

Monkeys & Everyday Nirvana

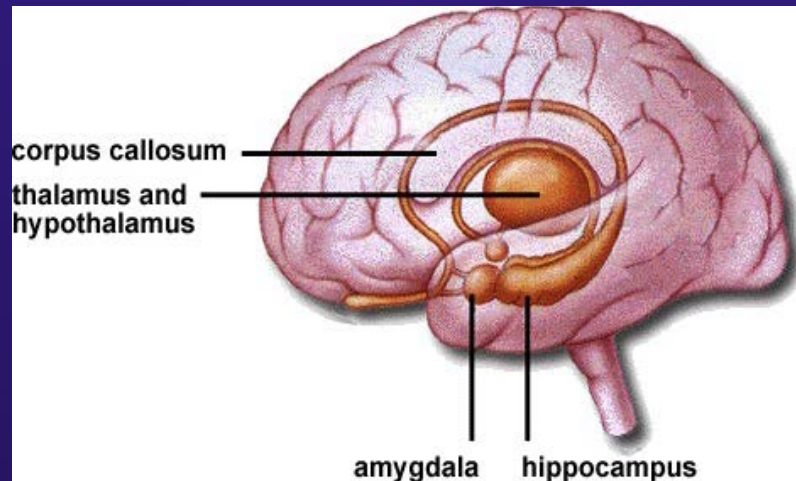
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Physiological Development



1. Brain Stem (basic life functions)
2. Olfactory Lobe (sense of smell)
3. Limbic System & Amygdala Structure (learning and memory)
4. Neocortex (rational thought)

Danger

Trigger

An immediately dangerous event can bring us to the heightened emotional state that sets off fight-or-flight signal



Physiological Response

Thalamus records it and sends messages through two routes at the same time:

1. *The long path* – through neocortex to amygdala; and
2. *The short path* – directly to amygdala, generating a quick reaction before thinking sets in.

If amygdala interprets event as dangerous, it quickly mobilizes body for survival, shutting down rational thought.

Triggers & Responses

Triggering Stimuli

- Memories of Past Trauma
- Early Childhood Traumatic (Hidden) Memories
- Escalating Conflict Spirals
- Emotionally Charged Moods
- Ruminating

Physiological Responses

- *The Long Path* – through the neocortex to the amygdala; and
- *The Short Path* – directly to the amygdala generating a quick reaction



Responses to Conflict

Aggression (Fight)

Attack	Explode
Shout	Talk over
Interrupt	Nag
Try to prove point	Insist on rightness
Set other person straight	Make caustic or biting comments
Hurl insults	Get even
Issue Ultimatums	

Avoidance (Flight)

Escape	Go silent
Dwell on unfairness	Complain behind back
Withdraw	Get depressed
Get sick	Act super-polite
Believe you are not fair if vocal	Busy yourself
Tell yourself it doesn't matter	Take it out on someone else

A Third Way (Assertiveness)

- Use open-ended statements/questions
- Practice active listening
- Identify other person's needs/feelings
- Express one's own needs/feelings
- Use "I" messages
- Create a "we" culture
- Reduce defensiveness
- Reframe the situation (positions to joint interests)
- Brainstorm
- Join with the other as a partner in solving problem(s)
- Look for all-gain solutions
- Agree to disagree

Pausing to Think

Whenever triggered into fight or flight

1. Notice that you have been set off
2. Take advantage of the eight-second delay
3. Recognize your habitual response
4. Withhold judgment while taking time to cool down –
pause
5. Begin restoring balance and choose the most effective
response to the conflict.



The Drowning Person



Letting Go of Blame

- Blame is never productive
- Blame fails to solve the problem
- Blame generates more hard feelings
- Empathy allows one to see yourself in another
- When resonance is achieved, a conflict-solving relationship starts
- Self-awareness involves looking at oneself with a degree of honesty

Two Types of Conflict Resolution

Problem-Solving

- Slower, takes time to analyze problems
- Flexible thinking – many solutions to every problem
- Managed
- Moderate behavior (so can maintain relationships)

Defensive

- Fast, shuts down higher thinking & problem solving to focus on quick action
- All or nothing thinking (eliminate or escape the enemy)
- Intense emotions drive flight or flight behavior
- Extreme behavior to defend

Characteristics of High Conflict Personalities

- All or nothing thinking
- Unmanaged emotions
- Extreme behavior
- Preoccupation with blaming others

Personality Disorder & Common Conflict Traits	% of U.S. Population	65+ Yrs.	64-45 Yrs.	44-30 Yrs.	19-18 Yrs.
Narcissistic arrogance, superiority, lack of empathy, insulting, self-centered	6.2% 62% Male 38% Female	3.2%	5.6%	7.1%	9.4%
Borderline sudden intense anger, wide mood swings, revenge and vindication	5.9% 47% Male 53% Female	2.0%	5.5%	7.0%	9.3%
Paranoid fearfulness, mistrusts everyone, fears conspiracies and betrayals	4.4% 43% Male 57% Female	1.8%	3.6%	5.0%	6.8%

Personality Disorder & Common Conflict Traits	% of U.S. Population	65+ Yrs.	64-45 Yrs.	44-30 Yrs.	19-18 Yrs.
Antisocial lying, fearless, enjoys bullying/hurting others, likes to dominate	3.6% 74% Male 26% Female	0.6%	2.8%	4.2%	6.2%
Histrionic excessive drama, highly emotional, exaggerates, demands attention, may lie	1.8% 51% Male 49% Female	0.6%	1.2%	1.8%	3.8%

Dancing with Resistance

(The Two-Step)

1. Stay connected with them throughout the process (EAR – Empathy, Attention, and Respect) – stay with them, not fix them
2. Educate on the choices and the consequences of those choices
3. Keep responsibility for decision-making on the parties – “It’s up to you.”

BIFF Responses

Brief

Informative

Friendly

Firm

The Three A's

1. **A**dvice
2. **A**dmonishment(s)
3. **A**pology(ies)

It is very important that BIFF responses NOT contain any of the three A's.

Rochelle's Response

Hi, Jim.

I just wanted to follow up on Phil's e-mail from yesterday. Regarding the statistical analysis, it's almost all done. I have followed the schedule completely, even getting some parts of it done early. Now that this is the top priority of our department, I expect you will have the finished results by this Friday. Let me know if you have any questions about the statistical information.

Yours,

Rochelle

Helping People Get Along

- Identify the symptoms
- Define and reframe the problem
- Generate alternative solutions
- Pros and Cons of viable options
- Experiment by trying solution for a time
- Define criteria used to evaluate effectiveness
- Fine tune solutions for improvement

New Rule

*Play the ball
where the monkey drops it.*





Thank You!