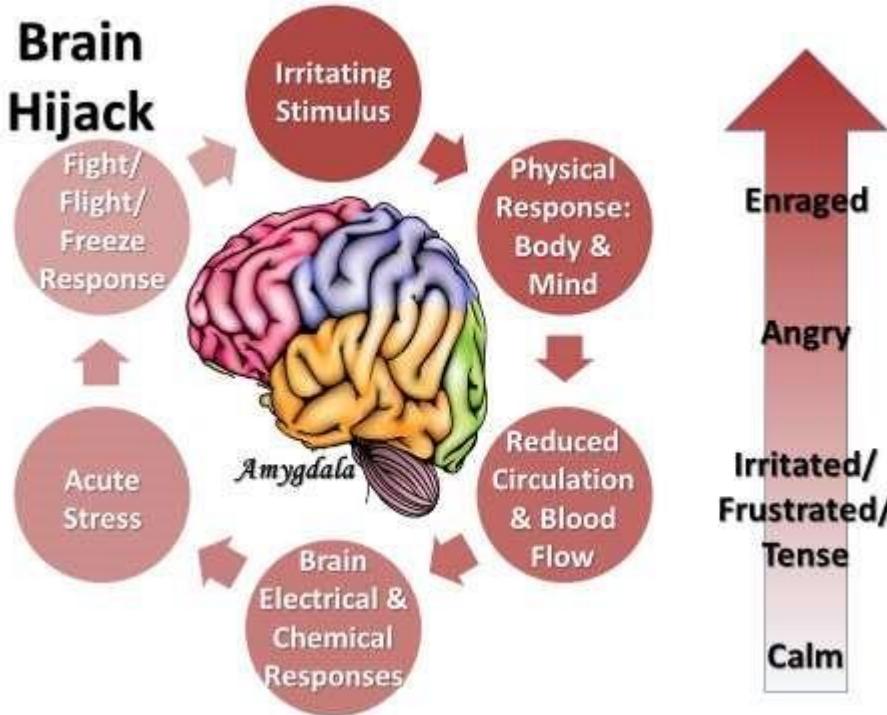
- **Serious over-response:** display of intense, marginally controlled feelings; consequences and outcomes receive little or no attention; feelings are dominating thoughts and performance; others are uncomfortable with inappropriate display.
- **Extreme overreaction:** uncomfortable emotional outburst; uncontrolled, undisciplined unintentional reaction; inappropriate, awkward, dangerous.

Emotions have cause and effect. They have impact both internally and externally. Emotional responses need to be appropriate for the message, sender, receiver and situation. Failing to manage feelings generates negative outcomes.

| <i>Intensity<br/>of<br/>Feelings</i> | <i>Happy</i>  | <i>Sad</i>   | <i>Angry</i>  | <i>Afraid</i>   | <i>Ashamed</i>  |
|--------------------------------------|---|--|---|---|---|
| <b>High</b>                          | Elated<br>Excited<br>Overjoyed<br>Thrilled<br>Exuberant<br>Ecstatic<br>Fired up<br>Passionate | Depressed<br>Agonized<br>Alone<br>Hurt<br>Dejected<br>Hopeless<br>Sorrowful<br>Miserable | Furious<br>Enraged<br>Outraged<br>Boiling<br>Irate<br>Seething<br>Loathsome<br>Betrayed | Terrified<br>Horrified<br>Scared stiff<br>Petrified<br>Fearful<br>Panicky<br>Frantic<br>Shocked | Sorrowful<br>Remorseful<br>Defamed<br>Worthless<br>Disgraced<br>Dishonored<br>Mortified<br>Admonished |
| <b>Medium</b>                        | Cheerful<br>Gratified<br>Good<br>Relieved<br>Satisfied<br>Glowing                             | Heartbroken<br>Somber<br>Lost<br>Distressed<br>Let down<br>Melancholic                   | Upset<br>Mad<br>Defensive<br>Frustrated<br>Agitated<br>Disgusted                        | Apprehensive<br>Frightened<br>Threatened<br>Insecure<br>Uneasy<br>Intimidated                   | Apologetic<br>Unworthy<br>Sneaky<br>Guilty<br>Embarrassed<br>Secretive                                |
| <b>Low</b>                           | Glad<br>Contented<br>Pleasant<br>Tender<br>Pleased<br>Mellow                                  | Unhappy<br>Moody<br>Blue<br>Upset<br>Disappointed<br>Dissatisfied                        | Perturbed<br>Annoyed<br>Uptight<br>Resistant<br>Irritated<br>Touchy                     | Cautious<br>Nervous<br>Worried<br>Timid<br>Unsure<br>Anxious                                    | Bashful<br>Ridiculous<br>Regretful<br>Uncomfortable<br>Pitied<br>Silly                                |

The five core emotions run left to right across the top of the table. Manifestations of each emotion based upon the intensity felt are described down each of the columns in the table.

## Control Emotional Triggers and Hot Buttons



Emotional responses from people which are immediate and overwhelming, and out of measure with the actual stimulus because it has triggered a much more significant emotional threat are amygdala hijacks.

Emotional hot buttons, triggers and/or an amygdala hijack are all indicators that uncontrolled feelings have overwhelmed good judgment. The brain has generated an unconsidered emotional reaction rather than a managed response.

Taking control begins by recognizing and understanding how feelings can overwhelm reason and judgment. Acknowledging that an emotional reaction has taken control empowers mindfulness to focus and re-address the response. There are physical, mental and emotional signals that emotional hot buttons are dominating rather than a planned response. Be aware that the rush of feelings has taken over.

To regain control:

1. be aware of triggers and hot buttons (they're personal and vary between individuals);
2. recognize the symptoms of when emotions begin to overwhelm judgment;
3. take control back (relax; clear the mind; become aware of physical and psychological responses);
4. focus; and
5. assume personal responsibility for response rather than reaction.

*From Mind Matters by Robert Jerus*

When passions overwhelm reason, words and actions are frequently delivered in the spur of the moment. Regret often follows.

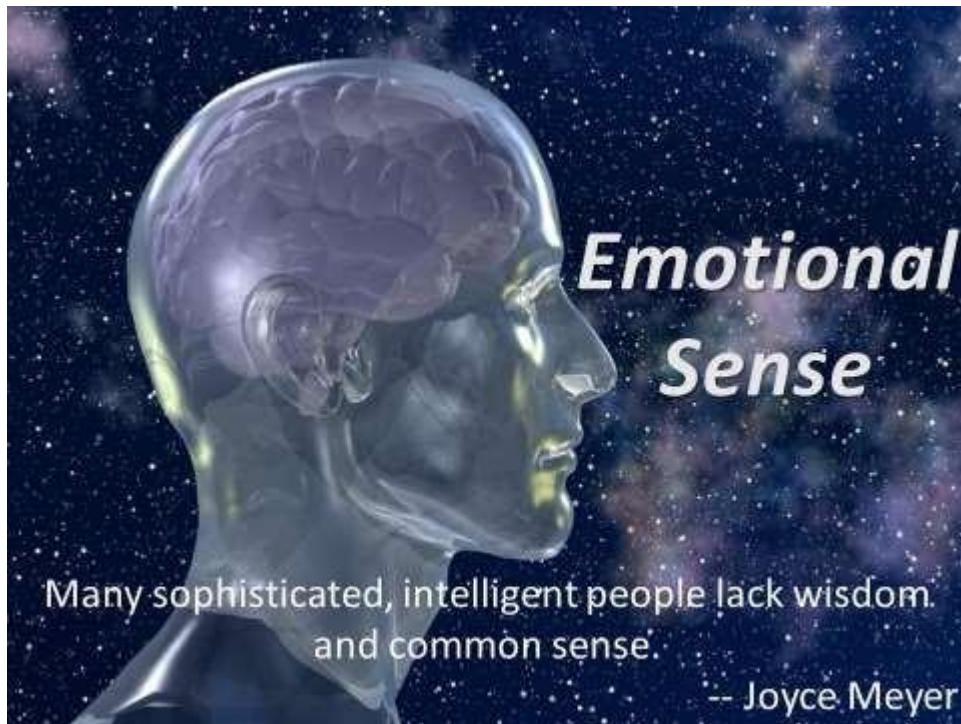
In a positive way, emotional triggers may lead to courage and heroic responses as well. In these cases, consequences and risk fail to be accounted for and performance is initiated without fear or concern for possible negative outcomes.

Emotional triggers can and should be self-set. They can have either positive or negative impacts on behavior. Taking control requires personal discipline to define and establish constructive patterns in response to emotional cues. Be aware of general emotional triggers and note personal hot buttons.

**I came to realize that if people could make me angry they could control me.  
Why should I give someone else such power over my life?**

**~Ben Carson~**

### *Use Emotional Sense*



Common sense focuses on thought and acting mindfully. It emphasizes thinking through common, obvious implications of actions and their consequences. In exercising common sense, constructive

***From Mind Matters by Robert Jerus***

behavior is promoted while destructive paths are avoided. Emotional sense follows a similar pattern. It accounts for the emotional ramifications of life. It begins with awareness and emotional literacy.

Emotional awareness is cognizant of patterns, implications and effects. It recognizes a wide array of feelings. From these feelings, it becomes full of common patterns that follow particular cues. Some of these patterns are constructive and supportive while others hinder performance and lead to negative consequences. Emotional sense recognizes alternatives and deliberately makes positive choices.

Maturity in emotional sense comes through experience, practice and active learning. When poor choices are made, there are negative impacts. Sadness, loss, regret and disappointment are often implications. Emotions channel back information for future application.

Well-developed emotional sense is displayed in intuition, gut feelings, hunches and intangible reasoning. These come from feelings and internal awareness of cause and effect. Developing emotional sense comes from intentionally applying 'obvious' feeling consequences... How will that make you feel? How do you think that will make others feel? How would you like it if someone did that to you? Emotional sense is dynamic application of feelings to everyday consequences.

Emotional sense is derived from beliefs, understandings, and subsequent predispositions. These generate an active, contagious set of emotions. As individuals grow and mature, they develop an active set of biases that determine how they perceive the world and how they perform. Some of these biases:

- Confirmation: we see what we look for.... Input tends to confirm existing predispositions.
- Bandwagon effect: emotions are contagious, ours tend to reflect the feelings of those with whom we have the most frequent, strongest relationships.
- Blind spots: we don't know what we don't know.... We fail to recognize our biases.
- Action promotes action: performance generates more performance.
- Cause and effect: we tend not to see events, situations and circumstances as being random
- Conformity: we tend to go along with others and with past practices.... Change generates skepticism
- Empathy gap: it becomes more difficult to understand people who disagree or work with substantially different alternatives.
- Immediacy: the tendency for people to seek immediate gratification rather than a long-term payoff.
- Illusion of control: the belief that events and situations can be managed far more than they can be.
- Negativity bias: when people emphasize negative experiences over positive ones.
- Outcome bias: judging the quality of a decision/performance by the results achieved.

- Priming: working on or thinking about a project produces more related thinking and higher degrees of serendipity.

While there are wide numbers of biases, these often enable a faster, more practical way of dealing with like. There simply is not enough time nor interest in taking in all information and processing it carefully.

Emotional sense develops short-cuts of awareness and predisposition to perform. Managing and developing these senses effectively allows for higher performance and achievement. Emotional sense provides a set of heuristics, or general rules for dealing with situations and life. Typically, people judge themselves by their intentions but evaluate others by outcomes.

**It is the obvious which is so difficult to see most of the time. People say 'It's as plain as the nose on your face.' But how much of the nose on your face can you see, unless someone holds a mirror up to you?**

~Isaac Asimov~

## *A Path through Emotional Chaos and Confusion*

### **Emotional Maturity**



**From Mind Matters by Robert Jerus**

Emotional chaos, confusion and clutter come through unidentified, mixed feelings. It is also the product of repressed, suppressed and unexpressed emotions and old beliefs that are keeping you stuck, rooted in a spot that probably no longer represents who you are or what you are capable of.

Emotional chaos and blockages comes from surrendering self-awareness for being nice, compliant, inattentive or merely subservient to others, their expectations and their agendas. Some signs of self-awareness concerns:

- There is no appropriate/available outlet to express feelings... Granted, there are places and people that are inappropriate or unsafe to express particular feelings but there should be venues to be open and honest.
- There is no sounding board for sorting out confusing and/or conflicting emotions. While internal reflection is powerful, it helps to have other people to dialogue with and to help sort things out.
- There are unmet expectations of others and high internal demands to be appropriate/ nice. It's important to have relationships that are safe, accepting and nonjudgmental. This demands empathy, conflict resolution, tolerance, appreciation, forgiveness...
- Personal needs are sacrificed due to shame, guilt or negative emotions.
- There is an inability to move on or develop a passion for the future.

Self-awareness overcomes confusion and blockages by establishing healthy, strong intrapersonal and interpersonal dialogue. Be aware of needs and perform accordingly. As emotions are understood, integrated into personality and temperament, and managed emotional maturity develops.

The first level of maturity is highlighted by an awareness and understanding of feelings. This demands a recognition and definition of the wide array of emotions. It also establishes personal identity; intrapersonal understanding of cause and effect; self-esteem, confidence, and assurance; and an ongoing awareness of emotions.

As personal identity develops, ownership and personal responsibility recognize that feelings and patterns are choices. Emotional patterns are subject to individual selection rather than entirely contingent on external circumstances.

Intrapersonal acceptance creates an authentic personal identity. People never really 'find' themselves, they create their own framework. Self-esteem leads to self-acceptance and respect. This supports self-loving and personal promotion.

Higher maturity connects and interacts. It sets appropriate boundaries for openness and disclosure while generating the framework for closer, more intimate connection. Assertiveness, optimism and positive psychology mature with social interaction and maturity. At the higher levels, these present the tools to manage transitions, change and the setbacks of life.

**Part of spiritual and emotional maturity is recognizing that it's not like you're going to try to fix yourself and become a different person. You remain the same person, but you become awakened.**

**~Jack Kornfield~**



Music, though it appears to be similar to features of language, is more rooted in the primitive brain structures that are involved in motivation, reward and emotion. It can be used to shift and adjust moods or reinforce and support them. Marketing takes advantage to encourage buying and speed up transactions. Offices apply them to sooth and ease tension and anxiety thus improving performance.

Different rhythms and tempos support energy and performance while others act as tranquilizers and lead to relaxation. Music can also improve concentration and learning. These many effects can be readily used in either personal or professional settings. Patterns and melodies are used both to express and to impress. Sounds stimulate memories as well as inherent feelings. Listeners are connected both consciously and at a subconscious, subliminal level. Music takes in timbre, rhythm, tone, pitch, silence, melody and harmony.

Music takes advantage of the tremendous networking that occurs between all regions of the brain. It has been discovered that the brain is highly connected to many other senses as well as more advanced, associative regions. These connections facilitate emotional intelligence in other areas.

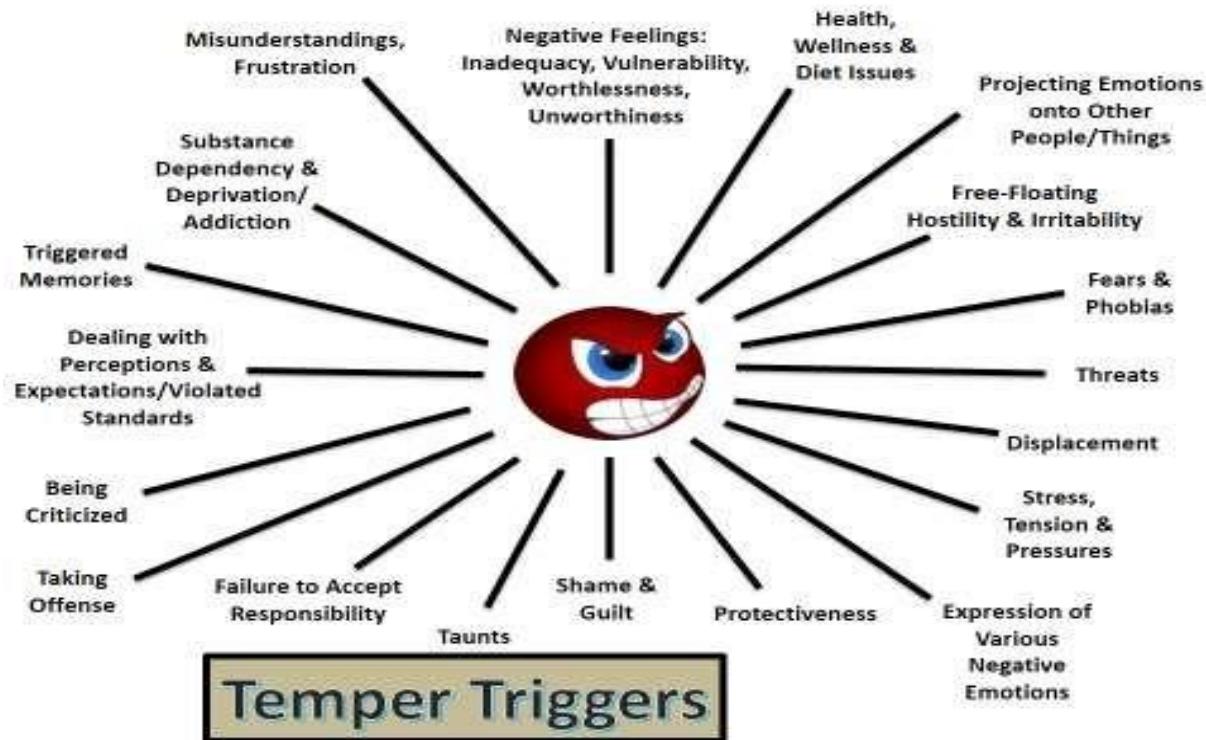
All areas of the brain are impacted by music especially: motor cortex (rhythm, beat and motion); auditory cortex (hearing); hippocampus (memories, experience and context); cerebellum (emotional responses to music); Brocca's area (anticipation), nucleus accumbens, limbic system and amygdala (immediate emotional response).

The effects of music on emotions:

- The emotions of music affect how the world and other people are perceived.  
Emotions of music can be perceived (understood) and felt (experienced).
- Music can improve creativity. Different levels of volume and rhythm stimulate energy, performance and mental functioning.
- Music improves verbal IQ and visual abilities.
- Music relates to personality and subsequent behavior. It has been seen as having association with:
  - Self-esteem ○ Introversion/extroversion
  - Gentleness ○ Relaxation ○
  - Industriousness ○ Emotion/reason
  - creativity
- Music can be a distraction and/or diversion.
- Music training has significant impact on motor, reasoning and decision making.
- Training in music enhances vocabulary, communication (verbal and nonverbal), and understanding.
- Music can focus and augment visual attention.
- Active listening improves overall happiness and well-being.
- Being engaged with music enhances mental and emotional involvement with conversations.
- Listening to music reduced heart rate, blood pressure and anxiety in heart disease patients
- Sad music is enjoyable because it creates an interesting mix of emotions; some negative, some positive. We perceive the negative emotions in the music, but don't feel them strongly.
- Music facilitates wellness. It has a constructive impact of exercise, performance pacing, and generating energy.
- Singing with a group supports team building. People find it very satisfying to synchronize with one another. That increases affiliation within the group and may even make people like each other more than before.
- Music facilitates recall and memory.
- Generally, music in a major key is happy, while music in a minor key is sad. □ Music relieves stress.

Music creates a subconscious connection to feeling. The mind applies tones and rhythms to connect to states and associated emotions.

## Control a Quick Temper



"Anger is a killing thing. It kills the man who angers for each rage leaves him less than he had been before – it takes something from him." Louis L'Amour. Temper is shown in language, gestures, tone, body language and physiology. Facial tension, wrinkles, narrowing of the eyes and a cold stare communicate a warming to others.

Psychologically, the fight or flight response triggers the hormone response from adrenalin and cortisone. Initially, these create extra energy however, when left unmanaged, they create both physical and emotional tension leading to distress.

A wide variety of stimuli can trigger an anger response. It comes with high levels of passion and floods the senses. Some people have low affect and seem to control any level of anger. Others have hair triggers and seem to be overly sensitive.

As with other emotions, anger is managed through a multi-step process. Awareness is crucial. It notes internal and external signals of building irritation. A buildup can be rechanneled by integrating cognitive responses with pure emotion. Feelings provide information. By thinking of content and context, an appropriate response can be generated rather than simply a reaction. Reframing, control and discipline can manage behaviors to avoid rage and counter-productive action. Remaining cool, calm, and collected generates the best response.

### Signs of anger:

- Headaches
- Pacing or needing to walk around
- “Seeing red”
- Having trouble concentrating
- Knots in your stomach
- Clenching your hands or jaw
- Pounding heart
- Feeling clammy or flushed
- Breathing faster
- Tensing your shoulders
- Emotional signals
- Psychological/cognitive issues

Anger can be either internal or external. Not managed, internal anger fosters negative emotions and depression. When it is out of control, it's physically and socially damaging.

### Some Dynamics of Anger

- We become angrier when we are stressed and body resources are down.
- We are rarely ever angry for the reasons we think.
- We are often angry when we didn't get what we needed as a child.
- We often become angry when we see a trait in others we can't stand in ourselves. ▪ Underneath many current angers are old disappointments, traumas, and triggers.
- We get angry when a current event brings up an old unresolved situation from the past.
- We often feel strong emotion when a situation has a similar content, words or energy that we have felt before.
- Anger comes from unmet expectations and general disappointments.

### To control anger:

- Recognize feelings: be self-aware.
- Think before you speak/act.
- Deliberately take control: become cool, calm and collected.
- Stay physically and mentally healthy.
- Take some time away from the situation. Interrupt the anger cycle.
- Solve problems.
- Communicate: listen and use empathy.
  - Leverage relationships for help.
- Be positive: exercise constructive emotions.
- Release negatives: grudges, frustration, others.
- Forgive.
- Use humor.
- Relax.

### Ask the following questions:

- How important is it in the grand scheme of things?
- Is it really worth getting angry about it?
- Is it worth ruining the rest of my day?
- Is my response appropriate to the situation?

*From Mind Matters by Robert Jerus*

- Is there anything I can do about it?
- Is taking action worth my time?

The discipline of managing and controlling anger creates inner strength and develops personal power. Handling tense situations develops the emotional skill to cope with anger in creative, constructive ways.

**It's so important to realize that every time you get upset, it drains your emotional energy.  
Losing your cool makes you tired. Getting angry a lot messes with your health.**

**~Joyce Meyer~**

## *Select Color for Emotion*



## **The Images of Emotion**

Vision is a powerful and frequently dominant sense. It creates feelings in both a conscious and subconscious way. Textures, shapes, contrast, focus and other visual cues are responsible for transmitting emotion.

**From Mind Matters by Robert Jerus**

Images are perceived based on spatial relationships, color and other variables. The mind and emotions decode these visual cues based on experience, culture and training. Colors and shapes are especially powerful. They can reinforce emotional patterns, derail them, or cause shifts to different emotions. Colors gain their power through content and context.

Color and visual appearance have powerful persuasive influence. Between 60-90% of people are profoundly impacted by color representations within a framework of 90 seconds. Color improves comprehension, learning and reading.

Impact of color:

1. Color can carry specific meaning.
2. Color meaning is either based in learned meaning or biologically innate meaning.
3. The perception of a color causes evaluation automatically by the person perceiving.
4. The evaluation process forces color motivated behavior.
5. Color usually exerts its influence automatically.
6. Color meaning and effect has to do with context as well.

Some women see more colors than everyone else. Most people have three types of color receptors to see color vision, while some women have four or even five of these receptors and can see a wider range of colors.

Beyond the primary colors, grays, browns, pinks and other shades also have powerful impact. Colors can profoundly affect emotional responses. While not everyone experiences the same emotion in response to a particular color, most people find reds and oranges stimulating and blues and purples restful. In contrast, gray, brown, black, or white tend to be emotionally dulling. In fact, studies reveal that children playing in an orange room were friendlier, alert, creative, and less irritable than children in playrooms painted white, brown, and black.

Color causes more emotion than black and white. So anything with more color in it is going to be more emotional to look at, whether it is the difference between a gold or silver sword, or a gold or silver computer. In both cases the gold is going to be more emotional.

Cool Colors are calming and tranquil:

**Blue:** the most popular of colors; a calming, professional color denoting trustworthiness, loyalty, hope, coolness, security and order; peaceful blue is soothing and calming; it may also denote depression; people are more productive in blue rooms

**Green:** a healthy, natural and growing color. It suggests wealth, luck, renewal and calmness. Green is calming, refreshing and relaxing.

**Purple:** magic, mystery and royalty. It also represents wisdom, sympathy, luxury, sophistication and spirituality.

Warm colors are active, stimulating, and generate strong emotional impact.

*From Mind Matters by Robert Jerus*

**Red:** a passionate, active color denoting aggression, heat, romance, danger and anger. Red is the most emotionally intense color; it attracts attention and promotes emotion.

**Yellow:** conveys optimism, cowardice and fear. Also creativity, caution and betrayal. It is a cheerful attention getter. It speeds metabolism but its intensity can be uncomfortable.

**Orange:** the color of energy, warmth and balance. It stimulates mental activity and displays growth and learning.

Neutral colors support the impact of others.

**Black:** denotes strength, quality, evil, death, mystery and elegance. It is the color of power and authority.

**White:** represents cleanliness, purity and good. It also shares innocence. In health contexts, it communicates cleanliness and sterility.

**Brown:** the color of earth; it is solid, natural and basic. It can also be sad and wistful.

The Lüscher color test connected color to personality and feelings. Psychologically, the findings are somewhat dubious but the connections are intriguing.

| Colors | Meanings  |
|--------|---|
| Blue   | "Depth of Feeling" passive, concentric, tranquility, calm, tenderness                                   |
| Green  | "Elasticity of Will" passive, concentric, defensive, persistence, self-esteem/assertion, pride, control |
| Red    | "Force of Will" ex-centric, active aggressive, competitive, action, desire, excitement, sexuality       |
| Yellow | "Spontaneity" ex-centric, active, projective, aspiring, expectancy, exhilaration                        |
| Violet | "Identification" unrealistic/ wishful fulfillment, charm, enchantment                                   |
| Brown  | Bodily senses, indicates the body's condition   |
| Black  | Nothingness, renunciation, surrender or relinquishment  |
| Grey   | Non-involvement and concealment   |

***From Mind Matters by Robert Jerus***

Chromotherapy is sometimes referred to as light therapy or colorology and is still used today as a holistic or alternative treatment.

In this treatment:

- **Red** was used to stimulate the body and mind and to increase circulation.
- **Yellow** was thought to stimulate the nerves and purify the body.
- **Orange** was used to heal the lungs and to increase energy levels.
- **Blue** was believed to soothe illnesses and treat pain.
- **Indigo** shades were thought to alleviate skin problems.

Research has found that color can impact people in a variety of surprising ways:

- One study found that warm-colored placebo pills were reported as more effective than cool-colored placebo pills.
- Anecdotal evidence has suggested that installing blue-colored streetlights can lead to a reduction of crime in those areas.
- The temperature of the environment might play a role in color preference. People who are warm tend to list cool colors as their favorites, while people who are cold prefer warmer colors.
- Studies have also shown that certain colors can have an impact on performance. Exposing students to the color red prior to an exam has been shown to have a negative impact on test performance.
- More recently, researchers discovered that the color red causes people to react with greater speed and force, something that might prove useful during athletic activities.
- One study that looked at historical data found that sports teams dressed in mostly black uniforms are more likely to receive penalties and that students were more likely to associate negative qualities with a player wearing a black uniform.
- In marketing and business contexts, colors express characteristics and have major influence in consumer selection.
- Food researchers say that when humans searched for food, they learned to avoid toxic or spoiled objects, which were often blue, black, or purple. When food dyed blue is served to study subjects, they lose appetite. Green, brown, and red are the most popular food colors. Red is often used in restaurant decorating schemes because it is an appetite stimulant.

## The Seven Universal Facial Expressions of Emotion



Culture, nurture and nature translate emotion to facial expression on conscious and sub-conscious levels. There are certain consistent facial expressions that transcend ethnicity and present universal indicators of feelings. While individuals have their own special, unique expressions, the face provides overall understanding.

Facial micro gestures are momentary facial expressions that reveal true inner feelings. They are characterized as 'leakage' that reveals true feelings at exceptionally high speed. These come through the facial triangle and are sent through the eyes, eyebrows, mouth, and other facial muscles. Typically, they're brief they're only recognized in detail through some type of slow-motion replay. To discern truth from deception, there are also small triggers from body language. Posture, gestures, and a wide array of slight variations betray the intent to deceive.

Information 'leaks' through inadvertent, accidental signals that are subtlety communicated through action and body signals. Stress and tension are displayed when communication is uncomfortable, false, or forced. These mannerisms need to be considered in total, not simply as isolated signals. Body language provides a consistent whole. When there are inconsistencies, shifts and concealed signals, these betray different thinking and emotional patterns.

Hidden, subliminal signals need to be understood based on content and context. Mannerisms are subject to universal translations but also individual nuances. Pay attention and focus on the signals being sent. Listen carefully with all senses. Ask questions and attend to responses. This generates true empathy and rapport. Avoid judging rashly. Encourage others to use the same courtesy.

Researchers note that when concealing a strong emotion, people tend to let out “microexpressions,” or sudden leakages, of emotion unbeknownst to themselves very briefly, in as little as a 24th of a second. A human can make over 10,000 facial expressions to express a wide variety of subtle emotions.

Micro-gestures and basic facial expressions are consistent between people and across cultures. Empathy is developed as expressions are accurately decoded and understood. About 1% of the overall population is capable of recognizing and responding to microgestures accurately.

As gestures communicate truth and deception, changes in animation and body language confirm these signals. To tap the personal power of the mind, gestures need to be deliberately attended to and created to conform to feelings and thoughts. While initially these links may be forced and false, there is a strong tendency for thoughts, feelings and actions to become consistent.

### **Expressions:**

**Macro:** Normal expressions usually last between ½-second and 4 seconds. They often repeat, and fit with what is said and the sound of the person’s voice.

**Micro:** These are very brief, usually lasting between 1/15 and 1/25 of a second. They often display a concealed emotion and are the result of suppression or repression.

**False:** A deliberately-made simulation of an emotion not being felt. **Masked:** A false expression made to cover a macro expression.

### Importance of micro-expressions:

- Facilitates emotional intelligence: enhances self-awareness; develops empathy and supports relationships.
- Aids in understanding others: aids emotional awareness, sensitivity and appreciation; expands the range of ‘seeing’ feelings; allows true connection to authentic emotions.
- Reveals concealed feelings and information: gives advantage in spotting deceit; sets negotiation and communication advantage.
- Enhances likability and relationships: improves resonance and rapport.
- Expands repertoire of social skills: heightens influence, empowers conflict resolution; facilitates team building; allows superior leadership; and generates better collaboration.

## #105 Integrate Mind, Heart and Spirit



Spirituality emphasizes higher purpose, divine order and a transcending belief system. It integrates emotional and cognitive intelligence with higher callings and eternal value. Through this, it focuses individual vision and soul with deeper, moral meaning.

An eternal vision provide perspective on moods and fleeting purpose. It provides a sense that things may be sorted out through spiritual, emotional and cognitive connection. While cognitive and emotional intelligence serve as powerful sources to gather, process and sort through information, spirituality allows for an over-riding moral dimension to provide information and authority for thought, feeling and performance.

Spirituality generates information about values, morals, conscience, purpose, integrity and the way life should be lived. While emotional and intellectual considerations provide some insights on behavior, spirituality adds a continuing, pre-emptive consideration for emotional and rational success.

Deep wisdom from the soul augments emotional intelligence. It provides a foundation for happiness, resilience, tolerance, and all aspects of emotional intelligence. For personal awareness, this intelligence offers purpose, reason and universal understanding. With a calling, self-management, regulation and passion have heightened focus. Seeing quality and value in others raises empathy and relationships to new levels. It provides the impetus for eternal and universal connection and resonance of action.

Spirit has been connected to emotional intelligence. Work is inherently more satisfying and engaging if there is a purpose; service to others; an acceptance of moral values; and an affirmation of personal belief systems. Relationships and personal success are also much more stable, fulfilling and effective when spirit is part of the mix.

**The brain is the only kind of object capable of understanding that the cosmos is even there, or why there are infinitely many prime numbers, or that apples fall because of the curvature of space-time, or that obeying its own inborn instincts can be morally wrong, or that it itself exists.**

~David Deutsch~

## Celebrate with Positive Emotions



Research has found that optimistic thinking can aid in coping with stress, in becoming more resilient, in being more courageous, and in addition it is playing a significant role in improving one's health and well-being. Happiness, joy and positive emotions are a choice. Individuals with a pessimistic explanatory style often blame themselves when bad things happen, but fail to give themselves adequate credit for successful outcomes. They also have a tendency to view negative events as expected and lasting.

**From Mind Matters by Robert Jerus**

At the same time studies which examined the consequences of unrealistic optimism have found that greater optimism is associated with less preventive behavior, i.e. that sometimes a negative style might lead to being more focused, better prepared, and more cautious.

Positive emotions support benevolence, caring, forgiveness, optimism, hope, compassion, consideration, appreciation, kindness, thoughtfulness, respect, courage, admiration and a wide array of good feelings. These emotions are put into action through communication, relationships and performance.

The realistic optimist is motivated by positive feelings about the past present and future... Celebrating yesterday's learning experiences, the adventure of today, and the anticipation of tomorrow.

Naive optimists are convinced that success will happen to them almost automatically and that they will succeed without effort. *Realistic optimists* learn to believe that they make things happen and that they will succeed. Realistic optimists stay positive and upbeat about the future even when they recognize the challenges ahead.

To be optimistic:

- Focus on positive thoughts; forget about the negative.
- Affirm and use self-talk to support positive psychology.
- Visualize achievement.
- Create a positive environment: be organized; associate with positive people.
- Communicate victory. Use language to program success both internally and externally.
- Act, don't just think about it. Be productive.
- Have a mission, plan and regular agenda.
- See the best in situations.
- Cultivate supportive, nurturing relationships.
- Adopt a positive mindset: forgive, be grateful, avoid blame, assume the best, focus on past success and the gains the future holds.
- Have fun; reward yourself, reinforce achievement; and enjoy the journey.

Positive emotions are characteristic of successful, high achievement people. Positive thinking, energy and optimism may be part of some people's personality characteristics but they can be learned. Positive thinking is a habit and choice that leads to excellence and happiness.

Martin Seligman, in his book **Flourish**, defined the good life in the acronym PERMA:

**P**ositive emotions: constructive, supportive emotions support well-being, health and success.

Happiness, optimism, etc. empower enjoyment of life;

**E**nagement: empowers purpose, significance and activity with direction, agenda and passion;

**R**elationships: generate connection, appreciation and community. Relationships allow interpersonal dialogue and belongingness;

**M**eaning: sets the ‘why’ in life. It connects with a greater sense of mission, importance and legacy; and

**A**ccomplishment: answers self-actualization. It fuels stamina and continuing performance with a measure of success.

Respectfully, Celebration is added for reinforcement and continuation. Intrinsic and extrinsic rewards encourage greater success and foster a high sense of positivity.

If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far.

~Daniel Goleman~

## *Get into the Flow*



*From Mind Matters by Robert Jerus*

“Flow” or “the Zone” is the state where we feel in full command, perform effortlessly, and reach new heights of achievement. Not only is the output high quality, but performing feels great. Mihalyi Csikzentmihalyi found that “flow” was predicated on the challenge of the task as well as personal skill level. Superior performance is the result of engaging the mind, heart and spirit to optimal performance. Concentration, full mental engagement, and focus on the activity to the exclusion of all other distractions generates powerful results.

Getting in the “flow” comes through matching purpose, passion and performance. In his book **Good to Great**, Jim Collins emphasizes focus. While the fox is diverse and has a wide array of skills, he is never really excellent at any one. Conversely, the hedgehog concentrates efforts at being really good at one skill. Collins suggests that success comes from marrying passion, excellence and profit. People perform best when personal excitement meets skill. The “flow” is a result of passion meeting purpose.

Trying to master too many skills is stressful and confusing. Focused attention is a force multiplier. It connects passion to “flow.” Relaxed concentration energizes. Getting in the zone takes interests and sets the parameters for action. Being content with the status quo fails to generate the eustress necessary for additional adrenaline. Conversely, overload and excessive challenges create distress and results in undue tension and pressure.

Being in the “flow” comes from managing inner excitement and directing it towards optimal performance on a regular, habitual basis.

Truly elite performers in any area have the ability to focus concentration and get their actions “into the zone.” Arousal, control, focus and concentration come through dedicated, concerted, sustained effort.

Performance in the flow should be tapped and nurtured. While in this high achievement mind of performance, effort, time and activity generates high return. Positive, constructive emotions set the framework for this level of excellence.

**Attention is like energy in that without it no work can be done, and in doing work is dissipated. We create ourselves by how we use this energy. Memories, thoughts and feelings are all shaped by how we use it. And it is an energy under control, to do with as we please; hence attention is our most important tool in the task of improving the quality of experience... But anyone who has experienced flow knows that the deep enjoyment it provides requires an equal degree of disciplined concentration.**

**~Mihaly Csikszentmihalyi~**

## ***Positive Emotions and Words***

***Language to Create, Support, Sustain and Strengthen Performance and Pleasant Feelings***

|              |               |               |               |               |
|--------------|---------------|---------------|---------------|---------------|
| Able         | Brilliant     | Desirable     | Free          | Inspired      |
| Accepted     | Belonging     | Delighted     | Friendly      | Interesting   |
| Accomplished | Calm          | Dignified     | Fascinating   | Inviting      |
| Achieving    | Capable       | Discerning    | Fulfilled     | Important     |
| Active       | Captivated    | Disciplined   | Funny         | Intense       |
| Adaptable    | Caring        | Distinguished | Gentle        | Invincible    |
| Adequate     | Cared for     | Dynamic       | Genuine       | Included      |
| Admirable    | Carefree      | Eager         | Gifted        | Intense       |
| Adored       | Charitable    | Ecstatic      | Glowing       | Invigorated   |
| Affectionate | Cautious      | Efficient     | Good          | Jovial        |
| Affluent     | Centered      | Empathetic    | Graceful      | Joyful        |
| Alive        | Certain       | Enchanted     | Gracious      | Jubilant      |
| Agreeable    | Cheerful      | Encouraged    | Gratified     | Kind          |
| Alert        | Cherished     | Energetic     | Grounded      | Liberated     |
| Ambitious    | Clean         | Enraptured    | Growing       | Light-hearted |
| Amused       | Clear         | Enthusiastic  | Great         | Loved         |
| Appreciated  | Clever        | Excited       | Generous      | Loyal         |
| Assertive    | Collected     | Elated        | Happy         | Lucky         |
| Assured      | Comfortable   | Exhilarated   | Harmonious    | Learned       |
| At Ease      | Compassionate | Easy going    | Helpful       | Likeable      |
| Attentive    | Competent     | Euphoric      | Heroic        | Magnetic      |
| Attractive   | Concerned     | Exceptional   | Honest        | Marvelous     |
| Authentic    | Confident     | Exhilarated   | Honorable     | Masterful     |
| Awake        | Connected     | Experienced   | Hopeful       | Modest        |
| Aware        | Considerate   | Expressive    | Humane        | Motivated     |
| Awed         | Content       | Exuberant     | Humble        | Merciful      |
| Balanced     | Complete      | Faithful      | Humorous      | Methodical    |
| Believing    | Cool          | Fantastic     | High          | Mindful       |
| Beautiful    | Courageous    | Firm          | Impressive    | Magnificent   |
| Blessed      | Creative      | Flexible      | Intelligent   | Majestic      |
| Blissful     | Curious       | Focused       | Impressive    | Mellow        |
| Believing    | Composed      | Forceful      | Ingenious     | Neat          |
| Brave        | Daring        | Forgiven      | Innocent      | Noble         |
| Bright       | Decisive      | Fortunate     | Inspirational | Nice          |

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|              |                |                 |            |  |
|--------------|----------------|-----------------|------------|--|
| Nifty        | Progressive    | Self-righteous  | Valiant    |  |
| Noteworthy   | Prosperous     | Serene          | Valued     |  |
| Open         | Protected      | Sensible        | Vital      |  |
| Optimistic   | Prudent        | Safe            | Victorious |  |
| Observant    | Quick          | Sensitive       | Visionary  |  |
| Open-hearted | Qualified      | Settled         | Virtuous   |  |
| Open-minded  | Radiant        | Skillful        | Vibrant    |  |
| Obliging     | Reliable       | Smooth          | Warm       |  |
| Original     | Receptive      | Spirited        | Wealthy    |  |
| Outstanding  | Refreshed      | Splendid        | Whole      |  |
| Pacified     | Relaxed        | Stable          | Worthy     |  |
| Pampered     | Relived        | Steadfast       | Wiley      |  |
| Pardoned     | Reserved       | Strong          | Wonderful  |  |
| Passionate   | Resilient      | Successful      | Wild       |  |
| Patient      | Resistant      | Superior        | Wise       |  |
| Peaceful     | Resourceful    | Self-reliant    | Worthwhile |  |
| Perfect      | Respected      | Self-sufficient | Winning    |  |
| Persistent   | Righteous      | Tactful         | Witty      |  |
| Pleasant     | Resolute       | Teachable       | Young      |  |
| Pleased      | Responsible    | Temperate       | Youthful   |  |
| Popular      | Rich           | Tenacious       | Zealous    |  |
| Proficient   | Savvy          | Tender          |            |  |
| Positive     | Suave          | Thankful        |            |  |
| Powerful     | Smart          | Thorough        |            |  |
| Precious     | Serious        | Thoughtful      |            |  |
| Prepared     | Sentimental    | Thrilled        |            |  |
| Punctual     | Self-confident | Tolerant        |            |  |
| Purposeful   | Sincere        | Tranquil        |            |  |
| Playful      | Sociable       | Triumphant      |            |  |
| Proud        | Spectacular    | Trustworthy     |            |  |
| Poised       | Satisfied      | Understood      |            |  |
| Practical    | Secure         | Useful          |            |  |
| Present      | Selfless       | Unique          |            |  |
| Productive   | Sensational    | Unselfish       |            |  |

## **Negative Emotions and Words**

***Language to Negate, Curtail and Stifle Pleasant Feelings***

|               |                 |              |              |             |            |
|---------------|-----------------|--------------|--------------|-------------|------------|
| Angry         | Battered        | Childish     | Deflated     | Doubtful    | Frustrated |
| Abused        | Beleaguered     | Chided       | Degraded     | Drained     | Furious    |
| Abandoned     | Befuddled       | Chastened    | Dependent    | Desperate   | Frantic    |
| Accused       | Blocked         | Cheap        | Desperate    | Destroyed   | Fatigued   |
| Annoyed       | Bested          | Clingy       | Debased      | Discarded   | Feeble     |
| Antagonized   | Belittled       | Clumsy       | Deceived     | Discredited | Frightened |
| Anxious       | Belligerent     | Compromised  | Deluded      | Disgraced   | Frustrated |
| Ashamed       | Bereft          | Compulsive   | Defamed      | Disgusted   | Filthy     |
| Adrift        | Betrayed        | Conceited    | Deficient    | Dismayed    | Furious    |
| Afraid        | Burned-out      | Condemned    | Defiled      | Distant     | Finished   |
| Aggravated    | Bewildered      | Confined     | Deprived     | Distressed  | Flustered  |
| Agitated      | Bitter          | Conflicted   | Desolated    | Disturbed   | Foggy      |
| Agonized      | Blamed          | Confounded   | Despondent   | Detached    | Forlorn    |
| Alarmed       | Blue            | Contemptible | Detached     | Embarrassed | Forsaken   |
| Alienated     | Bored           | Contentious  | Devalued     | Envious     | Fragmented |
| Alone         | Brokenhearted   | Contrary     | Difficult    | Exasperated | Frantic    |
| Ambivalent    | Bugged          | Controlled   | Different    | Empty       | Forgotten  |
| Anguished     | Burdened        | Cynical      | Disappointed | Exhausted   | Gloomy     |
| Anonymous     | Confrontational | Cut off      | Discontented | Enraged     | Glum       |
| Apathetic     | Chaotic         | Cranky       | Discouraged  | Explosive   | Goofy      |
| Apprehensive  | Cold            | Crazy        | Disgusted    | Estranged   | Greedy     |
| Argumentative | Confused        | Crippled     | Disrespected | Excluded    | Grieving   |
| Arrogant      | Complacent      | Cruel        | Distracted   | Egocentric  | Guilty     |
| Abrasive      | Closed          | Cursed       | Demoralized  | Envious     | Grouchy    |
| Ashamed       | Conceited       | Dumbfounded  | Demeaned     | Exploited   | Hampered   |
| Attacked      | Compulsive      | Despairing   | Dumb         | Flustered   | Helpless   |
| Awful         | Cowardly        | Defeated     | Dreary       | Fearful     | Hesitant   |
| Awkward       | Crushed         | Dead         | Distressed   | Failure     | Harassed   |
| Bad           | Critical        | Deserted     | Distrustful  | Foolish     | Hated      |
| Baffled       | Compulsive      | Desolate     | Disturbed    | Floored     | Hunted     |
| Barren        | Captive         | Defiant      | Doomed       | Forgotten   | Hopeless   |
| Bashful       | Careless        | Depressed    | Doubtful     | Faithless   | Horrified  |
| Bullied       | Censured        | Decimated    | Drained      | Friendless  | Hostile    |
| Beaten        | Chagrined       | Dejected     | Dreadful     | Frigid      | Hot        |

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|               |               |             |                  |               |
|---------------|---------------|-------------|------------------|---------------|
| Haunted       | Indignant     | Obsessed    | Rejected         | Ugly          |
| Humiliated    | Inferior      | Odd         | Revengeful       | Unappreciated |
| Hesitant      | Jealous       | Old         | Ridiculous       | Uncertain     |
| Hungry        | Judged        | Offended    | Rude             | Uncomfortable |
| Hurried       | Jittery       | Obsolete    | Repressed        | Unprepared    |
| Hopeless      | Joyless       | Oppressed   | Sad              | Uneasy        |
| Hurt          | Jumpy         | Outraged    | Self-conscious   | Unfair        |
| Hypocritical  | Lazy          | Outside     | Self-pitying     | Unfocused     |
| Hysterical    | Left Out      | Overwhelmed | Shaky            | Unforgivable  |
| Ignorant      | Let Down      | Pained      | Shameful         | Unfulfilled   |
| Impatient     | Like a Fool   | Panicked    | Shocked          | Unimportant   |
| Immature      | Listless      | Paralyzed   | Shook            | Uninspired    |
| Immobilized   | Loathsome     | Paranoid    | Silly            | Unkind        |
| Impaired      | Loathing      | Passive     | Sore             | Unsure        |
| Inadequate    | Lonely        | Poor        | Sorrowful        | Upset         |
| Incapable     | Longing       | Pitiful     | Sorry            | Uptight       |
| Incompetent   | Lost          | Patronized  | Stuck            | Used          |
| Indecisive    | Limited       | Perplexed   | Stunned          | Useless       |
| Inexperienced | Let Down      | Persecuted  | Stupid           | Unhappy       |
| Inferior      | Moody         | Perturbed   | Subdued          | Vengeful      |
| Infuriated    | Mean          | Pessimistic | Submissive       | Vicious       |
| Inhibited     | Melancholy    | Pitied      | Sullen           | Victimized    |
| Insecure      | Miserable     | Pressured   | Selfish          | Vulnerable    |
| isolated      | Misunderstood | Provoked    | Self-Sabotaging  | Vindictive    |
| Insulted      | Mixed-up      | Put-Down    | Self-Defeating   | Violent       |
| Impatient     | Muddled       | Puzzled     | Self-Destructive | Worried       |
| impoverished  | Mad           | Rebellious  | Self-Centered    | Worthless     |
| Intimidated   | Manipulated   | Regretful   | Tired            | Wanton        |
| Impulsive     | Negative      | Rigid       | Tense            | Wounded       |
| Invisible     | Naïve         | Rushed      | Touchy           | Wicked        |
| Incensed      | Needy         | Ruthless    | Terrified        | Weird         |
| Irrational    | Neglected     | Reckless    | Trapped          | Willful       |
| Irritated     | Nervous       | Remorseful  | Troubled         |               |
| Indecisive    | Nothing       | Resentful   | Threatened       |               |