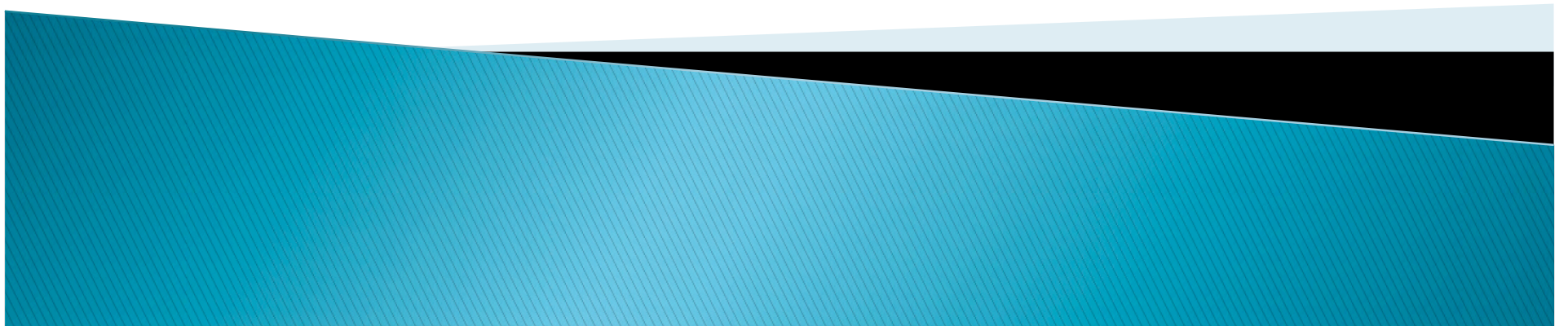


Affective Impact: Getting the Most From Your Restorative Efforts

Sharon Mast, Facilitator
IIRP World Conference
Bethlehem PA
October 27, 2014



Frederick Dodson

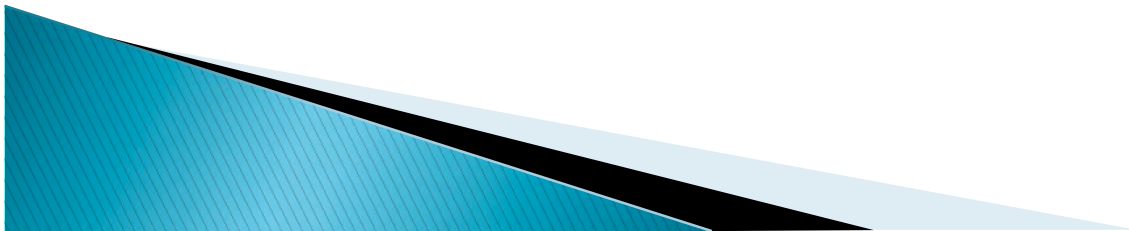
**Shift your attention
and your emotions shift.**

**Shift your emotions
and your attention shifts.**



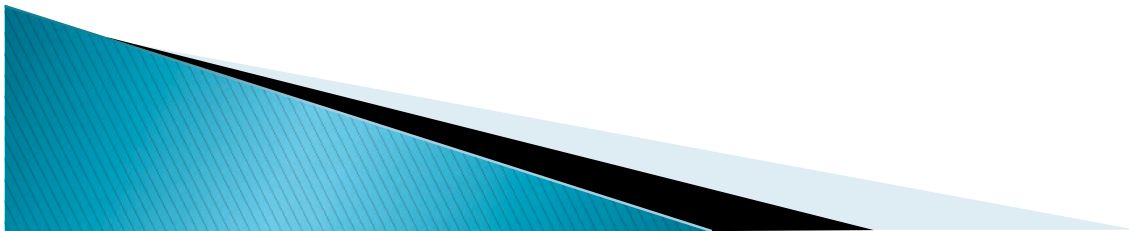
Core Characteristics of People

- ▶ Everyone has a collection of beliefs and behaviors that stem from cultural influences and personal experiences.
- Personal beliefs can be treated as **possessions**.
- Humans want life to be logical but we are generally **reactive beings**.

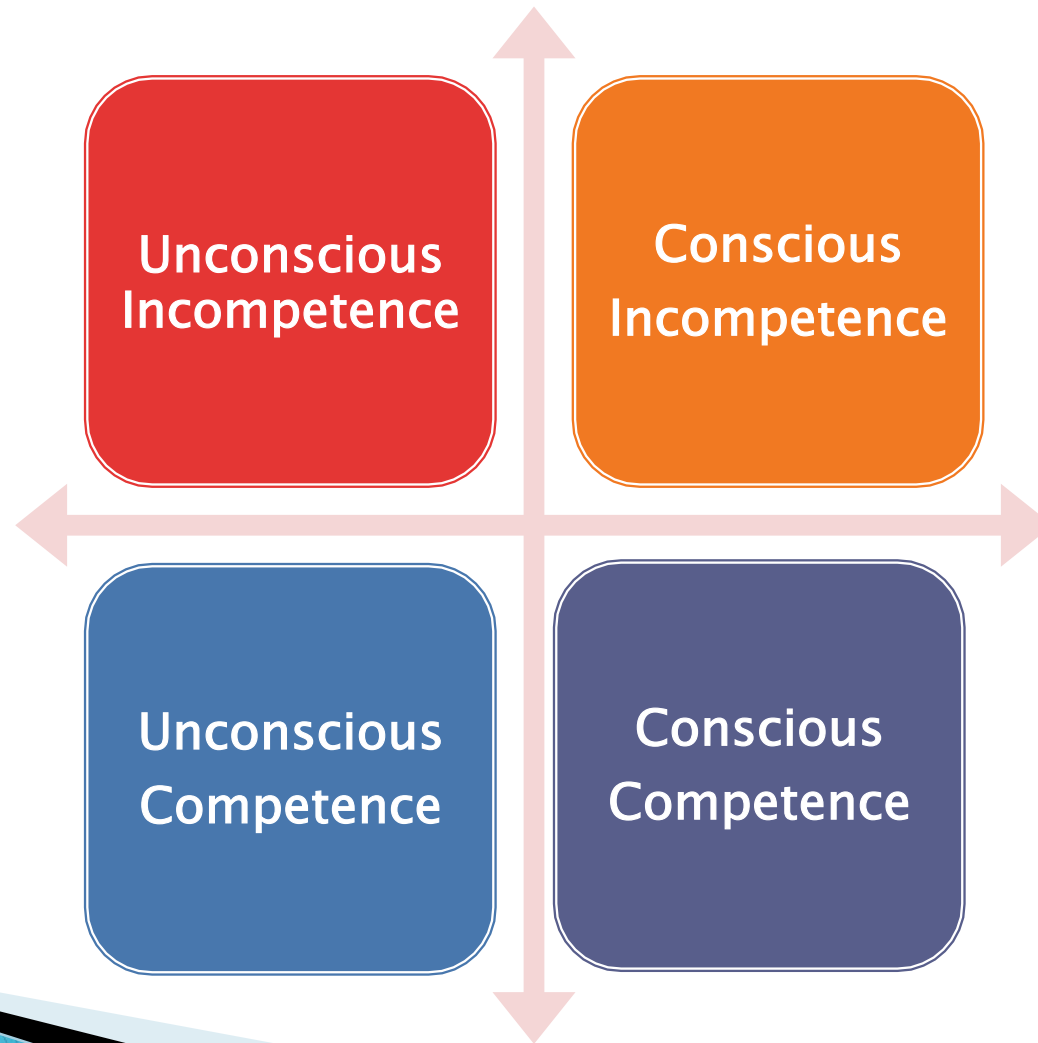


Core Characteristics of People

- Everyone wants to be heard & understood, to be treated fairly, and to feel valued.
- Most people do not react well to shame.
- Everyone needs hope.



Four Stages of Learning



Dr. Carol Dweck, Stanford Univ.

Mindset

Our perception of ourselves
(both conscious & unconscious)
significantly influences our personality
and openness to change.

Our mindset is as important as our natural
abilities & talents in achieving success.

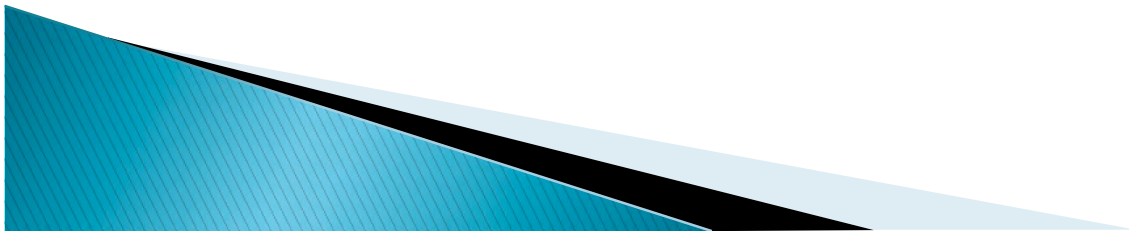


Practice Situation

Imagine you applied to a competitive graduate school. You feel confident & assume you will be accepted. You're not.

Fixed Mindset Reaction says...

Growth Mindset Reaction says...



The Emotional Competency Framework

Personal Competence

How we manage our own emotions

Self Awareness

Emotional Awareness
Accurate Self Assessment
Self Confidence



Emotional Awareness

Recognizing one's emotions and their effects

People with this competence:

- ▶ Know which emotions they are feeling & why
- ▶ Recognize links between their feelings & what they think, say, & do
- ▶ Recognize how those feelings affect their performance
- ▶ Have a guiding awareness of their values and goals



Self Awareness

- ▶ **Triggers or hot buttons** are words, phrases, events, situations or a combination of things that create a negative emotional reaction.
- ▶ Our triggers are conditioned by life experiences & what is a trigger for one person may have absolutely no affect on another.



Triggers or Hot Buttons

- ▶ It makes me angry when people say...
- ▶ If kids today would only...
- ▶ Parents need to...
- ▶ I think it's rude to...
- ▶ I feel...when people roll their eyes.
- ▶ At work, I wish people would just...
- ▶ It makes my skin crawl when I hear people say...



The Emotional Competency Framework

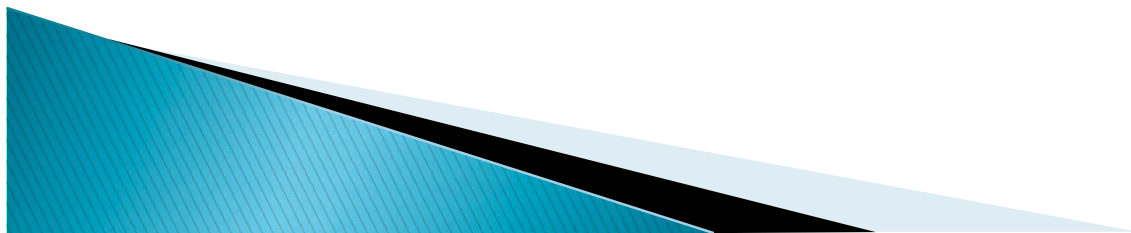
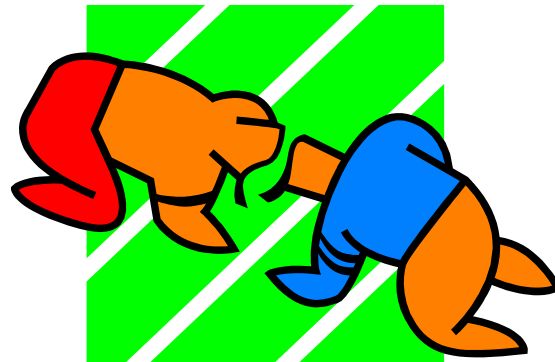


Self Regulation

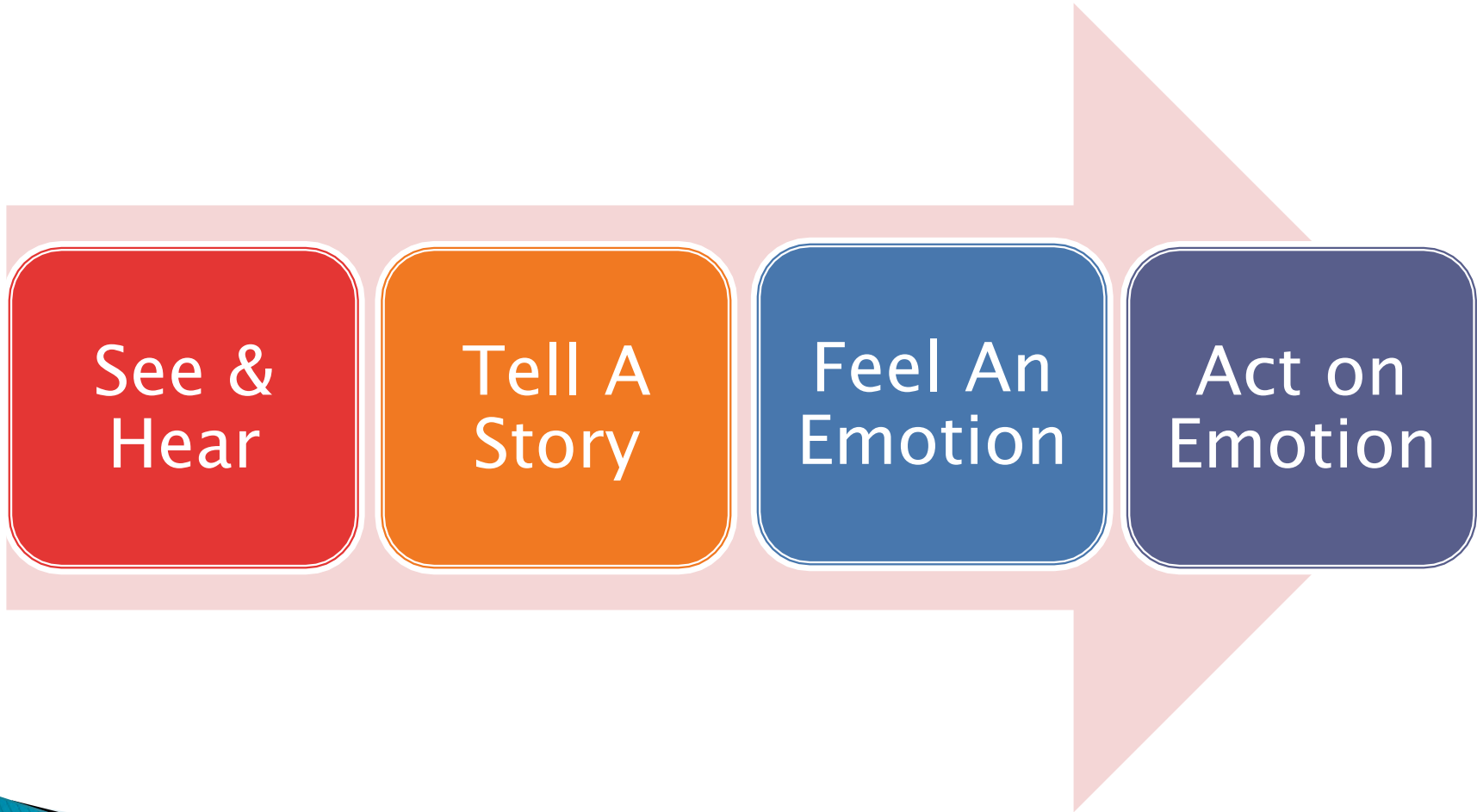
Self Control
Trustworthiness
Conscientiousness
Adaptability
Innovation

Self Regulation

When emotion and logic go head to head, emotion will win if we have not mastered self-regulation.



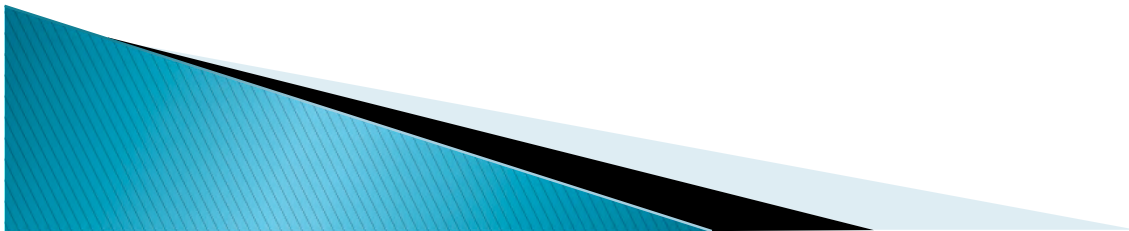
Self Regulation



Self Regulation

Skills for Mastering Your Story

- ▶ Slow down
- ▶ Retrace your path
- ▶ Notice your behavior
- ▶ ID what you are feeling
- ▶ Challenge your story/ your assumptions
- ▶ Get back to the facts –what evidence do I have?
- ▶ Tell the rest of the story

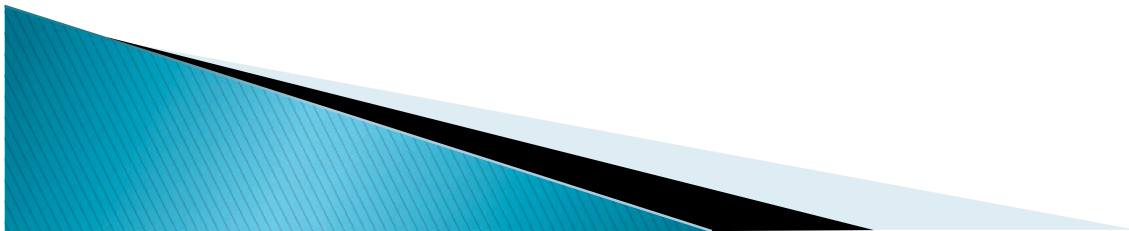


Three POWERFUL Words

INTENT

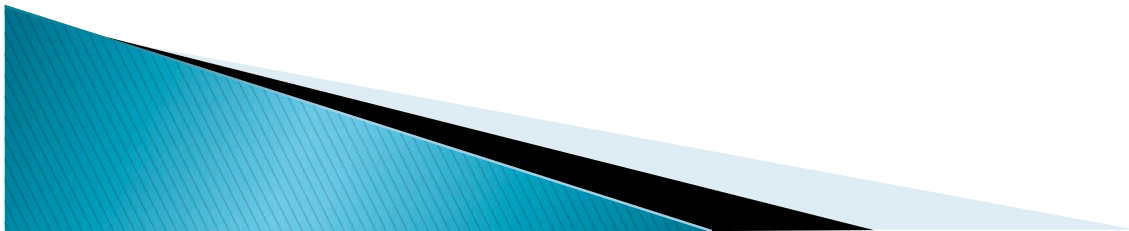
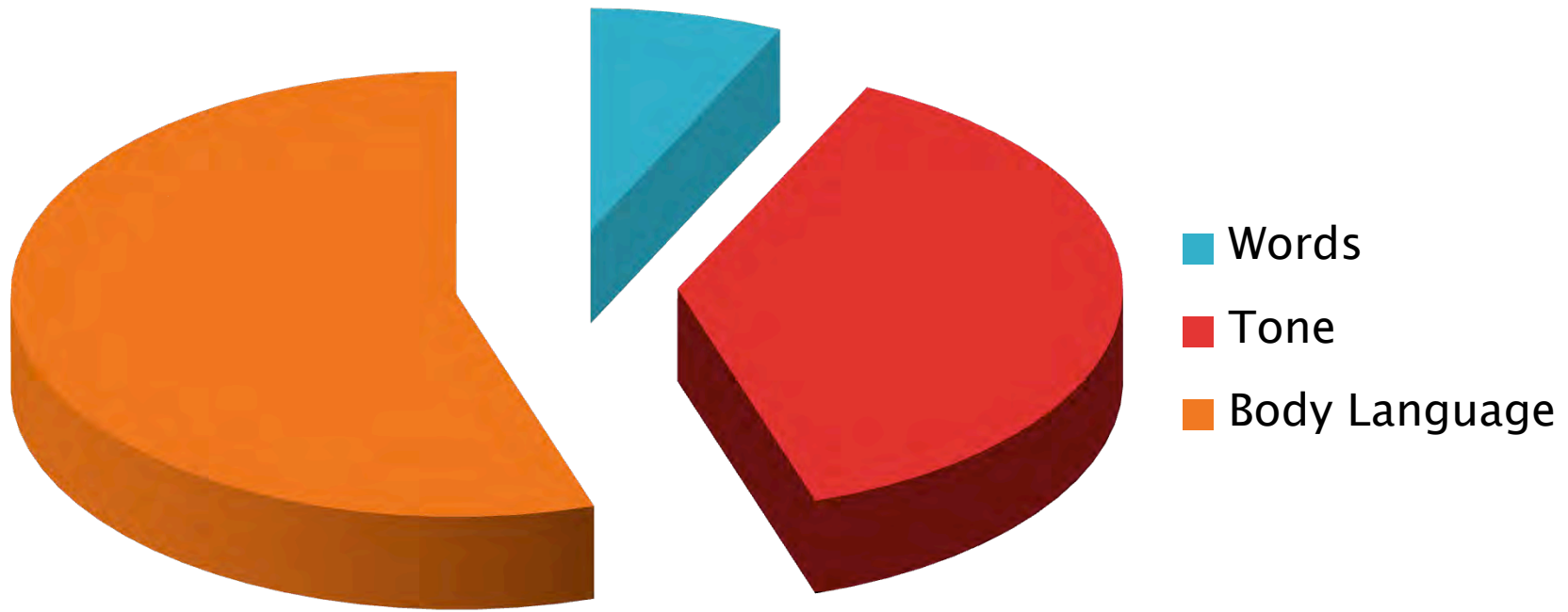
OUTCOME

IMPACT



Mehrabian, UCLA

Components of Communication



The Art of Questioning & Reflection

- ▶ How did the incident land on you? What are you thinking? Feeling?
- ▶ Seek first to understand your own emotions and the other person's perspective.
- ▶ Explore impact – on you and others.
- ▶ Explore options.



Simple Gifts

- ▶ Practice Breathing
- ▶ My Mantra
- ▶ Define, Align, Manage
- ▶ Appreciate Effort
- ▶ Focus on Growth & Understanding



Louis Thun, Industrialist

We are Heirs to an exceptional past

Custodians of a challenging present and

Architects of a limitless future.



What will you build?

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Workplace Culture, Employee & Leadership
Development and Personal Growth.

