

# The Psychology behind

# Success

## Street Smarts for Success

Manage Me  
Motivate Me  
Manage Others



I'm okay. . .  
Really I am.  
My emotions  
are my  
friends.



A Presentation of:  
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952-988-9466      [www.bcseminars.com](http://www.bcseminars.com)

## Managing Me

# Emotional Self-Awareness



EXHAUSTED



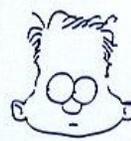
CONFUSED



ECSTATIC



GUILTY



SUSPICIOUS



ANGRY



HYSTERICAL



FRUSTRATED



SAD



CONFIDENT



EMBARRASSED



HAPPY



MISCHIEVOUS



DISGUSTED



FRIGHTENED



ENRAGED



ASHAMED



CAUTIOUS



SMUG



DEPRESSED



OVERWHELMED



HOPEFUL



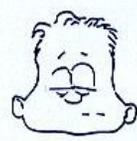
LONELY



LOVESTRUCK



JEALOUS



BORED



SURPRISED



ANXIOUS



SHOCKED



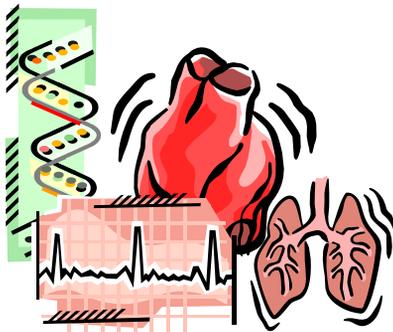
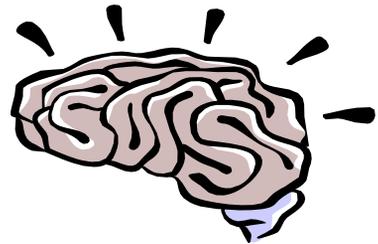
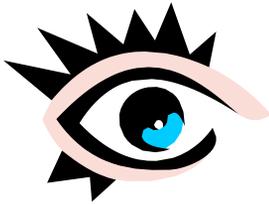
SHY

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What is an Emotion and Why am I so Emotional?

# The Anatomy of an Emotion

Once upon a time, I was walking in the forest. . .  
and I came upon a Big, Bad, -----



An emotion, then, is really a signal to take \_\_\_\_\_.

That's why it is called an **E - MOTION**.

So. . .what this really means is:

“We are saber-toothed tigers with cell phones.”



Our emotions developed when we needed them to help ensure our survival; because of our emotions, we are able to respond immediately to a perceived threat in order to protect ourselves. However, today in our modern society, the saber-toothed tiger inside of us can sometimes rear up and growl – even if we don't want it to.

That's when a **HiJack!** can occur.

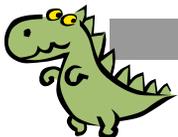
**WILL THE REAL BRAIN PLEASE STAND UP?**



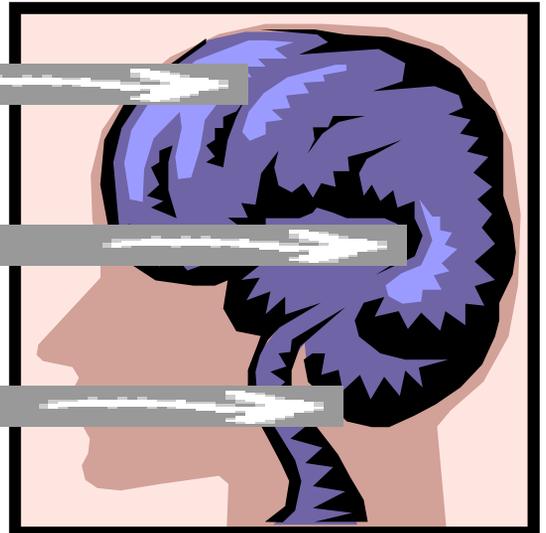
The \_\_\_\_\_ Brain



The \_\_\_\_\_ Brain



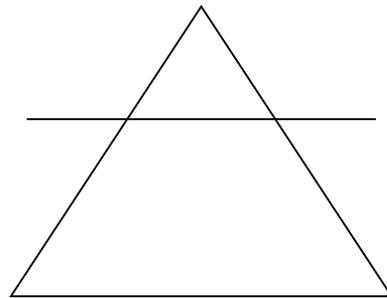
The \_\_\_\_\_ Brain



# TOOLS

## Get a Grip on Anger by:

1. Postponing
2. Finding the triggers
3. Mixing pleasantness with anger –the Oil & Water Effect
4. Re-labeling your anger –the Iceberg Principle



5. Re-aligning your expectations –the 999 Rule

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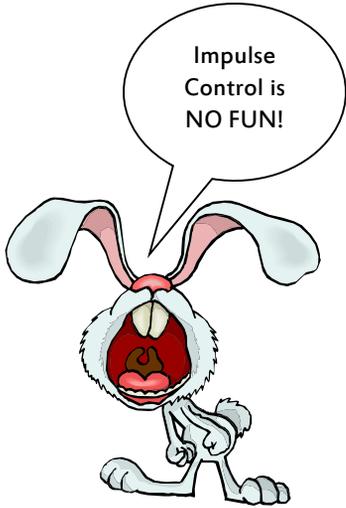
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## Motivating Me:

# Emotional Self-Motivation

Or – “Impulse Control & Training your Brain”



What does a marshmallow have to do with success?

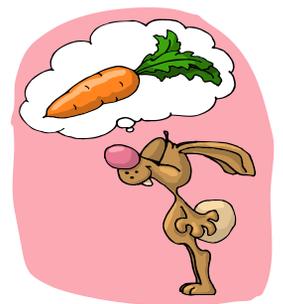


The kids who didn't eat, came up with strategies for success!  
What are some of your strategies for success that help you get through your day and get your work done?



Train Your Brain: Don't Look Where You Don't Want To Go

*Introducing Your Reticular Activating System (one of the best things you've got going for you):*



Your brain moves in the direction you want, and will find and create the opportunities which you \_\_\_\_\_.

# Emotional Others-Awareness

## Managing Others

The ability to suspend your own judgment and to put yourself into another person's shoes is called **EMPATHY**.

Hmmm. . . empathy sounds like sympathy.  
Are they actually the same thing?

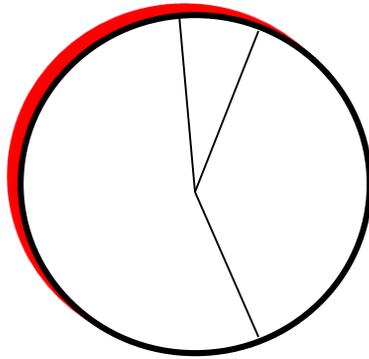
### A Quick Quiz on Empathy:

Find the Empathy Response

1. "I remember when I lost my cat too. We couldn't find her for days. I was just so upset."
2. "Don't worry, things aren't so bad. After all, behind every cloud is a silver lining."
3. "Oh you poor thing! I am sooooo sorry this happened to you! Look, I brought you some hot dish. Now you just eat up and you'll feel better."
4. "That waiter was so mean to you. Why if I were you, I'd complain to the manager. You shouldn't let people walk all over you!"
5. "So, you're feeling exhausted because of your hard day at work, right?"

**How good are you at reading the emotional responses of others?**

What you are doing is **shouting so loud at me,**  
I can't hear a word you are saying!



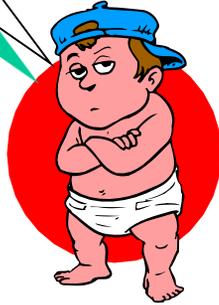
Oh, there is one more thing you should  
know about **EMOTIONS . . .**

**Emotions are always \_\_\_\_\_!**

Knowing this, I could apply these principles in my  
interpersonal relationships:

# Emotional Other's Management

Are you  
Talkin' to me?



## Steps to Success in Helping Others to Manage Emotions:

### 1. **P**\_\_\_\_\_ - The Art of Mirroring

*"We must be the change we wish to see. . ." Gandhi*

### 2. **R**\_\_\_\_\_ - The Art of Empathy

*Reflect back an understanding of and a willingness to get close to those aspects of the other person's world. For example:  
"You're feeling \_\_\_\_\_ because of \_\_\_\_\_,  
right?"*

### 3. **P**\_\_\_\_\_ - The Art of Providing Alternative Perspectives

*When people are in the grips of an Emotional Hijack, after they have felt heard, they often can benefit from someone else helping them to see the "BIG PICTURE" or at least to consider some different alternative points of view.*

### 4. **S**\_\_\_\_\_ - The Art of Facilitating Options & Choices

*Helping someone "BRAINSTORM" creative options is a great way to encourage them to feel empowered because it lets them see that they actually have a variety of choices – it puts them into a Resource—Full State of Mind.*

Now Playing . . .

# Hi-Jacked at Circuit City!



How could **Bruce**  
have emotionally managed **himself**  
more effectively?

How could the “**Manager**”  
have emotionally managed **Bruce** more  
effectively?

# My Goals



The Master Aptitude is: \_\_\_\_\_

## A Quick Quiz on Optimism:

**Pick out the best optimistic statements**

1. "Everything is coming up roses"
2. "Zippity Do Da, Zippity-ay"
3. "Everything always goes my way"
4. "Someday my prince will come, someday my prince will come"
5. "I always get what I want"
6. "Winners never quit"
7. "You really can have it all"
8. "Fail, Forward, Fast"
9. "Winning isn't everything; winning is the only thing"
10. "You learn what works from learning what doesn't work"
11. "Today is the first day of the rest of my life"
12. "Don't worry, be happy"
13. "If you're not living on the edge, you're taking up too much space"
14. "All you need is love. . .love is all you need"
15. "I'm a great big bundle of potentiality"
16. "Don't make mistakes; instead make mis - takes"
17. "Failures really are the stepping stones to success"



## Journal/Notes/Applications:

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**WHY ARE WOMEN  
SO STRANGE &  
MEN SO WEIRD?**



**EMOTIONAL  
INTELLIGENCE:  
THE SCIENCE OF  
SUCCESS**



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GODZILLA:  
DEALING WITH  
DIFFICULT PEOPLE**



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FUN YET?  
POWER OF  
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Psychologist and Humorist  
**Bruce Christopher**

*Comedy With Content!*



***Laugh 'til you cry. Learn 'til you change. These are the only rules that apply at a Bruce Christopher presentation. At the heart of it all, what separates Bruce from the pack is his outrageously funny dynamic delivery of today's hot topics. Bruce inspires audiences internationally by giving them real, immediate solutions for change with out fluff and hype.***

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