Managing Emojis:
Keep your emotions under control even during the most difficult encounters

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Affiliation or Financial Disclosure

• Tami West
  • Nothing to Disclose
Which one are you?
Agenda

• What are Emojis?
• Quick Assessment
• The Story of Mom
• 3 Emoji Traps
It used to be so easy!! 😊 😞
A Quick Emotional Assessment

0 = Ehh. Not a huge problem for me

1 = Yeah. This upsets me!
1. A car cuts me off/tailgates in traffic.
2. A child/cook/manager/director doesn’t clean up after themselves/take care of business and I’m left to clean it up.
3. Someone very close to me is diagnosed with a terminal illness.
4. Someone takes my oven mitt!
5. People….
6. Someone in my kitchen gets a promotion/better assignment but didn’t deserve it. I deserved it, though.

7. I’m in a store, late for school, and the person in front of me has like 1,002 coupons. The clerk is slow.

8. Someone shows me the stitches they just got inside their mouth.

9. A manager thinks the rules don’t apply because he/she’s worked here forever!

10. A colleague/friend/family member constantly tries to tell me the “right” way to do things.
Score of 0-3
Score of 0-3
Score of 4-6
Score of 4-6
Score of
7-10
Score of 7-10
THE STORY OF MOM
1. The Genetics Trap
What Are the Basic, Hard-Wired Emojis?
Joy
Sadness
Disgust
Fear
Anger
Interest
Trypophobia
2. The "That’s just how I am/there’s nothing I can do about it!" Trap
We all have to do 10 things at once. Perfectly.
LIKE YOU'VE GOT TIME FOR A RECEIPT.
Alice: I think, sometimes the people are like, Oh, I’m not stressed-out, I’m like, well, you must not have a lot going on. (laughs) I know that sounds bad. I just want you to be honest about . . . People, especially before I was pregnant, like if I said to some of my friends that have children, . . . “I haven’t slept” and “I’m tired” and “I’m stressed at work” and people will [say] “Just wait till you have kids” and that kind of thing and it’s like you’re not validated if your suffering is not the same.

These are such powerful words that we’ll revisit in chapter 8, but for now notice the shift—it’s a shift almost in the same breath. On the one hand Alice seems to be evaluating people who say they’re stressed but don’t have a lot going on. Then she shifts and expresses how terrible it makes her feel when her friends do this to her.

I always want to point out powerful words from these brave women—keep this one in mind as we go forward. So powerful:

**It’s like you’re not validated if your suffering is not the same.**
WORKAHOLIC

I'M THE MAN
IN THE MIDDLE

OCD

FIRST TIMER
SOMEBODY

MASTERMIND

SHOW ME THE MONEY

KNOW IT ALL

COOL
Kind
unicorn lover
sweet
Emotionally Mature

Believe
HERE TO SERVE
NO WHINING
BE HAPPY!
Questions—Responding to Challenging

- Why do you ask that?
- Are you asking me if...?

- What specifically do you want to know about...?
- How would YOU respond to that question?
- That question is phrased in a way that sets up the answer. I think a fairer question is...
Put-Downs—Responses To

• I thought I heard a dig. Did I?

• That remark hurts because I care about your opinion and it sounds like you are trying to discourage me. If you have an issue, let’s discuss it directly.

• I worked very hard to (make this party a success). If I have not met your expectations, tell me what’s wrong, but don’t take pot shots.

• I think that remark was hurtful and uncalled for.

• I feel disappointed and affronted.

• I want to be treated with respect.

• I think there must be something else bothering you for you to make a remark like that.

• I feel offended.

• I want to discuss anything that may be creating tension between us.

  • That remark sounded like a dig.

  • I am insulted.

  • I expect to be treated with respect.

  • That’s your opinion. I see it differently.

  • I am interested in your opinions, but not in your insults.

  • Ouch! How inappropriate...
3. The Mind Trap
Complex Emoji’s

Basic emojis + thoughts =

- Furious
- Anxiety
- Shame
- Others

Back to the Quiz
1. A car cuts me off/tailgates in traffic.
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4. The Choices Trap
What To Do?

1. Assess your level of emotionality. Really consider what emotional traits you’re grateful for, and what you’ll have to work on. Realize you might have to work harder – your entire life! It’s worth it!
What To Do?

2. Who am I? Am I angry/jealous/fearful? Do I want that identity? Or is there something I can do?

3. Make it a point to assess EACH time you have the emotion. Ex. Job assignment, friend know it all.

4. Don’t let your own mind be a mystery to you! Become a Master Thinker.
What To Do?

5. Consider mature reactions.
6. Finally, USE THE RIGHT TERM ☺
THE STORY OF MOM
Your heart and hugs were given with love, your eyes always had a twinkle, along with your smile and kindness everybody knew they had a friend in you.
One day I came into work after having a bad day. When I went into Ms. Marie’s room, she grabbed me, gave me a big hug, and told me that she loved me. I melted and my mood instantly changed. I've worked in the ER as a nurse for the last 16 years. I never really got that 'close connection' with my patients because they would come and go so fast. That was not the case with Ms. Marie! I learned a deeper sense of compassion and empathy while taking care of her that will make me a better nurse and a better person. I am blessed for knowing her.

Anamela Parker, RN

I will miss your hugs, smiles, and wanting my curly hair. You made my days with your caring and kindness. I will miss you.

Amber James
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Thank You!