

Navigating Emotional Realities with Adults Emotional Poverty at Work

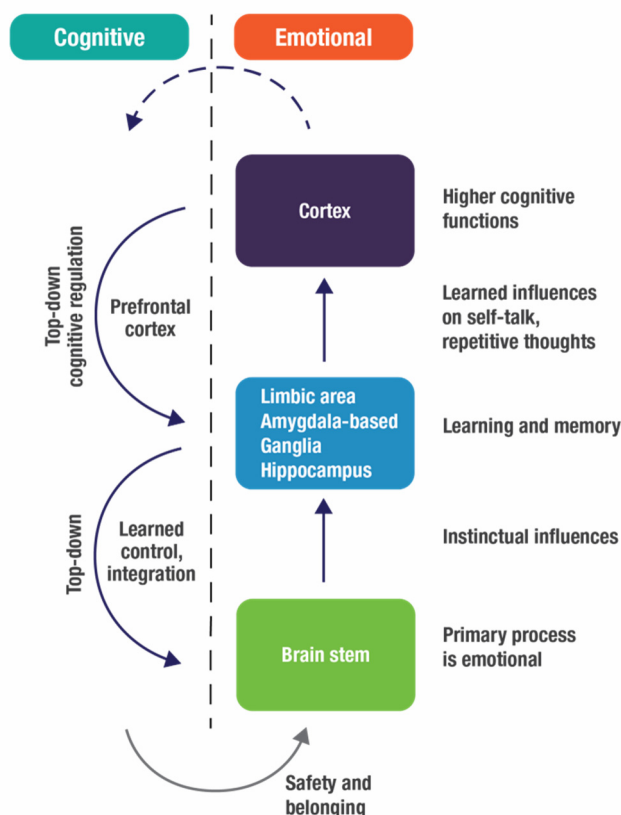
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Introduction

Emotional Intelligence—"Ott Definition"

Understanding one's own and others' emotions and using that information to make things better for both.

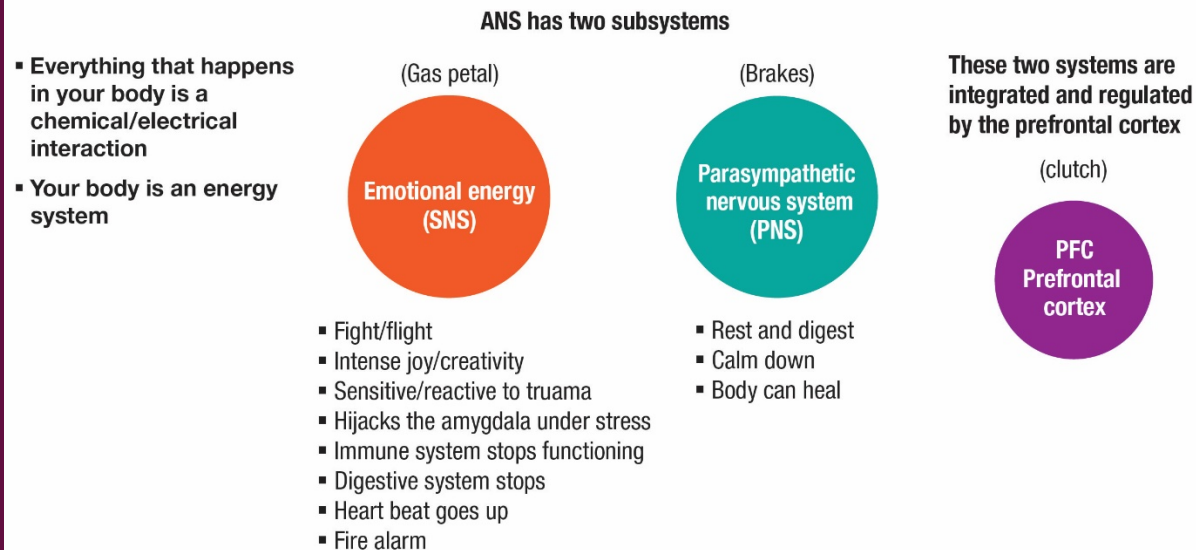
Neurobiology Model (page 2)



Chapter 1 – Safety and Belonging

All emotional wellness is rooted in safety and belonging.

The Autonomic Nervous System (ANS) Mental Model (Page 21)



Emotional 'Tells' of the Body (page 22)

Basic response (freeze, run, fight); pacifying behaviors; distress signals

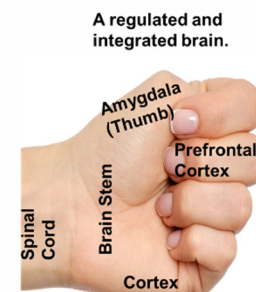
- legs and feet
- torso, chest, shoulders
- arms
- touch
- hands and fingers
- face
- eyes

Review of Hand Model of the Brain (pages 25–29)

Physical aspects of the brain, simplified. Daniel Siegel model from the book *Mindsight*.

Hand Model of Brain

- Palm is the **brain stem** (involuntary and motivational systems).
- Thumb is the **amygdala**; the area around it is the hippocampus (together the amygdala and hippocampus make up the limbic or emotional center of the brain).
- The **cortex** is the top of the brain where thoughts are.
- The two middle fingers are the **prefrontal cortex**, which is the regulator of the brain.



Comfortable/Uncomfortable Chart (pages 23–24)

Comfortable/Uncomfortable Body Language Chart

Body Part	Comfortable	Uncomfortable
Legs/Feet	Stay where they are Move toward you	Turn away from you Move away from you Wrap legs around chair legs Kick up with foot
Torso, Chest, Shoulders	Leaning toward you Their torso is facing your torso	Moving away from you Shielding their torso with object or hands Torso splaying (e.g., sprawling in a chair) is sign of disrespect Puffing up chest is sign of disrespect
Arms	Unrestrained movement To relax someone, show inside of arms, palms up	Arms across chest and/or come down Arm freeze may indicate abuse
Touch	Arms touching someone Brief touch on arm indicates ease	Arms behind back

Calming Techniques (pages 30–31)

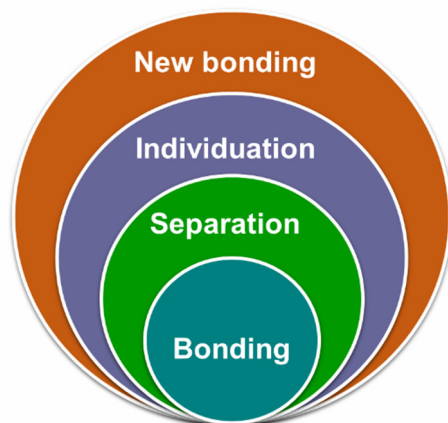
- Water
- Mindfulness
- List of control
- Look up
- Breathing techniques
- Tapping and Touch
- Exercise and Physical Movement

Chapter 2 – Developing Relationships in the Workplace

Four Attachment Styles (page 40–43)

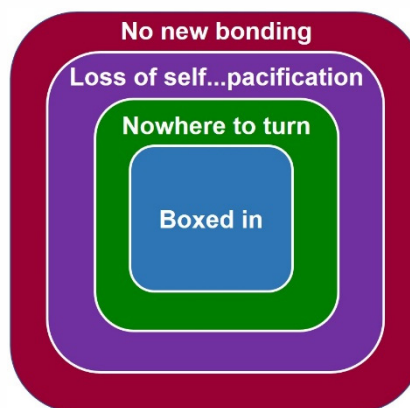
- Secure and Attached
- Insecure–Anxious-Ambivalent
- Insecure–Anxious-Avoidant
- Disorganized (Safe and Dangerous)

Healthy Bonding (page 45)



vs.

Boxed In (page 46)



Chapter 3 – What Motivates Behavior? Strong and Weak Inner Selves, Emotional Assets and Liabilities at Work

Erikson's Stages of Psychosocial Development (pages 52–55)

1. Trust vs. distrust (Birth to 1)
2. Autonomy vs. shame/doubt (Ages 2–3)
3. Initiative vs. guilt (Ages 4–5)
4. Industry vs. inferiority (Ages 6–puberty)
5. Identity vs. role confusion (Puberty–19)
6. Intimacy vs. isolation (20s–30s)
7. Generativity vs. stagnation (40s–60s)
8. Ego integrity vs despair (60s+)

Weak and Strong Inner Self (page 48)

Inner hurts	Inner strengths
<ul style="list-style-type: none">▪ Less than▪ Separate from▪ Disregarded▪ Unlovable▪ Accused▪ Rejected▪ Powerless▪ Inadequate▪ Unimportant	<ul style="list-style-type: none">▪ Importance▪ Value▪ Worthiness▪ Equality▪ Flexibility▪ Resilience▪ Compassion

Getting Stuck

Where a person is in chronological age may not be where they are in emotional age. In some ways, a person can get “stuck” at the age of trauma.

Chapter 4 – How the Workplace Creates Emotional Issues and Impacts the Story You Tell About Yourself

The development of bias and how it impacts workplace relationships (page 70)

Area of bias	Bias for	Bias against	No judgment
Eyes (look at you, look away, etc.)			
Educational attainment level/vocabulary			
Race (same as you, not a member of the dominant race/culture/ethnicity/country of origin/religion, etc.)			
Gender			
Appearance (cleanliness, smell, hair)			

McLean's Model of Narrative Ecology of Self (page 83)



- Motivational and affective themes
- Autobiographical reasoning
- Structure

Source: *The Coauthored Self* by K. McLean

Shame

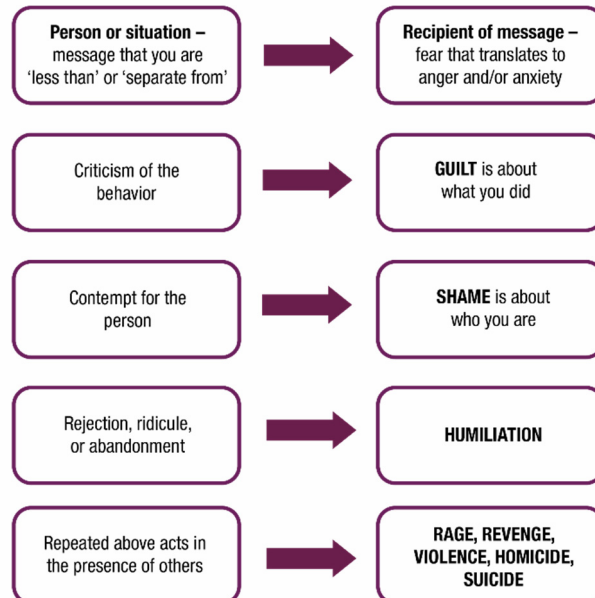
Shame is learned between the ages of 18 and 24 months and is almost always triggered by a nonverbal that indicates that you are less than and separate from

Wounds and Betrayals

Relationships in the workplace can implicitly remind us of past events that were painful.

Violence in the Workplace (page 73)

When the inner self is weak and the end result is violence, this may be the progression from 'less than' and 'separate from' to avoidable incidents.



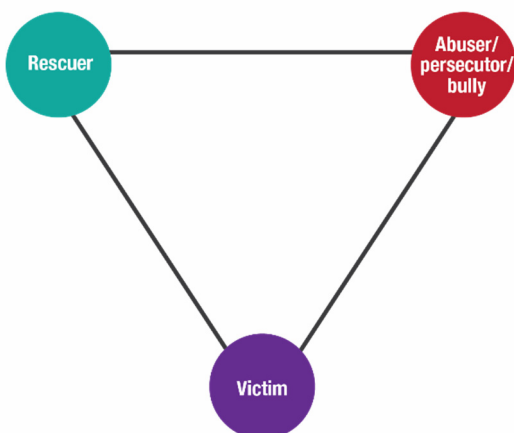
Chapter 5 – Stages of Adult Development

Basic Adult Development Tasks (page 91)

- **Identity**—Who am I?
- **Intimacy**—Who am I in relationship to another?
- **Independence/autonomy** – What can I do on my own?
- **Purpose/meaning** – Why am I alive?
- **Work/role**—What value do I bring?
- **Limitations of time**—What do I do with the time I have?
- **Aging/death**—How do I deal with the aging and death of others? How do I deal with my own aging and end-of-life issues?

Chapter 6 – Family Patterns in the Workplace

Karpman Triangle (page 102)



Source: "Fairy Tales and Script Drama Analysis" by S. Karpman.

Here is a series of questions you can answer about your own family's emotional patterns to begin to look at how they might crop up in other settings, like the workplace.
(pages 103–104)

	In your family, who...?	In your workplace, who...?
Is an authority figure?		
Is a caretaker?		
Is exiled, separate, cut off?		
Is the favorite?		
Do you use to get leverage for something you wanted?		
Do you have a competitive relationship with?		
Do you have a cooperative relationship with?		
Do you go out of your way to help?		

Examples of Other Family Patterns (pages 104–106)

- Birth-order family patterns—firstborn, second-born, middle child, youngest
- Stepparenting family patterns
- Scapegoating family patterns
- Addiction family patterns
- Family patterns following the untimely death of a family member

Summary/Conclusion

What Can We Do?

- Be honest with ourselves about ourselves
- Be curious about others—lean into others' stories...
- ... rather than defaulting to judgment which creates separation—leaning away from what we don't understand
- Be open to real conversations about our experiences individually and as coworkers in the workplace.

Managing Our Own Lives

To have fewer negative emotional responses in your life, it is necessary to have the following tools:

1. A future story and goals.
2. Management of time.
3. Management of money.
4. Management of self-talk
5. Management of your expectations of others.
6. Key relationships of support and respect.

It helps significantly to have:

1. Spiritual resources (highly correlated to emotional stability and resilience).
2. Physical exercise.
3. Meditation/mindfulness/prayer.
4. Constant sources of new learning
5. Daily gratitude.