

SM

Communication Training

Module 2

Workbook

Trigger

What is a trigger?

A trigger is an automatic response to something, it can be a text message, an email, a song, a smell.

How do you know you are being triggered?

You experience extreme discomfort. In this workbook you are going to look specifically at the behaviors of others, that trigger you at work.

Reaction Vs Response

Responding is:

someone says something and we reply to what they say.

- We feel neutral
- We are able to express what we want to say
- We have no extra thoughts about it

Reacting is:

Someone says something, and we're triggered.

- We feel discomfort; angry, upset, tired, quiet, rage...
- We reply by; shouting, using sarcasm...
- We keep thinking about it afterwards “Well they’re wrong!” or “I could have said something else.”

The 4 steps on how to identify and change your reactions at work

- Step 1:
Behaviours that are likely to trigger you.
You will pick 1 behaviour and start working with that behaviour in the next steps (Page 4)
- Step 2: Identify the reaction (Page 6)
- Step 3: Impact (Page 8)
- Step 4: Create a practise (Page 12)

STEP 1.

Behaviours that are likely to trigger you.

Behaviours that are likely to trigger you:

- Someone is criticizing, judging or blaming you
- Someone is crying or playing the victim
- Someone who is angry, is yelling or is being aggressive
- Someone is ignoring you, is not listening to you or gives you the silent treatment
- Someone being sarcastic
- Someone who is being arrogant
- Someone who is lying to you
- Someone who wants to manipulate you

STEP 1.

Behaviours that are likely to trigger you.

Now it's time for you to reflect. Which of the behaviours above trigger you?

Answer these questions to help you identify them.

- What are others saying?
- What are others doing?
- Where are you?

You may have identified one or more behaviours.

Choose one behaviour:

The behaviour that triggers me is:

STEP 2: Identify the reaction

Use the behaviour that you chose and answer the following questions.

What are your thoughts?

Example: Why is she shouting at me?

What are your emotions?

Example: Anger

Explore emotions here: <https://leadersbeingheard.com/emotions>.

STEP 2: Identify the reaction

Use the behaviour that you chose and answer the following questions.

What are your body sensations?

Example: Butterflies in my tummy

What are your actions or inactions?

Example: I freeze

STEP 3: Impact

What is the impact of you reacting this way?

What's the impact on you, others and your projects or your business?

Examples: I'm tired, I cannot focus on my tasks, I'm not present with my family, we don't deliver the project on time.

How do you feel about going to work?

What's it like working with that person who has the behaviour that triggers you?

STEP 3: Impact

What is the impact of you reacting this way?

What's the impact when you spend time outside of work? Do you keep thinking about it?

What's it like when you think about expanding your business or team? Or taking on new projects?

What's the impact on the future? What will happen in the future if you carry on this way?

STEP 3: Impact

What is the impact of you reacting this way?

Where else does this occur in your life with other people outside of work?

Is there anything else you see relating to the impact?



**You eat the poison
and expect them to die.**



STEP 4:

Create a practise



Steps to follow to get from reacting to responding

1. NOTICE - You catch yourself by noticing your body sensation, the one you identified earlier.

And then you have a choice how you respond. You can either stay in the reaction or you can take a moment to acknowledge what's going on with you internally and respond differently.

2. SPACE - How you acknowledge you are in a reaction is by using a practice that gives you space.

Here are practices that you can choose from - see what resonates with you or find something similar:

- “I need to go to the toilet”
- “Sleep on it before replying to the email”,
- “I just need a moment.”
- “Let’s stop here and I’ll get back to you”

3. RESPONSE - Create a new response - from the space that you’ve given yourself to get out of the reaction, see how you would like to respond to this situation in the future.

STEP 4: Create a practise

2. SPACE - Choose a practice - see what resonates with you or find something similar:

- “I need to go to the toilet”,
- “Sleep on it before replying to the email”,
- “I just need a moment.”
- “Let’s stop here and I’ll get back to you”

3. RESPONSE - Create a new response

How would a leader you admire respond in this situation?

How would you like to respond to this situation in the future?

Assignment

Notice what triggers you.

List below the behaviours at work that you notice trigger you.
Go through the above steps for each of the behaviours.
Come back next session prepared to shared what new practices you created.