

# Emotional Hijack! Finding Calm (and Choice) in the Storm

Presented by:

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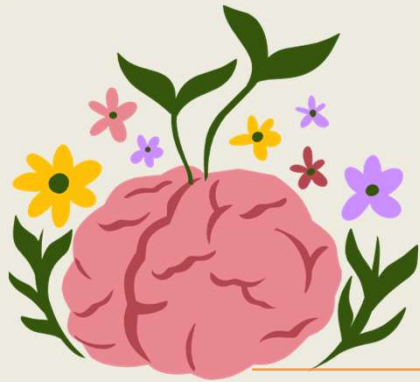
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Thanks!

# Your Brains' Responses



Relaxed  
Curious



**“The activation of these emotions is instantaneous”**  
Daniel Goleman, Psychologist & Author of “Emotional Intelligence”

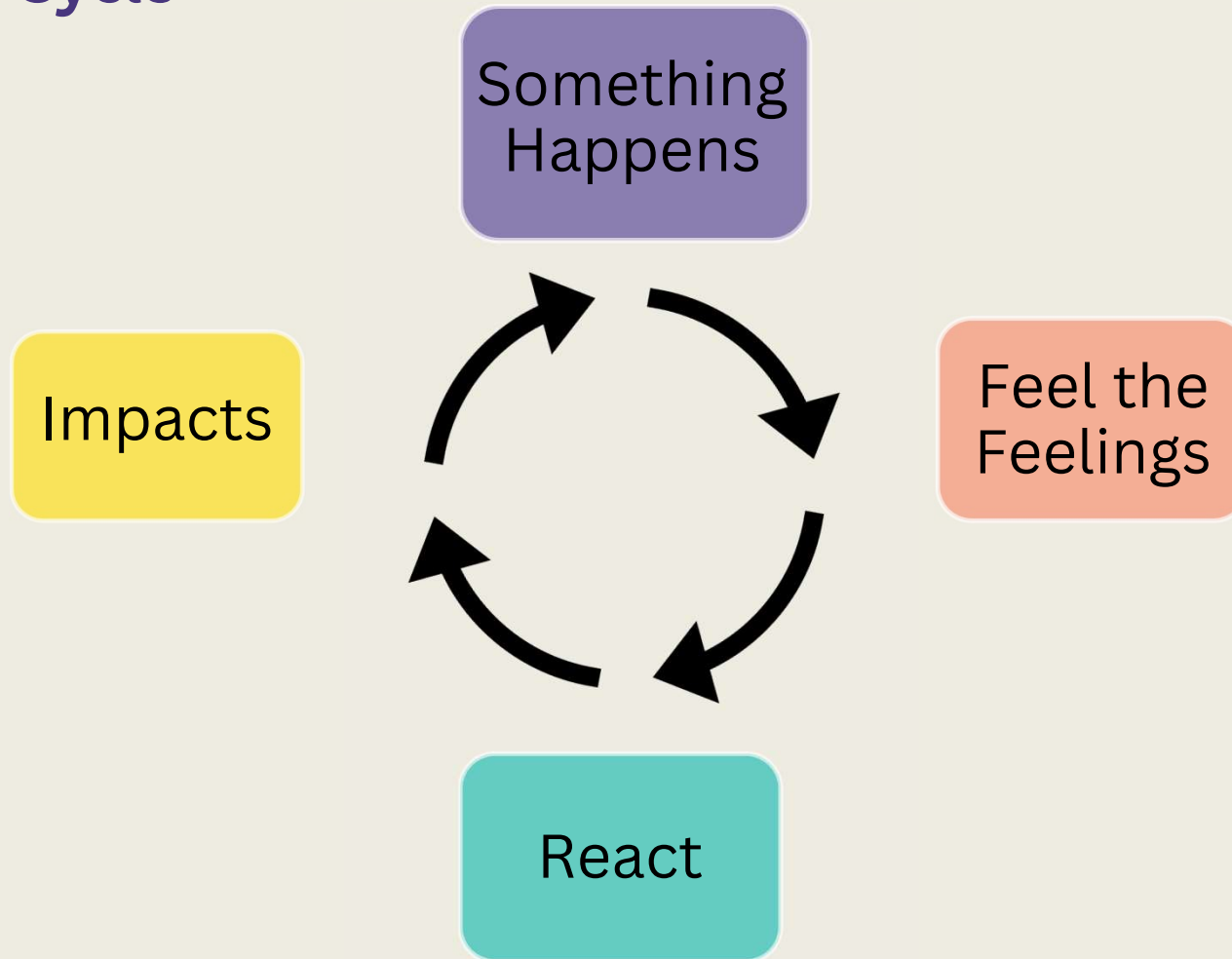
# Feel the Heat

escalated  
surprised silly  
annoyed stunned  
overwhelmed angry happy  
escape self-conscious  
confused awkward wanted  
irritated challenged  
curious fun stressed



Choice & Reason

## Reactive Cycle

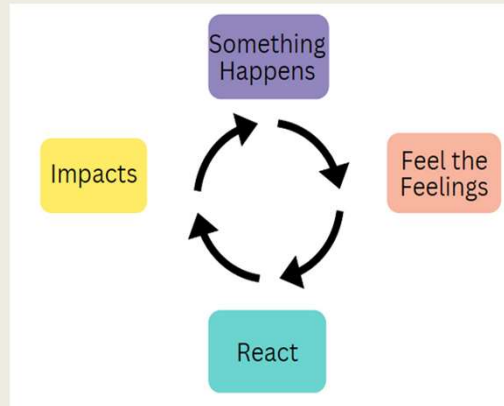


# Our Work Lives

- Get to work on time
- Meet deadlines
- Collaborate with others
- Handle problems
- Prioritize work for myself & others
- Deal with my manager/supervisor
- Generate solutions
- Meetings (in person or virtual)
- Something else!

**DAILY  
ACTIVITIES**

# Reactive Cycle



## Virtual Meeting

Daily Activity
What it felt like
How did your mood/emotional stability shift?
The outcome was?

Something Happens

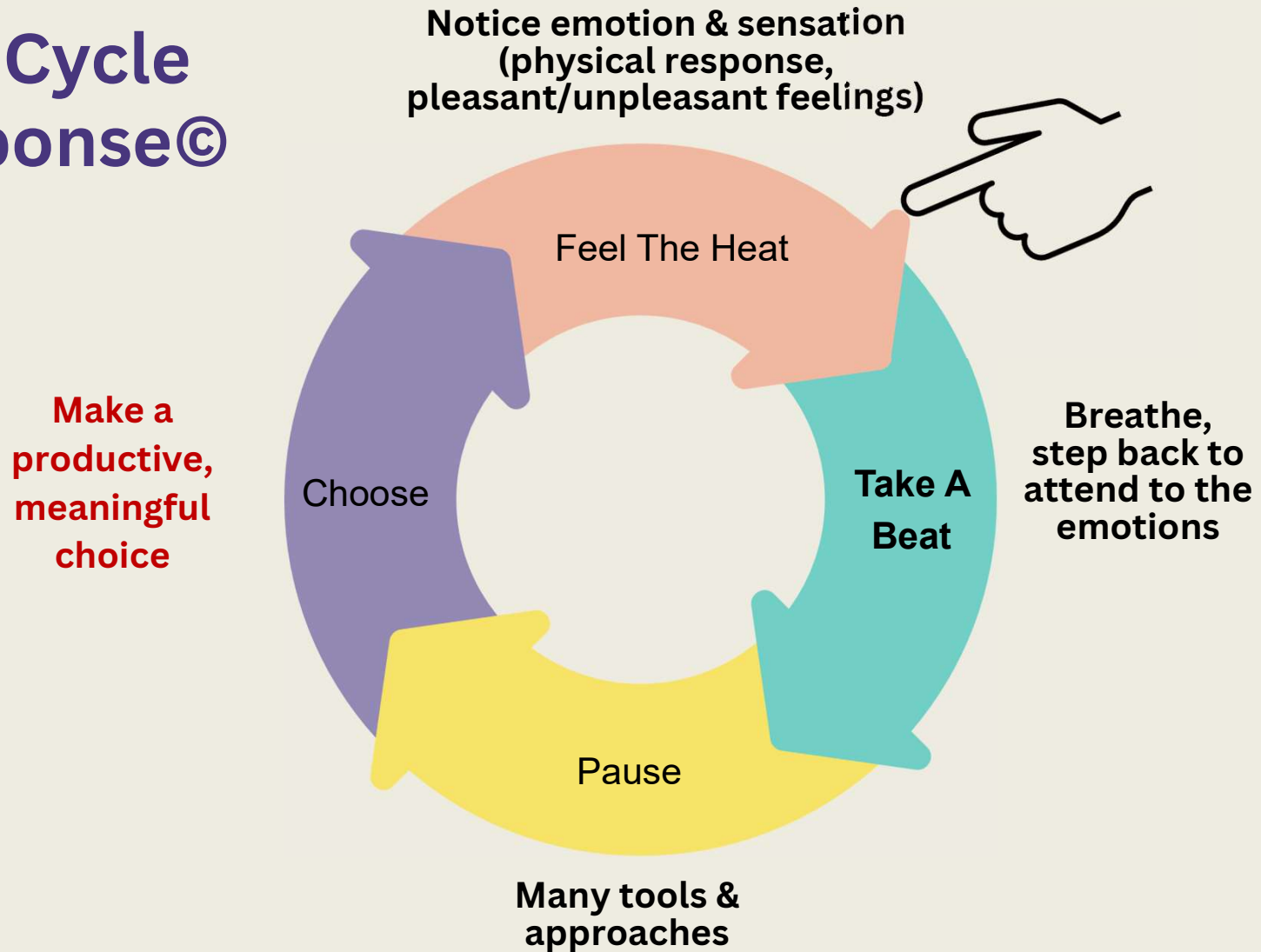
Feel the Feelings

React

Impacts!

- Running late
- Frustrated, annoyed, I could feel myself getting antsy
- I stopped listening, might have said something snarky, certain it showed on my face
- I was upset, which I carried out of the room, my teammates were upset

# Bolder Cycle of Response©





# Take a Beat

Choices & Thoughts

- Lowers heart rate
- Increases feelings of well-being
- Restores blood flow to critical areas of the brain

What are your “go to” methods to “Take a Beat?”



**PAUSE**



# Cognitive Distortions (CDs)



Stimuli – Something Happens

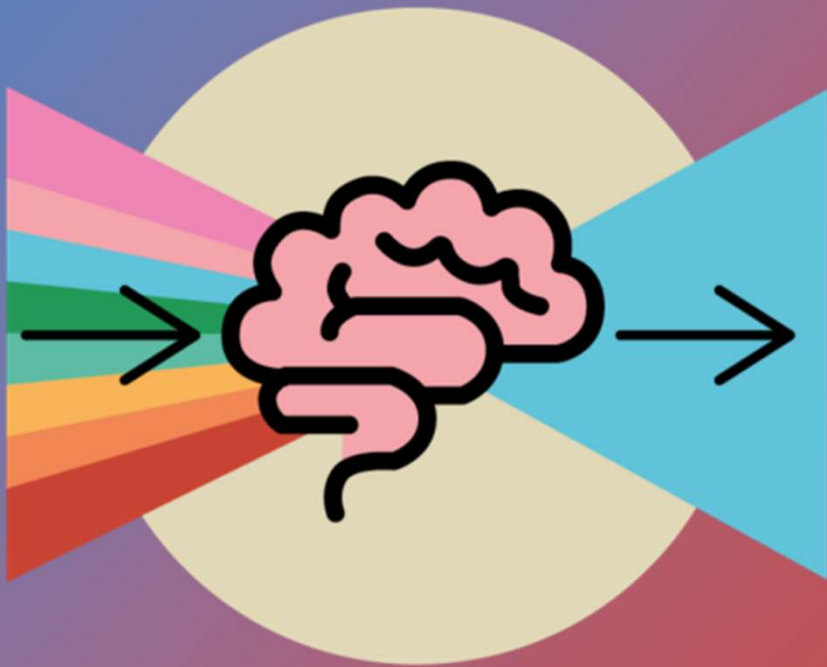


Filters (the home of judgements & beliefs) – We Add Meaning



Reactions – We React





## Rule Making

- Should/shouldn't
- Must
- Ought to

**My way or the highway!**

# Most Prominent Cognitive Distortions

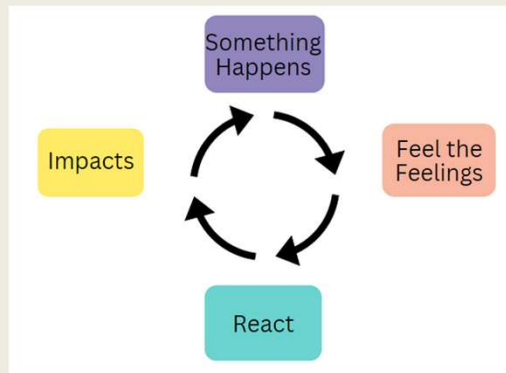
Rule Making - Shoulds

Catastrophizing – What ifs

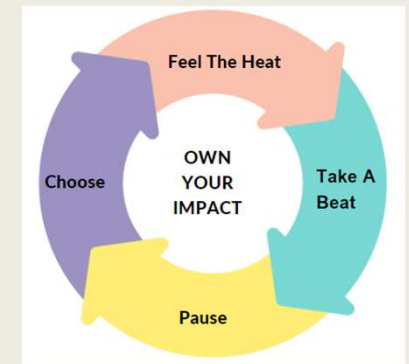
Labeling – Good/Bad

Personalizing – All About Me

## Reactive Cycle

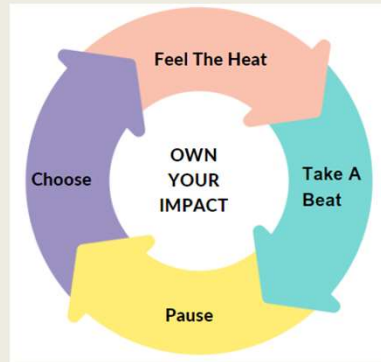


## Bolder Cycle of Response©



Daily Activity		Daily Activity	
What it felt like		What are the warning signs/triggers? FTH	
My general condition was what, leading up to that moment?		What's causing your response? PAUSE	
The outcome was?		What do you want instead? CHOOSE	

# Bolder Cycle of Response©



## Virtual Meeting

Daily Activity – What’s Happening?
What do you need to support yourself?
What’s behind your response?
What do you want to happen?

Feel the Heat

- Running late

Take a Beat

- Breathe, do finger exercise!

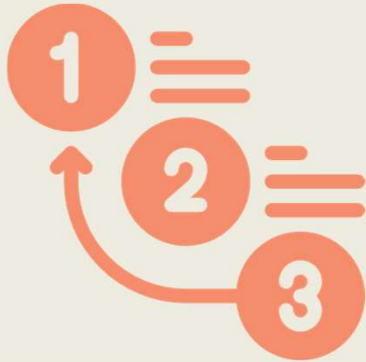
Pause

- Notice my “shoulds,” and **own my part**

Choose!!

- Ask, respectfully, to schedule more time in the next meeting. Emphasize wanting to be in the conversation but feeling pushed by the lateness.





Prioritize  
Your  
Condition



Stretch Your  
Ability to  
Notice & Feel  
Your Feelings



Expand Your  
“Pause”  
Toolkit

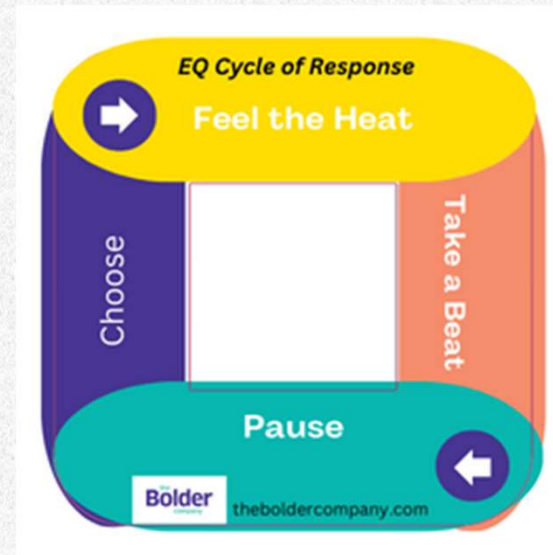
**Ways you could do these things**  
**What the benefits might be**

**“Behavior  
eats  
knowledge  
for  
breakfast”**

**PRACTICE  
ISN'T THE THING YOU DO  
ONCE YOU'RE GOOD.  
IT'S THE THING YOU DO  
THAT MAKES YOU GOOD.**

*Malcolm Gladwell*

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Thank you!

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