

MANAGE YOUR EMOTIONS UNDER PRESSURE V725



Graham Taylor-Edwards

GTE TRAINING AND DEVELOPMENT

+64 21 246 8885 +61 404 190057

TABLE OF CONTENTS

WELCOME TO MANAGE YOUR EMOTIONS UNDER PRESSURE V7	3
MANAGE YOUR EMOTIONS UNDER PRESSURE	4
THREE EMOTIONAL INTELLIGENCE COMPETENCIES	4
1. SELF-AWARENESS	4
2. SELF-REGULATION	8
STEP 1. UNDERSTAND YOUR RETICULAR ACTIVATING SYSTEM (RAS)	9
STEP 2 UNDERSTAND YOUR FOCUS CHANGES EVERYTHING	9
STEP 3. CONTROL YOUR SELF-TALK	9
STEP 4. MONITOR YOUR SELF-TALK	10
STEP 5. THE 3 SECOND RESET	11
HOW TO GET COMFORTABLE WITH BEING UNCOMFORTABLE (According to a green beret Chris Dessi)	12
2.1 NLP COLLAPSING ANCHORS: From Frustration to Calm Resourcefulness	13
NLP ANCHORING WALK-THROUGH SCRIPT	13
3. EMPATHY	14
HOW TO INCREASE YOUR CONFIDENCE	16
The Triple “A” Approach	17
ALTER	17
AVOID	18
ACCEPT	19
WHAT HAVE YOU LEARNED?	20
TAKE AWAY	21
ABOUT US	22

WELCOME TO MANAGE YOUR EMOTIONS UNDER PRESSURE V7

COURSE OBJECTIVES

This course will help you thrive under pressure by understanding and mastering your inner operating system. **Over this journey, you'll learn how to:**

- Harness Emotional Intelligence to recognise, understand, and manage your own emotions while navigating interpersonal dynamics with empathy and clarity.
- Use powerful NLP Anchoring Techniques to replace unresourceful states with calm, confident states you can access on demand.
- Deal with Stress by shifting your internal triggers, increasing resilience, and staying grounded amid adversity.
- Embrace the principle of “getting comfortable with being uncomfortable”, so you can lean into growth rather than suffer from tension.
- Understand the neuroscience behind emotional reactions through the Red Brain and Blue Brain model learning to quiet the survival-focused Red Brain and access the rational, creative Blue Brain for better decisions in conflict and collaboration.
- Leverage your Reticular Activating System (RAS), which is your brain's attentional gatekeeper, to filter distractions, focus on what matters, and align your self-talk with your highest goals.

TURN LEARNING INTO BEHAVIOUR

GTE TRAINING AND DEVELOPMENT trust you will enjoy this workshop and implement the techniques and philosophies into your business successfully.

1. Create a revision training plan by completing the exercises recommended.
2. Practise and become a master of your emotions and have the confidence to deal with any issue.
3. Practise, practise, practise.

REMEMBER IF IT IS TO BE IT IS UP TO YOU.

MANAGE YOUR EMOTIONS UNDER PRESSURE

Nothing great in life has ever been achieved without the power of emotions behind it.

We have been conditioned to leave emotions at home.

If only it was that easy.

We have emotions every single second of the day.

Why are some situations easy and others are not.

As a frontline person new skills are required.



WHERE CAN I BE BETTER?

AT HOME	AT WORK	AT PLAY

THREE EMOTIONAL INTELLIGENCE COMPETENCIES

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1. SELF-AWARENESS

Self-awareness is the foundation that supports all of the other emotions.

It must come first because if we don't know ourselves and what we're feeling, how can we possibly know or understand someone else and how they feel?

When we feel emotional reactions to situations, we don't always realise what is behind that reaction.

It's important to stop and ask yourself "why do I feel tense, frustrated or angry?" And to identify the feeling and what is causing it.

TODAY'S EMOTIONAL STRESSORS

- ☒ **WORKLOAD WITH LESS STAFF**
- ☐ **BUSY AND STRESSFUL MONTHS**
- ☐ **MULTIPLE FACTORS IN PLAY**
- ☐ **MULTIPLE DISTRACTIONS**
- ☐ **OVERWHELMING REQUESTS AND QUESTIONS THEY SHOULD KNOW THE ANSWERS TO**
- ☐ **MEETING UNKNOWN DEMANDS ON A DAILY BASIS**
- ☐ **INTERNAL PRESSURE AND DEADLINES**
- ☐ **COMMON SENSE NOT BEING COMMON**
- ☐ **NOT UNDERSTANDING THE PRESSURE ON OTHERS THAT REFLECTS ON YOU**

STRESS AT WORK WARNING SIGNS

When you feel overwhelmed at work, you lose confidence and may become angry, irritable, or withdrawn.

Other signs and symptoms of excessive stress at work include:

- ☒ **FEELING ANXIOUS**
- ☐ **IRRITABLE**
- ☐ **DEPRESSED**
- ☐ **APATHY**
- ☐ **LOSS OF INTEREST IN WORK**
- ☐ **PROBLEMS SLEEPING**
- ☐ **FATIGUE**
- ☐ **TROUBLE CONCENTRATING**
- ☐ **MUSCLE TENSION OR HEADACHES**
- ☐ **STOMACH PROBLEMS**
- ☐ **SOCIAL WITHDRAWAL**
- ☐ **LOSS OF SEX DRIVE**
- ☐ **USING ALCOHOL OR DRUGS TO COPE**

High levels of stress can overwhelm the mind and body, getting in the way of your ability to accurately “read” a situation, hear what someone else is saying, be aware of your own feelings and needs, and communicate clearly.

Workplace stress then is the harmful physical and emotional responses that can happen when there is a conflict between job demands on the employee and the amount of control an employee has over meeting these demands.

In general, the combination of high demands in a job and a low amount of control over the situation can lead to stress. Being able to quickly calm yourself down and relieve stress helps you stay balanced, focused, and in control no matter what challenges you face or how stressful a situation **becomes**.

HOW OUR MINDS DEAL WITH PRESSURE

The two types of threats we face

We are faced by two threats: Real external dangers which pose a risk to our health (think of being chased by a hungry predator) and internal threats caused by the fight we put ourselves through when facing something we perceive to be a threat (think of a footballer taking the game-deciding penalty in a tournament).

RED BRAIN V BLUE BRAIN

We need to get comfortable being uncomfortable.

Demanding work can be healthy.

See work as a place to go to and enjoy.

Threat stimulates the red system.

The red system: primed for survival, it is fast /fight or flight.

If we are trapped we freeze.

The blue system: is about potential it is the thinking brain, it's analytical, it runs of logic, words and numbers.

The red system is much more powerful and what we want when we are under pressure is to have the red and blue operate together.



STEP BACK, STEP UP, STEP IN

It aims to slow down you're thinking and engage the "blue-minded" critical and careful thinking regions of your brain.

When you feel pressure building, firstly:

"STEP-BACK" from the problem and remove yourself from it. Stop what you are working on, take a deep breath and allow yourself a break.

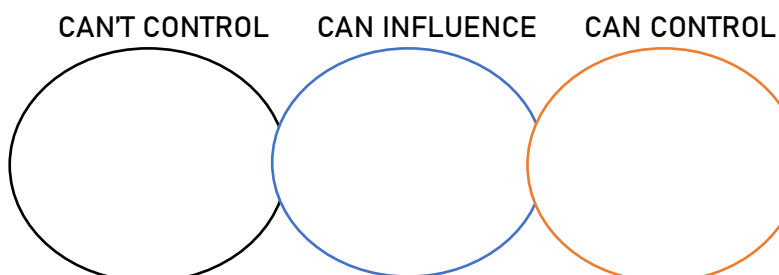
You should then:

"STEP-UP" and try to gain an overview of the situation.

Envision yourself looking down on the problem, visualise the problem as something like a box with all the completed things nicely organised in it. Ask yourself, what needs to be solved first? What can be deferred?

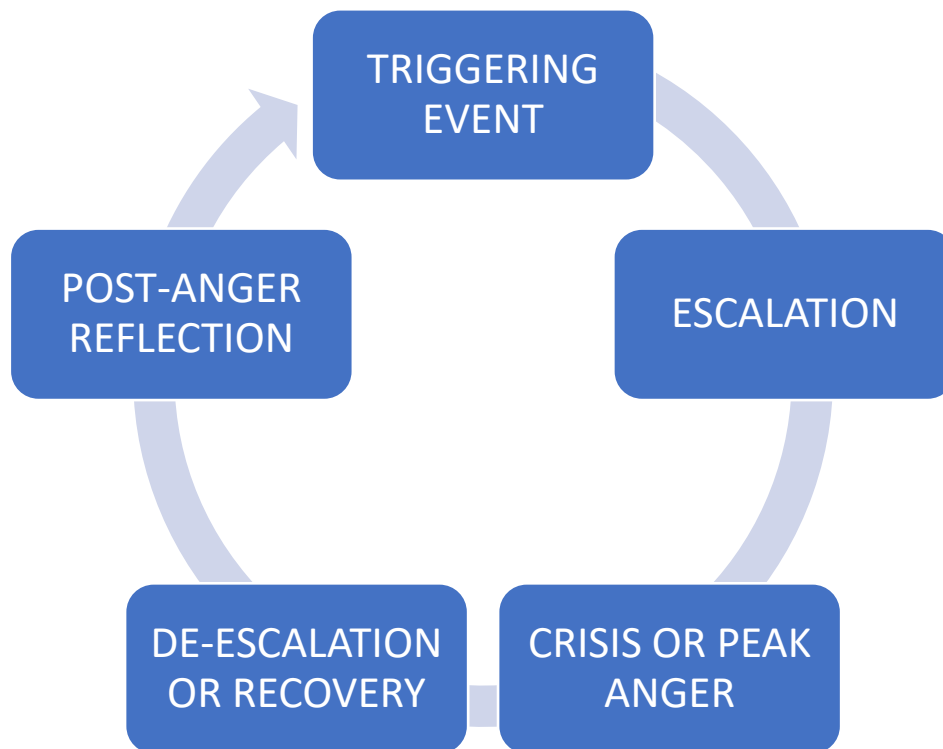
When you feel ready:

"STEP IN" to the problem with a newly gained insight and tackle the problem systematically.



For the ones which you can influence cross them off your list in the "CAN'T CONTROL" list and then forget about the "CAN'T CONTROL" list.

THE CYCLE OF ANGER AND FRUSTRATION



1. **TRIGGERING EVENT:** Anger always has a trigger, which could be external or internal. Anger triggers differ from person to person, and can come from both the environment or from our thought processes.
2. **ESCALATION:** After you've been triggered, your mind tells you a story of why your anger is justified. This preparation is mostly physical, and is manifested through symptoms like rapid breathing, increased heart rate, and raised blood pressure. Once the escalation phase is reached there is less chance of calming down, as this is the phase where the body prepares for fight or flight (to be discussed later).
3. **EXPLODE:** You feel the impulse to act on your anger, which could be verbal or physical. . During this phase, logic and rationality may be limited, if not impaired because the anger instinct takes over. In extreme cases, the crisis phase means that a person may be a serious danger to himself or to other people.
4. **RECOVERY:** You start to calm down and feel relief from expressing your anger.
5. **REFLECTION:** You reflect on the consequences of your anger and try to repair any damage done.

IDENTIFY 3 SITUATIONS AT WORK OR HOME THAT CAUSE FRUSTRATION OR ANGER

SITUATION	CONSEQUENCES	TRIGGERS

2. SELF-REGULATION

A WORD OF WARNING

The first step in gaining control of anger or frustration is to recognise its warning signs. You have to be aware of symptoms that your anger is about to build up, so that you can catch yourself early and make the necessary intervention. This process involves taking yourself from the 'moment' and observing your own reactions from a third person point of view.

Warning signs exist in a range. Some are very obvious, others very subtle. They differ from person to person.

Signs of anger and frustration can be physical, mental, emotional, and behavioural.

Physical signs of anger include:

- ☐ Rapid heart rate
- ☐ Difficulty breathing
- ☐ Headache
- ☐ Stomachache
- ☐ Sweating
- ☐ Feeling hot in the face and neck
- ☐ Shaking

Mental signs of anger include:

- ☐ Difficulty concentrating
- ☐ Obsessing on the situation
- ☐ Thinking vengeful thoughts
- ☐ Cynicism

Emotional signs of anger include:

- ☐ Sadness
- ☐ Irritability
- ☐ Guilt
- ☐ Resentment
- ☐ Feeling like you need to hurt someone
- ☐ Needing to be alone
- ☐ Needing to isolate oneself
- ☐ Numbness

OBSERVATIONS AND WHAT ARE YOUR ACTIONS

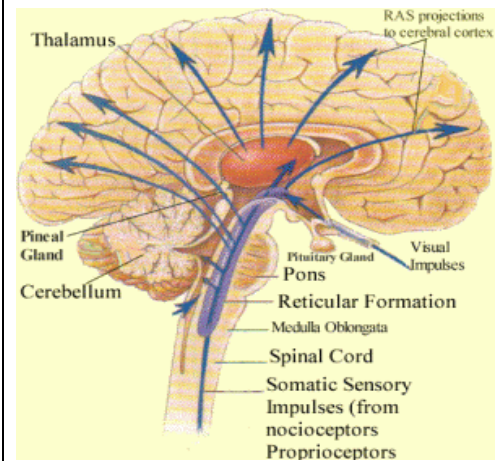
By learning to manage our emotions, we become more adaptable and innovative in stressful situations.

When we are angry, we cannot make good decisions and blow incidents out of proportion.

Our passions can be contagious and energise others, but our ranting and ravings can damage.

STEP 1. UNDERSTAND YOUR RETICULAR ACTIVATING SYSTEM (RAS)

1. The RAS is connected to the base of the spinal cord from where it accepts your thoughts, internal feelings and outside influences.
2. It is considered the brain's attention centre.
3. It is the reason when you buy a red car or even think about a red car you see red cars everywhere.
4. Self-talk and your focus activates your RAS.



STEP 2 UNDERSTAND YOUR FOCUS CHANGES EVERYTHING



MAKE A COMMITMENT

To focus on what you want.

Say what you want and stay positive.

MONITOR YOURSELF

Focus on what you can control.

Celebrate your success.

Catch yourself.

PRACTICE

BE PERSISTENT, WRITE IT DOWN, PICTURE IT.

STEP 3. CONTROL YOUR SELF-TALK

1. What you tell yourself goes immediately to your **RAS** where it increases or decreases your feelings, thoughts and other emotions.
2. Repeated negative self-talk can lead to exaggerated and irrational thinking
3. Often, we use negative self-talk because we have no idea of what we are doing to ourselves

NOTES



STEP 4. MONITOR YOUR SELF-TALK.

Directions: Tick in the YOU SAY IT column next to any of the following remarks if you have said them to yourself or the YOU HEAR IT column if you have heard others saying it recently. Add in two (2) that are not listed.

SELF-TALK	YOU SAY IT	YOU HEAR IT	CONSEQUENCES	TRIGGER
I haven't got time				
It's not my job				
I'm not a good at ...				
I'm tired				
It's too busy				
I hate ...				

NOTES

STEP 5. THE 3 SECOND RESET

3-2-1 RESET



LOOK AT THINGS DIFFERENTLY

Employees who are highly self-motivated realise that every job has its less enjoyable elements, but they keep going. They can envision reaching the goal which gives meaning to the mundane.

IDENTIFY 2 ASPECTS OF YOUR JOB AND 2 AT HOME THAT FRUSTRATE OR ANNOY YOU BUT IF YOU LOOKED AT THEM DIFFERENTLY YOU WOULD BE MORE SUCCESSFUL

ASPECTS	CHANGE PERSPECTIVE	NEW OUTCOME
W		
W		
H		
H		

Let off steam

Scream (In private), activity, punch the pillow or break into your favourite song, most of all laugh and set resource anchors.

HOW TO GET COMFORTABLE WITH BEING UNCOMFORTABLE (According to a green beret Chris Dessi)

1. Start: The first step is always the most uncomfortable. All you have to do is show up. Whenever you start something, it sucks.

2. Don't quit: You've decided to start. You're not seeing results. It's difficult. You want to quit. It's OK. Just keep pushing forward.

3. No excuses: The point when you are just about to give up is the precise moment when the other guy gives up.

4. Push yourself past your comfort zone: We've all been there. Here's a trick: Don't say it out loud. Just pretend to be confident. Fake it till you are it.

5. Embrace "the suck": "The situation is bad--deal with it. And don't just deal with it--open your arms and welcome it as you would an old friend.

6. Be around like-minded people: Create a support network. Talk about your experiences. The worse the experience it is to you, the better the story it is to everyone else.

7. Recognise your improvements: Track your progress. Revel in it. You are now a changed person. You know it because you see it. Build your confidence by going back to what before was uncomfortable and go through the experience again.

7. Repeat: "Repetition is the mother of learning."

The more you perform the same activity, the more confident you become. Confidence is a tangible thing--it comes from practice and repetition.

IDENTIFY 3 ASPECTS OF YOUR LIFE YOU ARE UNCOMFORTABLE WITH AND WHAT CAN YOU DO ABOUT IT

WHAT MAKES YOU UNCOMFORTABLE	WHAT CAN YOU DO ABOUT IT	NEW OUTCOME

GET
(COMFORTABLE
BEING
UN-(COMFORTABLE

2.1 NLP COLLAPSING ANCHORS: FROM FRUSTRATION TO CALM RESOURCEFULNESS

NLP ANCHORING WALK-THROUGH SCRIPT

1. Negative Anchor:

"Recall the last time a colleague's mistake during a meeting made you furious. Feel that tightness in your chest, hear the tone, see the tension. As you feel that peak frustration—press your left wrist."

2. Break:

"Stand up, take three slow breaths, look away, then return."

3. Positive Anchor:

"Now recall a time at work (or beyond) when you felt calm, effective, understood, and respected. See it in vivid colour, amplify the feeling. At its peak—press your right wrist."

4. Break again: same as above.

5. Fire Both:

"Now press both wrists together and hold. Notice what flows—perhaps the frustration shifts, softens, or transforms. Then release the left wrist, wait a few seconds, then release the right."

6. Testing:

"Press only the left wrist—how does it feel now? If any agitation remains, repeat step 5."

7. Reinforce:

"Finally, relive that calm composure again and anchor it strongly on the right wrist."

Why It Works

By neurologically collapsing an unwanted emotional reaction into a positive state, the negative anchor loses its power, and the user gains access to composure and clarity when triggered.

Presentation Format Slide Outline

1. Scenario: Frustration with colleagues
2. Define: Negative state ↔ desired resource state
3. Step 1: Anchor negative (left wrist)
4. Step 2: Break state
5. Step 3: Anchor positive (right wrist)
6. Step 4: Break state
7. Step 5: Fire both simultaneously
8. Step 6: Test negative anchor
9. Step 7: Reinforce positive anchor

CREATE A VISUAL ANCHOR SUCH AS:

Stand up straight (SUS)

2 deep breaths

3,2,1 Reset

A close-up photograph of Scrabble tiles arranged to spell out the word 'EMPATHY' in a slightly curved line on a rustic wooden surface. The tiles are light-colored wood with black lettering and point values. The word 'EMPATHY' is spelled as follows: E (1), M (3), P (4), A (1), T (1), H (2), Y (10). Surrounding the main word are various other tiles, including 'C', 'O', 'S', 'I', 'D', 'V', 'N', 'R', 'O', 'I', 'A', 'E', 'B', 'F', 'W', 'O', 'R', 'Z', and 'N', some of which are partially visible or overlapping. The wooden background has a prominent grain pattern.

Empathy begins with listening. Nobody in life will listen to us unless they feel we have listened to them. Someone who is empathetic listens and responds and can't help but display sensitivity and concern, which makes a connection with people.

Individuals who lack empathy are more focused on their needs and pay little or no attention to anyone else's. No connection is made.

Share your passion and enthusiasm for your job and the organisations vision - it is contagious

Create an inspiring work environment by bring the vision to life

Brainstorm and involve others

Coach, mentor and be open to new learnings and ways of doing the job

GIVING AND RECEIVING FEEDBACK

Effective managers know how to deliver and receive feedback in a calm and straightforward way, using examples to support their claims.

When things do not work out: No one does their job perfectly all the time. Employees should accept when they failed to reach a goal and avoid making unreasonable excuses or blaming others by committing to learning from the experience and make strides to do better next time.

Workplace presence and respect: Regardless of their place, employees should be friendly and supportive to everyone they work with. That means treating colleagues with respect and collaborating with others to accomplish common goals that help the organisation succeed.

Personal growth: Self-awareness and a desire to grow are cornerstones of EI. Employees should already have an idea of how they can improve at expressing their emotions and interacting with others during challenging situations.

EXCELLENCE IS NOT AN ACT BUT A HABIT



45% of our daily activity is habit.

Habits are automated actions like driving a car.

Cue / behaviour / reward.

Dopamine release.

After several weeks the neurons get stronger.

Repetition tells the brain this is important.

Check what you do every day.

Do you want to be that person.

Get comfortable being uncomfortable.

WE ARE WHAT WE REPEATEDLY DO

TAKE SMALL STEPS

CHANGE TAKES TIME

DEVELOP HABITS THAT TAKE YOU
CLOSER TO YOUR GOALS

BE THE PERSON YOU WANT TO BE

LIST TWO (2) THINGS THAT EXCITE YOU ABOUT YOUR JOB ROLE AND EXPLAIN WHY THOSE ASPECTS ARE SO APPEALING

Is there something that excites you about your work? Is it a great product or a new one coming out?
Could be your workplace, your customers, the people you work with or the business itself.

2 THINGS THAT GET YOU EXCITED ABOUT YOUR ROLE	WHY



HOW TO INCREASE YOUR CONFIDENCE

How you stand and sit significantly impacts on how you feel.

2 minutes high power pose increases testosterone and decreases cortisol.

Video notes

ANOTHER WORD ON BAD HABITS TO AVOID

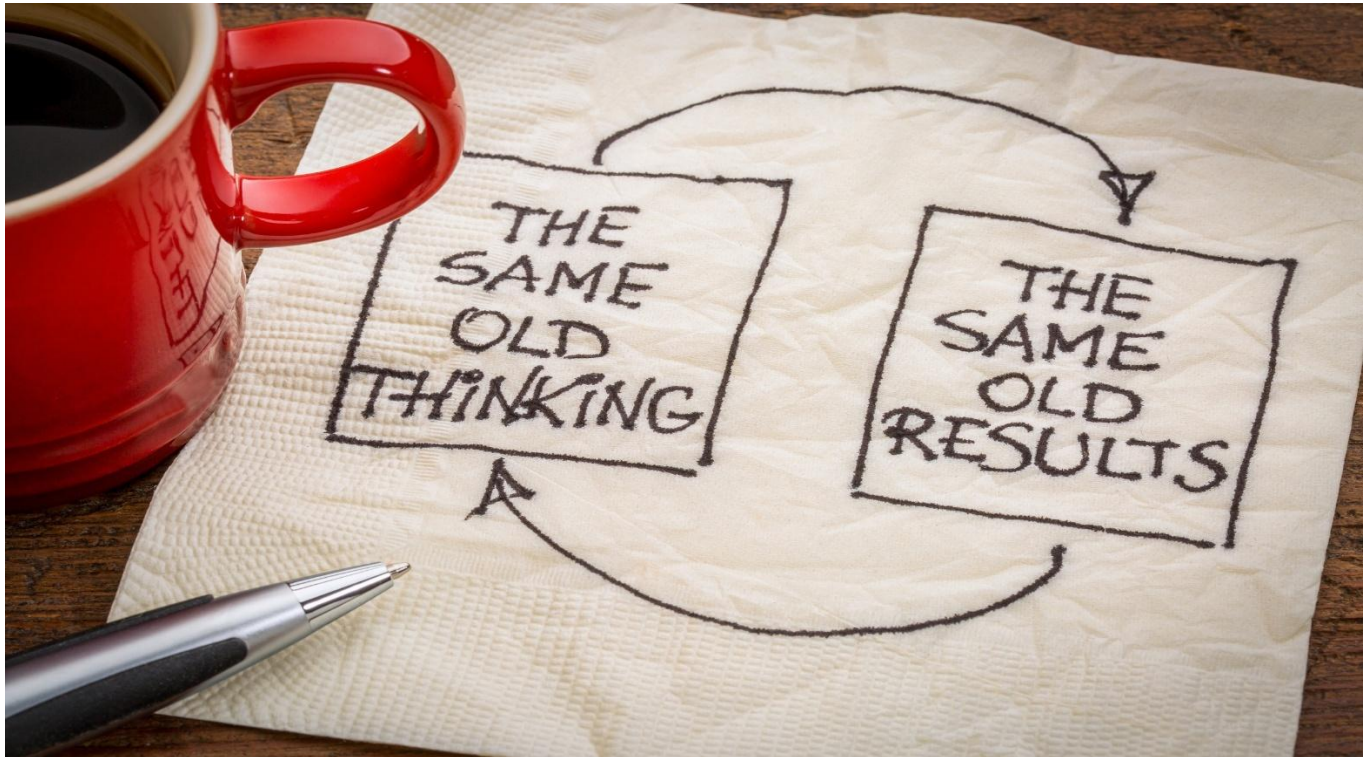
- ☐ STRESS EATING OR DRINKING
- ☐ ALWAYS RUNNING LATE
- ☐ NOT GETTING ENOUGH SLEEP
- ☐ ALLOWING DISTRACTIONS
- ☐ PROCRASTINATION
- ☐ EATING TOO MUCH JUNK FOOD
- ☐ NOT GETTING ENOUGH EXERCISE
- ☐ OVERWORKING
- ☐ TOLERATING TOXIC RELATIONSHIPS
- ☐ HANGING OUT WITH NEGATIVE PEOPLE
- ☐ DRINKING TOO MUCH ALCOHOL
- ☐ TOO MUCH TIME ON SOCIAL MEDIA
- ☐ BEING ON YOUR PHONE TOO MUCH

ACTIONS YOU CAN TAKE

THE TRIPLE “A” APPROACH

ANGER and FRUSTRATION are made worse by a feeling of helplessness. It helps to know then that we always have at least three options when dealing with an anger-provoking situation: you can alter, avoid or accept.

ALTER



Alter means that you initiate change. You can change things in your environment that are within your control. You can also initiate changes within yourself.

The following are ways that you can change to deal with anger more effectively.

1. Change non-productive habits.

If you know that you have a particular way of doing things that often result into an anger situation, perhaps it's time to break the pattern. For example, if you know that mediating a family quarrel while your mind is tired from work often leads to blow-ups, then re-schedule family meetings to times when you're more relaxed.

2. Respectfully ask others to change their behaviour and be willing to do the same.

You can't control other people's thoughts, feelings, and behaviour. You can, however, let them know that you'd appreciate a change. Waiting for lightning to strike people with habits that irritate you will never get you anywhere, perhaps proactive communication can.

3. Change the way you view a situation.

Sometimes, it's our interpretation of a situation that makes us angry, rather than the situation itself. What you can do is change your way of thinking. For example, irrational thoughts like "I have to be perfect at all times" usually result in anger directed at oneself when failures happen. Maybe if you start thinking "It's alright to fail now and then," things would get easier.

4. Change the way you react to a situation.

You can also deliberately change the way you respond. Anger usually begets anger; we raise our voice when someone raises their voice to us. But if you take a moment and find other ways to respond, then maybe you can manage your anger better.

AVOID



Avoid means steering clear of situations that can make you angry.

1. Steer clear of people who make you upset.

Anger is often triggered by interactions with difficult people, or people who just 'rub you the wrong way.' If you know that a person is eliciting an intense anger reaction in you, and you feel that you can't control it, then perhaps it's best that you just take action to avoid this individual.

2. Be aware of your triggers (anchors).

One of the advantages of knowing your hot buttons is that it enables you to structure your day in such a way that avoids them. For example, if too many deadlines make you angry and stressed, then learn to prioritise and attention management or don't take more projects than you can handle. Saying 'no' is a good avoid response. I can't/I can.

3. Remove yourself from a stressful situation immediately.

Another avoid intervention is to immediately remove yourself from a situation that might escalate your anger. For example, if a peer or team member provokes your anger, you don't have to stay around to listen to what they have to say. You can opt to walk away and address the issue another day.



Unfortunately, there are some things that we cannot change nor avoid. In this case, we have to accept them. This is true in many things that involve unrecoverable losses, like an accident or financial collapse.

The following are examples of accept responses to dealing with anger:

1. Find learning.

When you have no choice but to accept a situation, make the most of it by distilling the lessons from the experience. This way you can recover control by making proactive changes to prevent the situation from happening again.

2. Seek higher purpose.

Finding meaning can help in managing anger. Interpreting a situation based on one's personal philosophy, can lessen its threatening impact on the self. For instance, there are people who think that every negative experience is an opportunity, a call for change.

3. Vent to a friend.

If you can't do anything but accept a situation, at the very least find someone to share your experience with. Venting with a trusted friend or a mental health professional can help you integrate the experience better in your life. This can help you move on faster and more effectively.

WHAT HAVE YOU LEARNED?

1. THE MOST IMPORTANT LEARNING

2. MY STRONGEST COMPETENCY

3. WHAT I NEED TO WORK ON?

4. WHAT ACTIONS I CAN TAKE TO RAISE MY EMOTIONAL INTELLIGENCE?

5. WHAT ACTIONS I CAN TAKE TO RAISE THE EMOTIONAL INTELLIGENCE OF MY TEAM?

TAKE AWAY

ABOUT US

Graham (GTE) leads over 100 workshops annually, focusing on leadership, sales, fixed operations, and customer experience. He's the founder of Success Resources International, a Registered Training Organisation based in Brisbane, and the Managing Director of GTE Training and Development in New Zealand.

Originally from North Wales, Graham has spent 17 years in Australia (2001 – 2019) after more than two decades in New Zealand. His background includes service in both the Royal Navy and the Royal New Zealand Navy.

He's married to Shelley, a Kiwi from the Bay of Islands, and together they have two children Mackenzie and Gareth, along with four grandchildren: Hudson, Avyana, Reo and Vivienne.

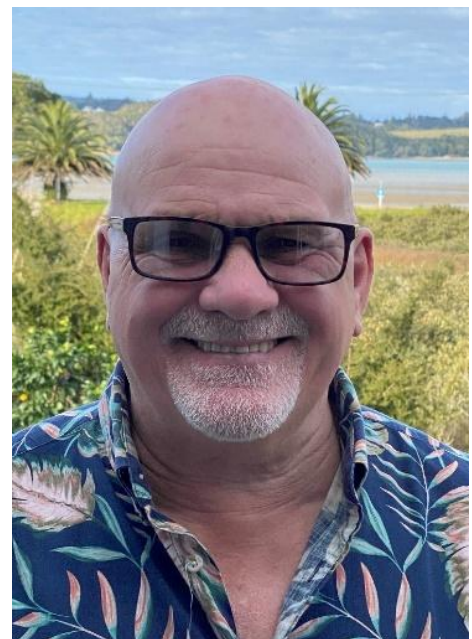
Graham (GT) is a highly regarded coach and workshop facilitator specialising in leadership, sales, service and customer experience. He brings a wealth of expertise with the following qualifications:

- Advanced Diploma of Leadership and Management
- Diploma in Automotive Management
- Diploma of Training and Education and Design
- Certificate IV in Finance and Mortgage Broking
- Certificate IV in Business Sales
- New Zealand Certificate in Marketing
- NLP Practitioner

Contact me on

+64 21 246 8885

+61 404 190 057



GRAHAM TAYLOR-EDWARDS

Let's get started