



# **MINDING OUR OWN EMOTIONAL BUSINESS**

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**By Yolanda Speaks, LLC**

THE WORLD AND ITS PEOPLE MAY INFLUENCE OUR EMOTIONAL RESPONSES,  
BUT THE WORLD AND ITS PEOPLE CANNOT DETERMINE OUR EMOTIONAL  
RESPONSES.

THE NEW FRONTIER IS OUR OWN INTERIOR.

IT'S NOT YOUR MIND OR MY MIND BUT MIND.

THE EXTERNALIZATION AND OBSERVATION OF OUR MINDS CAN HELP US  
MIND OUR OWN EMOTIONAL BUSINESS.

SELF REGULATION IS OUR EMOTIONAL BUSINESS.

SELF APPRECIATION IS OUR EMOTIONAL BUSINESS.

TAKING RESPONSIBILITY FOR OUR EMOTIONAL RESPONSES IS NOT THE  
SAME AS SELF BLAME.

OUR INTERPRETATIONS OF SITUATIONS ARE HISTORICAL IN NATURE.

THE BODY IS OUR BEST FRIEND IN SIGNALING EARLY EMOTIONAL DISTRESS.

RELAXATION HEALS!





- **The “new frontier is the interior.**
- **Externalization and observation of the mind.**
- **The Science of Emotions**
- **4F Stress Response**
- **The Role of the Amygdala**
- **Our Interpretations of Situations**





- Yolanda Speaks, LLC
- Workplace and Community Wellness
- Emotional Intelligence
- Minding Our Own Emotional Business
- “Hurt” Black History Social Justice
- [www.yolandaspeaks.com](http://www.yolandaspeaks.com)

## THE NEW FRONTIER IS THE INTERIOR

- **Self-inquiry or self interrogation or introspection** is the examination of one's own actions and motives. It is a type of questioning that gets to the crux of the issue and then dismantles the roots.
- Throughout the training introspection is emphasized.





## SELF-INQUIRY

In your opinion:

What is emotional intelligence?

Do you have high levels of emotional intelligence?



## SELF-INQUIRY

Did your parents teach you how to regulate your emotions? If yes, what was the most important lesson they taught? If not, how do you feel about having not been taught?



## SELF-INQUIRY

Really think about this:  
Do you tend to blame  
other people and  
situations for your  
stressful events?





# EMOTIONAL INTELLIGENCE





## **SELF AWARENESS**

- **Emotional Awareness**
- **Accurate Self Assessment**
- **Self-Confidence**





## EMOTIONAL AWARENESS

- The recognition of how our emotions affect our performance; and the ability to use our values to guide our decision making.
- Knowing which emotions we are feeling and why.
- Realize the link between our feelings and what we think, do, and say.
- Having a guiding awareness of one's values and goals.



## **ACCURATE SELF ASSESSMENT**

- A candid sense of our personal strengths and limits, a clear vision of where we need to improve, and the ability to learn from experience.
- Aware of one's strengths and weaknesses
- Reflective, learning from experience.
- Open to candid feedback, new perspectives, continuous learning, and self-development.
- Able to show a sense of humor and perspective about themselves.





## **SELF-CONFIDENCE**

- A strong sense of one's self-worth and capabilities.
- Present themselves with self-assurance; have a presence
- Can voice views that are unpopular and go out on a limb for what is right.
- Are decisive, able to make sound decisions despite uncertainties and pressure.

# Minding Our Own Emotional Business



- **Meta cognition**
- **Meta mood**
- **Self-awareness**
- **Externalization of the mind**
- **Observation of the mind**





## THE LOOKING GLASS SELF

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We imagine how we must appear to others in a social situation.

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We imagine and react to what we feel their judgment of that appearance must be.

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We develop our sense of self and respond through these perceived judgments of others.

**WHAT TO  
KNOW ABOUT  
THE LOOKING  
GLASS SELF**

Family of Origin

Our Reference Groups

Be aware of LGS, don't try  
to change it.

It's not bad, it's mind.





**"IT'S NOT YOUR MIND OR  
MY MIND BUT MIND"**

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**SRI RAMANA**

# THE SCIENCE OF EMOTION

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## SELF-INQUIRY

When under stress are you more likely to fight, flee, freeze, or fawn? Explain.



## SELF-INQUIRY

What do you consistently  
do to manage stress?

Why did you choose this  
method?





## SELF-INQUIRY

Can you recall a time when you responded emotionally in ways you wish you had not at work? Explain.



## SELF-INQUIRY

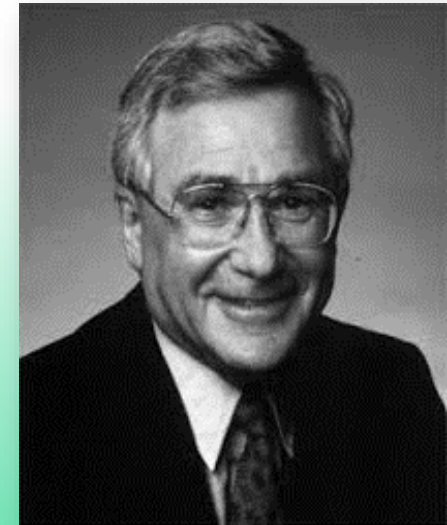
Where do you feel it in  
your body when you are  
stressed?





# FIGHT OR FLIGHT AND RELAXATION RESPONSES

- The room and building in which Herbert Benson MD, and his colleagues studied the TM devotees (to research the relaxation response) was where Walter B. Cannon, the Harvard physiologist, had discovered “the fight-or-flight response” sixty years before.
- Cannon discovered that when faced with stressful situations, our bodies release hormones like adrenaline, increase heart rate, breathing rate, blood pressure, metabolic rate and blood flow to the muscles, gearing our bodies either to do battle or flee, or freeze.
- Relaxation Response is an inducible physiological state of quietude. A drop in heart rate, metabolic rate, breathing rate, blood pressure.



## **Fight**

rage  
anger  
bullying  
intimidation  
explosive behavior

## **Flight**

panic  
worry  
rumination  
workaholic  
fear and anxiety

### **Fight Flight Freeze Fawn Response**

## **Freeze**

anger  
numb  
stuck  
isolation  
dissociation

## **Fawn**

no boundaries  
codependency  
people pleaser  
avoiding conflict  
identity confusion



# THE AMYGDALA

- The amygdala is the site where the emotions an experience evokes are stored.
- Every experience that we have an emotional reaction to, no matter how subtle, seems to be encoded in the amygdala.
- The amygdala is the brain's emotional memory bank.
- The amygdala is a repository for all our moments of triumph and failure, hope and fear, indignation, and frustration.





## THE AMYGDALA

- In evolution, the amygdala most likely used its memory templates to answer real questions like – am I its prey or is it mine?
- **Working memory** is the capacity to pay attention and keep in whatever information is important.
- During an emergency, the brain falls back on simple, highly familiar routines and responses and puts aside complex thought, creative insight, and long-term planning.
- During an emergency, the focus of mind and body is on the urgent present.





# THE AMYGDALA

- While the circuitry for emergencies evolved millions of years ago, we experience its operation today in the form of troubling emotions
- Worries
- Surges of anxiety
- Panic
- Frustration
- Irritation
- Anger
- Rage





## **THE AMYGDALA**

- Is like a sentinel scanning all incoming information – everything we see and hear from moment to moment – to assess it for threats and opportunities by matching what's happening now to the stored templates of our past experiences.





# AMYGDALA

- In evolution, the amygdala most likely used its memory templates to answer real questions like – am I its prey or is it mine? No time for reflection.
- The brain's crisis response still follows that ancient strategy:
  1. It heightens sensory acuity
  2. It stops complex thought
  3. It triggers the knee jerk automatic response



## **THE AMYGDALA HIJACKING**

- Robles and Career Girls murders: “I just went bananas.” “My head just exploded.”
- Emotional explosions = neural hijackings
- During a neural or amygdala hijacking – a center in the limbic brain proclaims an emergency, recruiting the rest of the brain to its urgent agenda.
- The hijacking occurs in an instant, triggering this reaction crucial moments before the neocortex, the thinking brain, has had a chance to glimpse fully what is happening, let alone decide if it’s a good idea.



### What I feel when activated

pounding heart  
sweaty palms  
upset stomach  
????

### What's happening "deeper"

increased heartrate  
increased breathing  
increased blood pressure  
????

## Fight Flight Freeze Fawn Response

### Stress Related Health Issues

anxiety  
depression  
heart disease  
????

### Relaxation Response

decreased heartrate  
decreased breath rate  
decreased blood pressure  
????





**"THE UNEXAMINED LIFE  
IS NOT WORTH LIVING"**

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**SOCRATES**

# THE INTERPRETATION OF THE SITUATION

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# INTERPRETATION OF SITUATION

- The Amygdala and our interpretations
- Who is responsible for our responses
- Record for patterns our upsets
- Quiet time to reflect



# DRAWINGS

1. You will need pencil/pen and paper
2. Draw a picture of a time that you reacted to something (work related, if possible) in a way you wish you had not.
3. Feel free to use stick figures and word bubbles but draw out as much as possible.



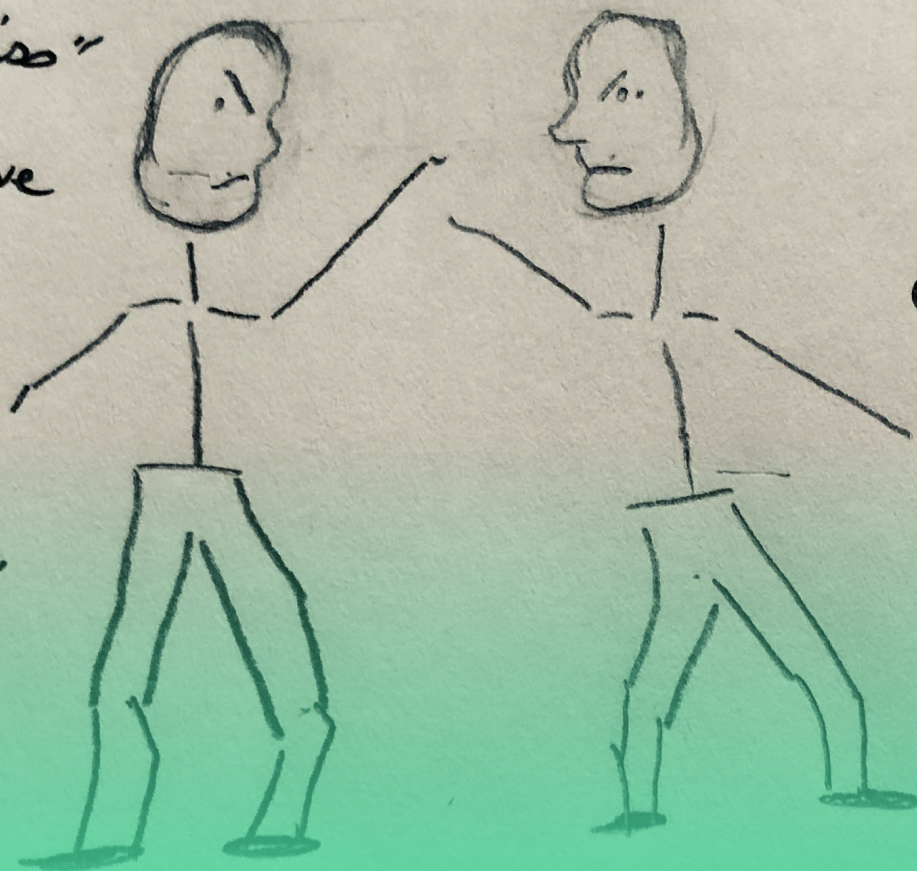
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① Kashawn runs to Mike when he sees him and says

② "when you miss" work or show up we, I have to take up the slack

③ "I'm sick of it! Do your job man!"

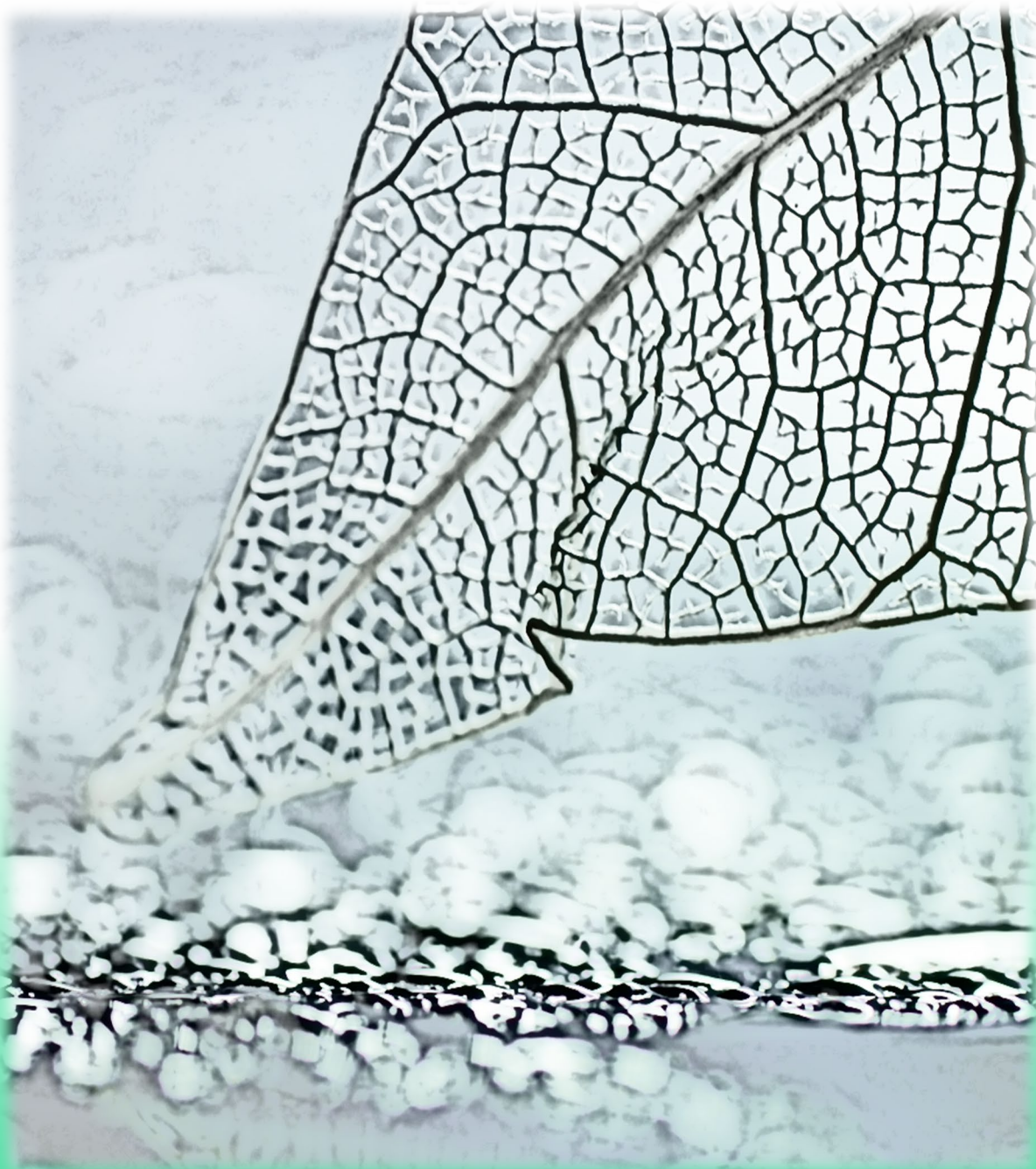


④ "First of all you need to back up" (Mike responds w/ seriousness)

⑤ "Watch that bass in your voice"

⑥ Mike walked off after giving Kashawn "a look"





## Social Conflict Inventory

The Disturbance  
The Hook  
The Body  
The Behavior  
New Choices



The Disturbance – the event that took you from a place of comfort to a state of discomfort.

The Hook -your beliefs or interpretation of the disturbance.  
Why has this disturbed me?

The Body – the sensations in the body the result from your interpretation of the disturbance.

The Behavior – the action(s) you take as a result of the disturbance

New Choices – the action(s) you take as a result of learning



# SOCIAL CONFLICT INVENTORY

- Sunny was having a great morning. She got her kids and husband off to a good start, had a smooth commute to work, and enjoyed a nice cup of coffee.
- Sunny sits at her desk and receives an email from her team leader asking to speak with her in person, in all caps.
- Sunny is scared. She wonders if she is in some kind of trouble. She ends up ignoring the email for days. She regrets this.



# SOCIAL CONFLICT INVENTORY

- Sarah is a supervisor of 15 people. She was having a good day until she realized that four of her subordinates had written to her about their co-worker who was spending excessive time on personal phone calls.
- Sarah had noticed this too but did not want to confront the employee.
- In frustration, she decided to send an email to all employees directing them to stop snitching and focus on their jobs. She regrets this.







## SOCIAL CONFLICT INVENTORY

- Jamilla is late for work a lot and she knows it. She often chastises herself in her own mind for her tardiness. Jamilla is on a team of eight and her tardiness is well known.
- One day as the team was sitting in the conference room about to have a staff meeting, a team member made a joke about Jamilla's tardiness. Saying to her, "Seriously you'd be late to your own funeral." The staff burst into laughter.
- Jamilla became enraged, mumbled profanity and left the meeting. She later reported that she regretted this.



# SOCIAL CONFLICT INVENTORY

- Whitney is in a support session with a consumer/client. She is sharing her insights about the client's situation.
- The client becomes upset and shares that she does not believe that Whitney has enough experience to tell her what to do in the situation.
- Whitney becomes upset and says, “You don’t know my life either! I may not have been through what you’ve gone through, but life for me has not been a crystal staircase.”
- Whitney regrets responding this way.



# The Relaxation Response

1. Find a word, phrase or mantra
2. Sit quietly in comfortable position
3. Close your eyes
4. Progressively relax
5. Breathe slowly and naturally while repeating your mantra
6. If you get loss in thought, return to your breathing
7. Slowly return to daily activities
8. Give thanks for life



## COMING TO MY SENSES ( G R O U N D I N G )

- Sit upright
- Tune in
- What do you see?
- What do you smell?
- What do you hear?
- What do you feel? Inside and out?
- What do you taste?
- This brings us to the present moment



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