

Welcome to: Surviving an Emotionally Toxic Workplace



Presented By:

Michael Healey

• michael@rmichaelhealey.com

905-536-3192



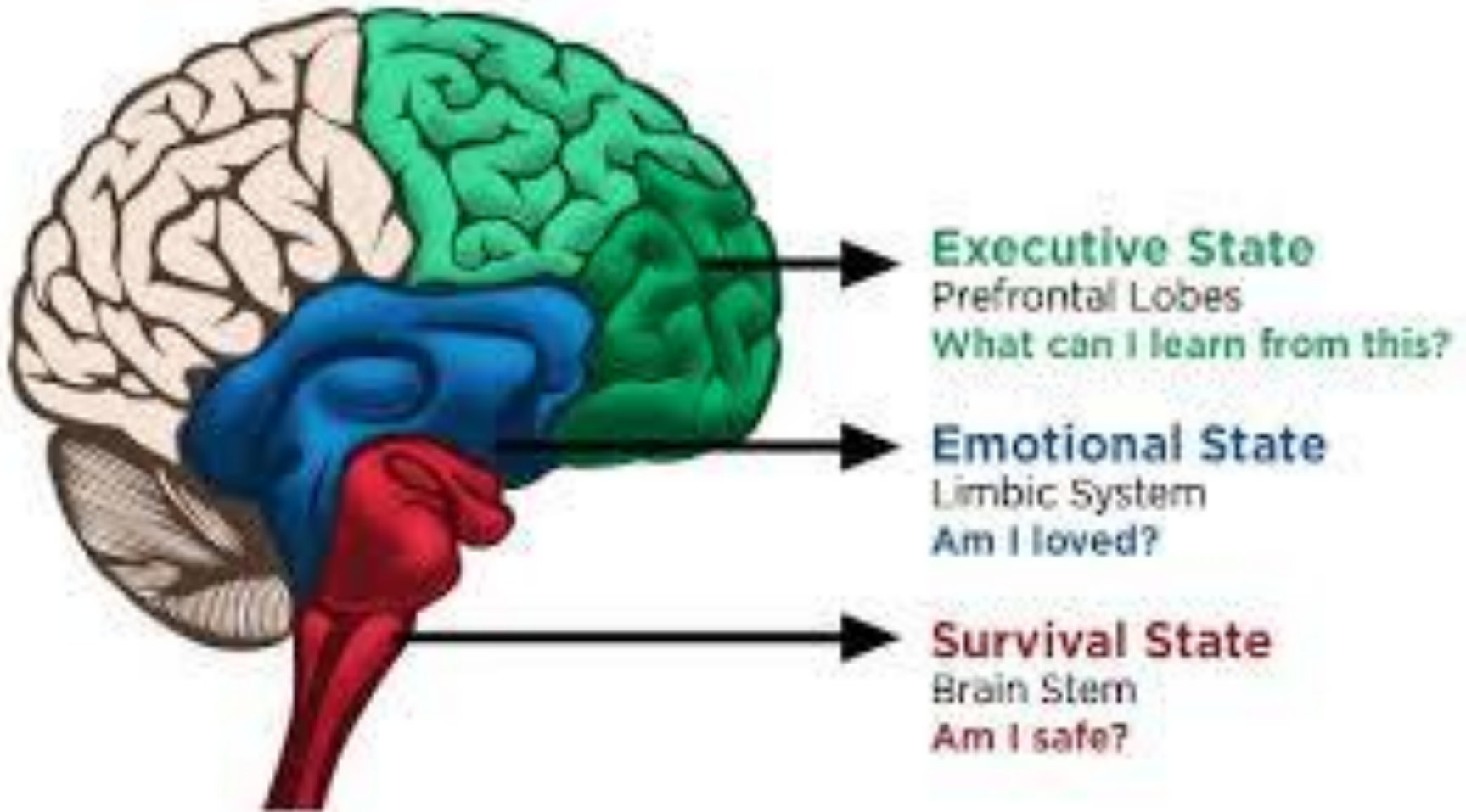
OUTCOMES

1 | Understand
Emotional
Responses

2 | Respond to
Emotions of Others

3 | Recover from
Emotional
Situations

The Triune Brain



Thinking Patterns

Personalizing

Catastrophizing

Generalizing

Directives

Right vs Wrong

Blaming

Expectations

Dis-engage

VS

De-escalate

Emotional Aikido



IN 3 EASY STEPS



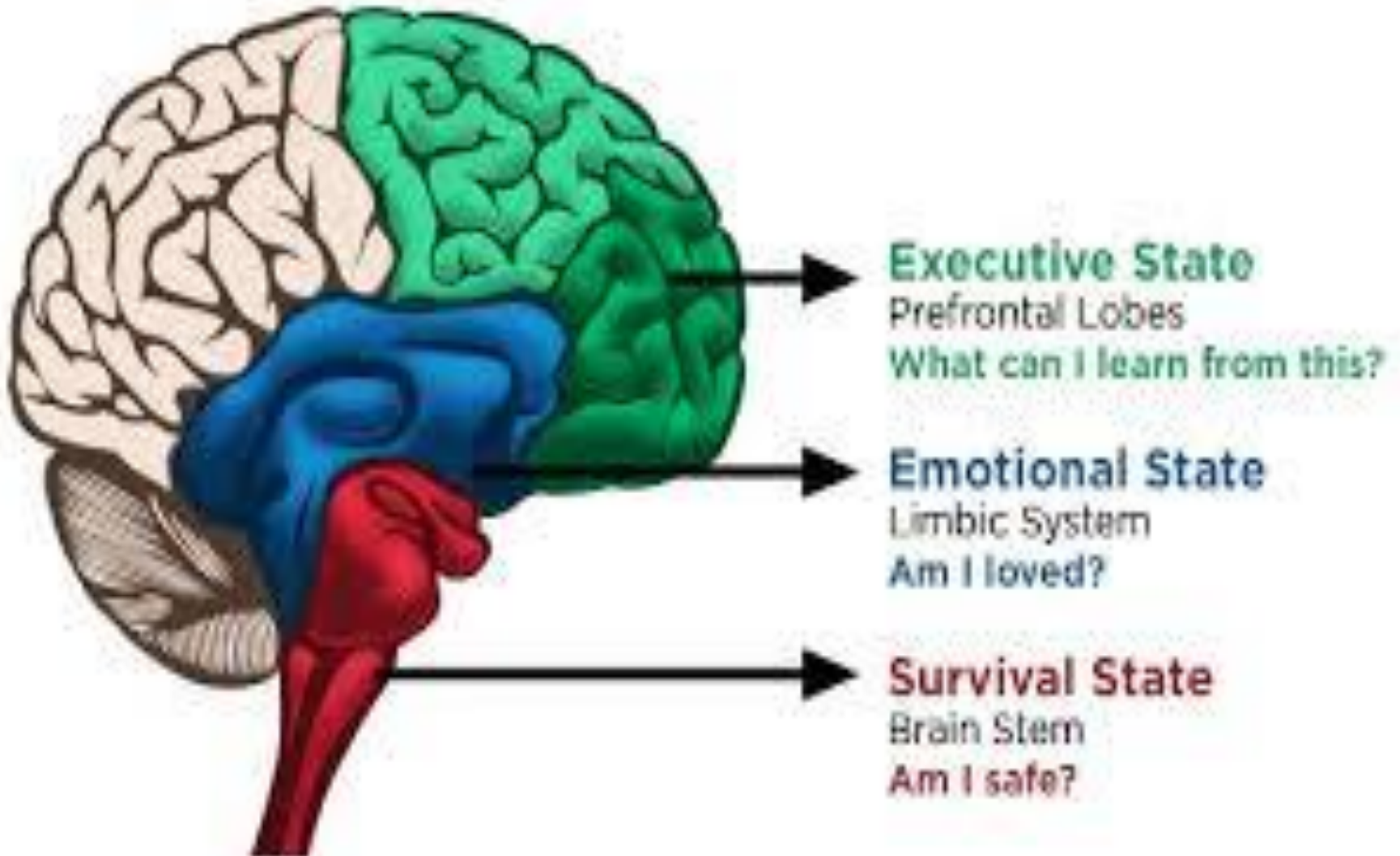
DE-ESCALATION

Listen
(Don't
Defend
Explain
Justify)

Empathize
(Help Them
Identify the
Emotion)

**Ask Non-
Threatening
Questions**
(Avoid Why)

The Triune Brain



5-Step Self Coaching Model

1 – What Happened?

- Just the facts!
- Objective observations about what happened, when, how, etc.
- Relevant statistics or metrics

2 - What Worked?

- Identify things that you would do again.
- Evaluate from external (ie. What worked for others?) and internal perspective (ie. What worked for me?).

3 – What Didn't Work?

- Identify things that you will avoid or won't do again.
- Evaluate from an external. (ie. What didn't work for others?)
- Evaluate from an internal perspective. (ie. What didn't work for me?)

4 - What was Learned?

- What did I learn about myself?
- What did I learn about the situation?

5 - What's Next

- What would be done differently the next time?
- How do you ensure that the correction will be made? (ie. Application)
- What can you do to avoid similar mistakes in the future?

5-Step Coaching Model



Development Model

1 | What Happened?



2 | What Worked?



3 | What Didn't Work?



4 | What was Learned?



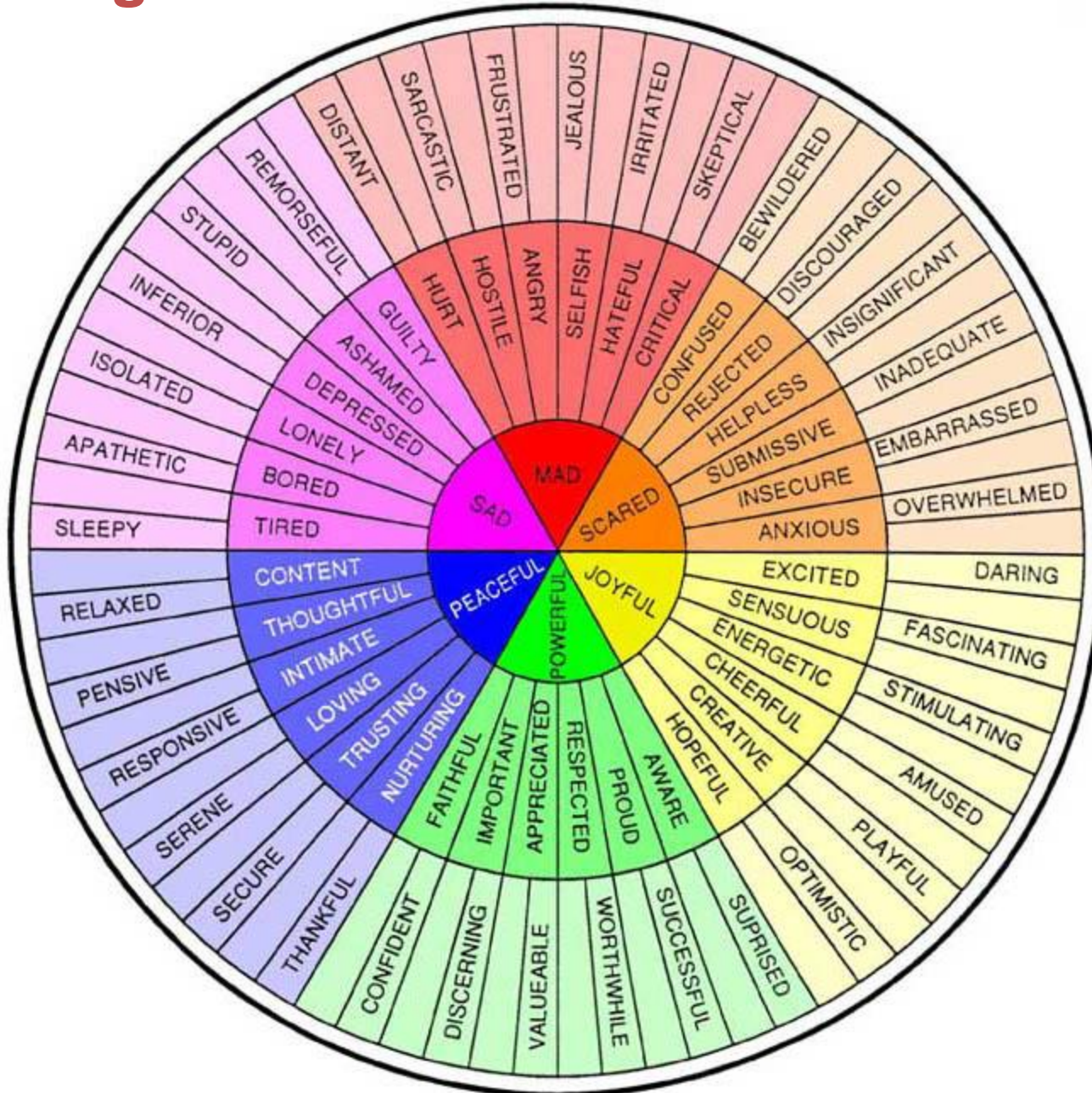
5 | What's Next?

Trigger

Feelings

Thoughts

The Feelings Wheel



For things to change I must do something different ... or if I want things to BE different, I must DO something different.

Question 1

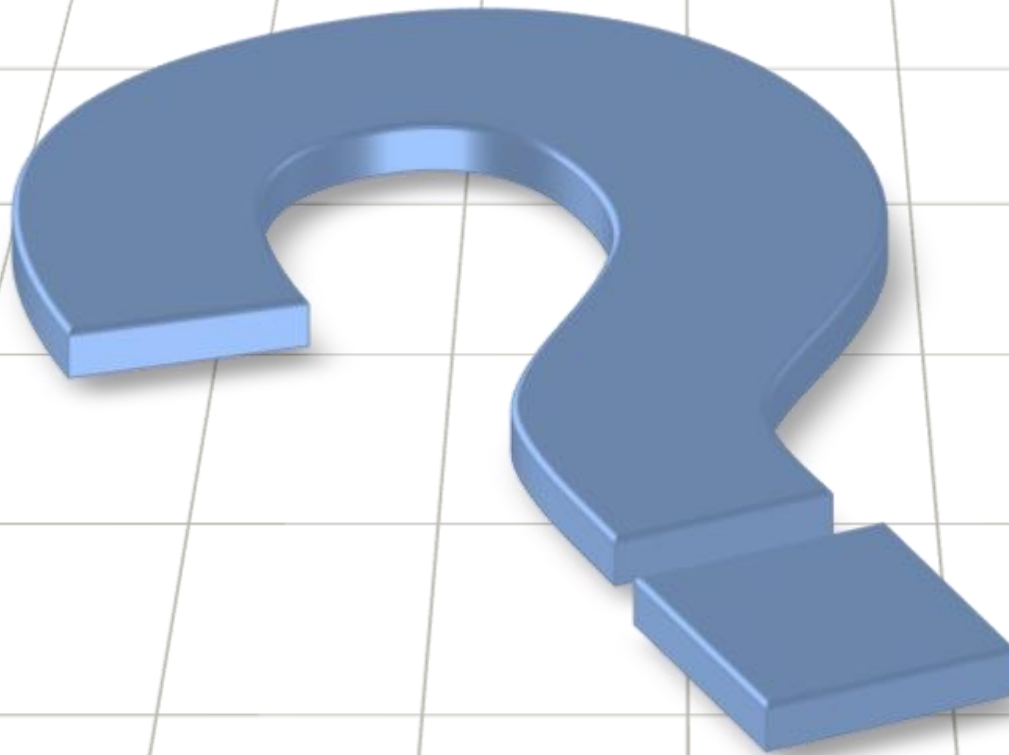
What is one idea/concept/tactic/strategy that you learned from this program that you would immediately apply in your work or your personal life?

What is one action you can you personally take relating to the above solution?

Question 2

Thank You

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michael@rmichaelhealey.com

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