

Dealing Skillfully With Emotions

Being Guided by Emotions but Not Controlled by Them



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Emotions Defined

Emotion:
A strong feeling usually directed toward a specific object and typically accompanied by physiological and behavioral changes in the body.

Feeling:
generalized bodily consciousness or sensation.

Sensation:
a state of consciousness due to internal body changes.

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Let's Start Here...



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Where's the ROI, Riggo?



research...showed that 85% of our financial success was due to skills in “human engineering”, personality, and ability to communicate, negotiate, and lead.



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Source: Carnegie Institute of Technology

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My All-time Favorite

Between stimulus and response there is a space.
In that space is our power to choose our response.
In our response lies our growth and our freedom.

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Try to Hold This Idea in Your Head

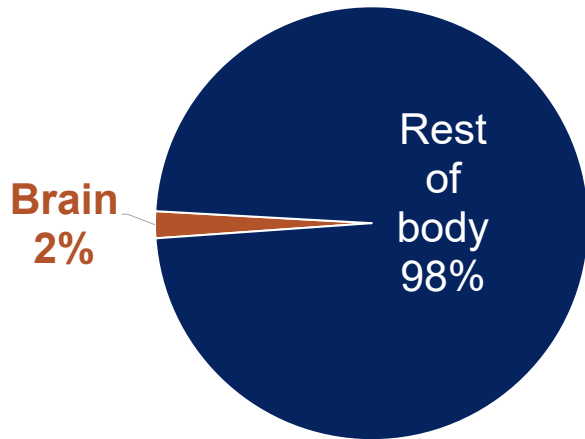
The body is not a thing.
It's a process.

We experience this process through an organ called the brain.

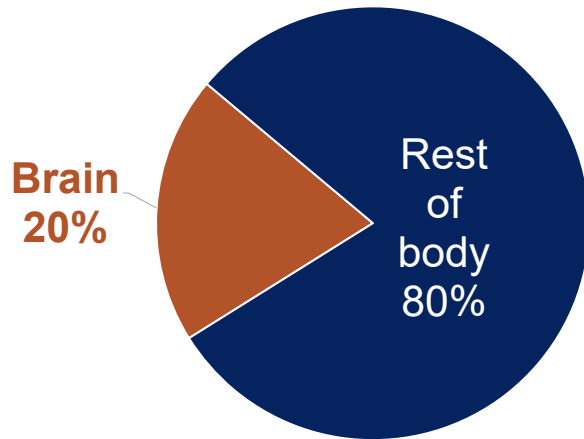
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Why We're Mostly on Auto-pilot

Weight

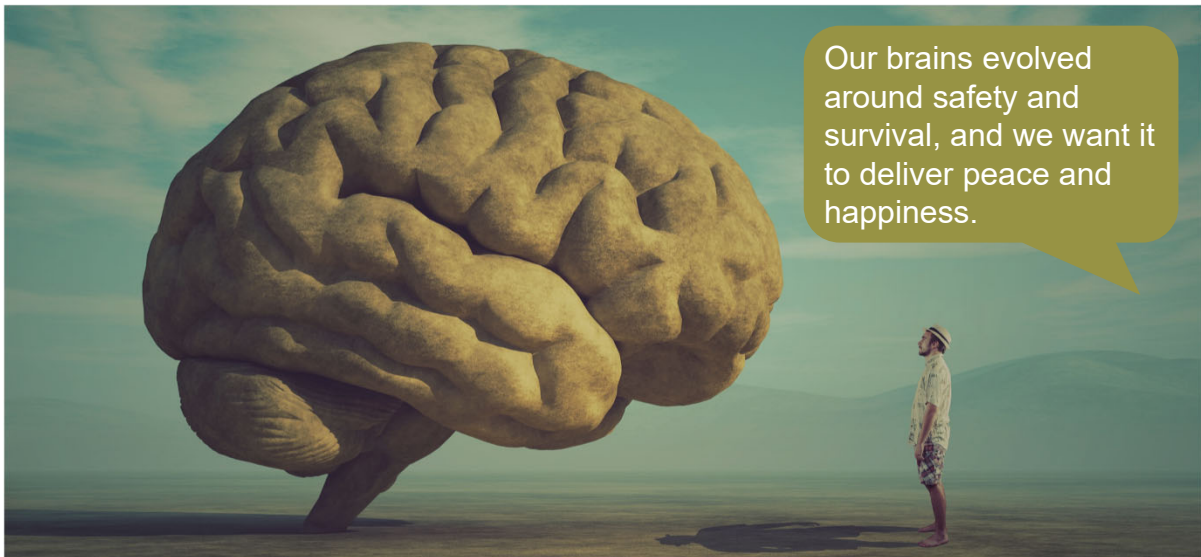


Energy Use



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This Explains a Lot...



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Which Comes First?

...emotions are not separate from reason, but they are the foundation of reason because they tell us what to value.

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The 6 Primary Human Emotions



Fear



Happiness



Disgust



Anger



Sadness

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Break Time



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Versions of Fear

False
Evidence
Appearing
Real

Future
Events
Already
Ruined

F
Everything
And
Run

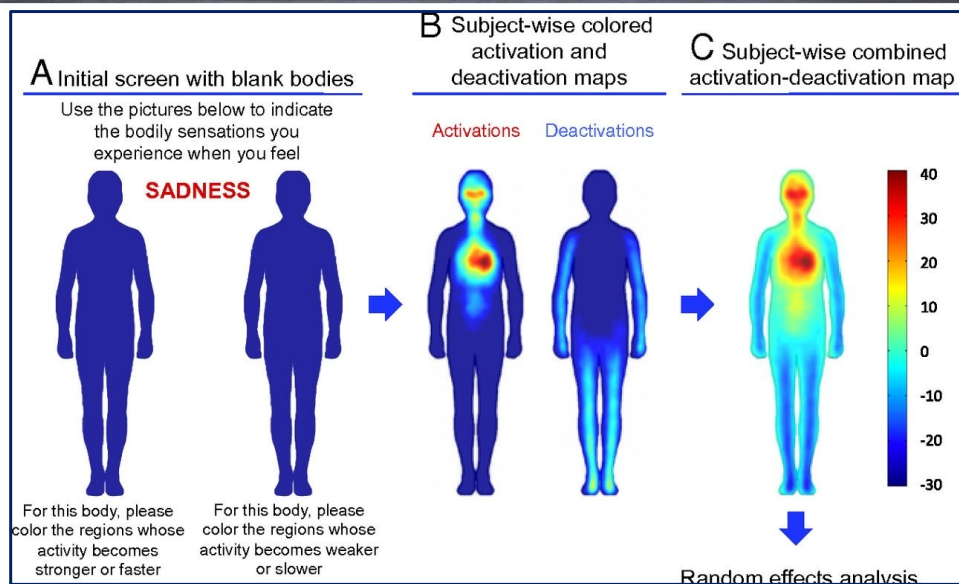
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Learning From Your Body - Methodology

- “Bodily Maps of Emotions” Study
- 773 individuals
- Male and female
- West European - Finnish and Swedish
- East Asian – Taiwanese
- Colored bodily regions noting increase/decrease activity while viewing:
 - Emotional words
 - Stories
 - Movies
 - Facial expressions

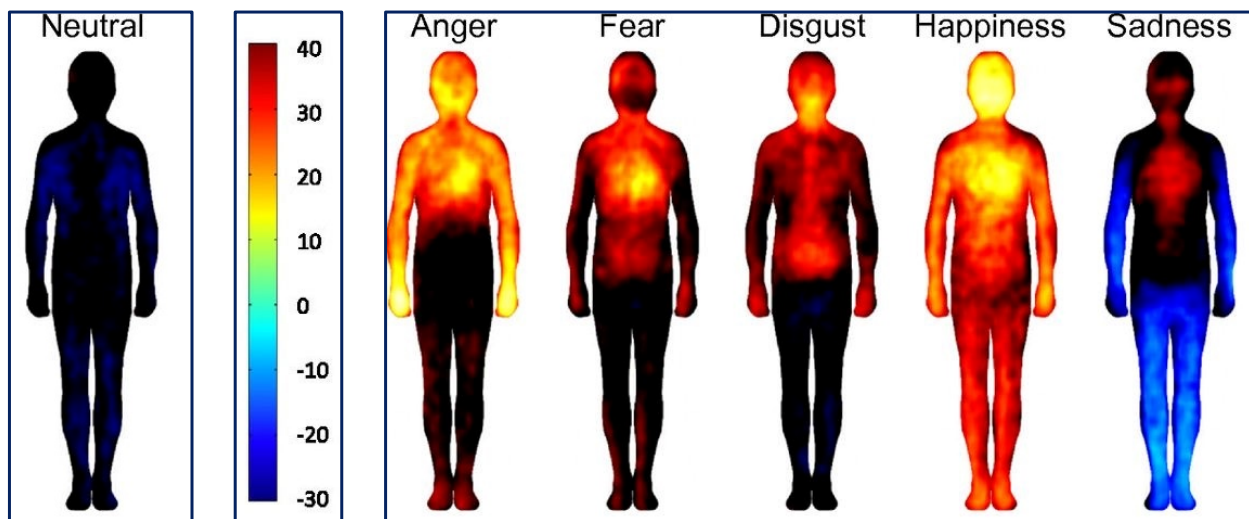
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Learning From Your Body - Questionnaire



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Learning From Your Body - Results



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Source: Bodily Maps of Emotions, Ritta Hari, Finish neuroscientist
Proceedings of the National Academy of Sciences

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Emotions Come in Layers



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This Stuff is Real

Emotions are tunnels. If you go all the way through them, you get to the light at the end. Exhaustion happens when we get stuck in an emotion

1. Any movement of your body
2. Breathe
3. Positive social interaction
4. Real laughter
5. Affection – 20 second hug
6. Crying
7. Creative expression

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The Crypt of the Capuchins, Rome



QUELLO CHE VOI SIETE NOI ERAVAMO; QUELLO
CHE NOI SIAMO VOI SARETE _

WAS IHR SEID SIND WIR GEWESEN; WAS WIR SIND WERDET IHR SEIN _

COMME VOUS ÉTES COMME NOUS VOUS ÉTES

WHAT YOU ARE NOW WE USED TO BE; WHAT WE ARE NOW YOU WILL BE

COMO VOSOTROS NOSOTROS ERAVAMOS; COMO NOSOTROS VOSOTROS SAREIS.

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One More Reminder

The body is not a thing.
It's a process.

...a flower can become garbage
...garbage can become a flower.

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People Seem Not to Understand This

Empathy: the
ability to
understand and
share the
feelings of
another

Waiting to speak is not
the same as listening.

Understanding is not the
same as agreeing.

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Anger

Frustration **Apathy** **Hurt** **Guilt**
 Preserves protection of the tribe.



Sources:
 Karla McLaren, Researcher
 Erin Olivo, Psychologist

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Fear

Confusion **Anxiety** **Panic** **Jealousy**
 Preserves resources



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Sadness

Grief

(Situational) Depression



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Sources:
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Erin Olivo, Psychologist

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Happiness

Contentment

Joy



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Sources:
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Erin Olivo, Psychologist

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Break Time



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How Anger Saved a Relationship Years

		Divide? 			Pay my fee! 		
Neighbor						Neighbor	
	Non profit						
				Resi dev			
			Industrial developer				
							Industrial buyer

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How Fear Saved Further Lost Productivity

**F 500
TransPort**



8+ Year relationship



22 Cities



\$1.4MM in fees



Class B Office



19 assignments



13 false starts

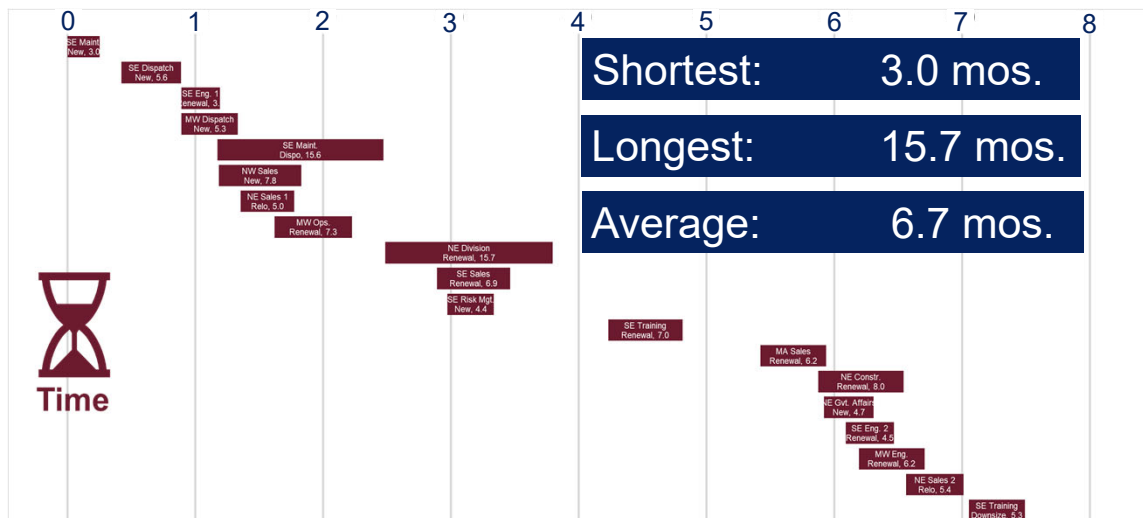


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How Fear Saved Further Lost Productivity

Project Durations

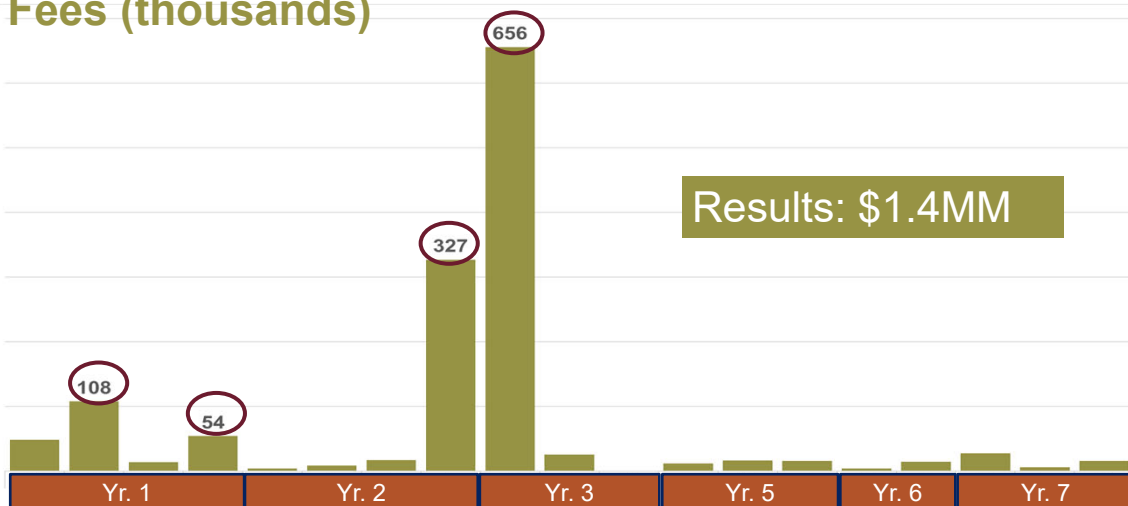


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How Fear Saved Further Lost Productivity

Fees (thousands)



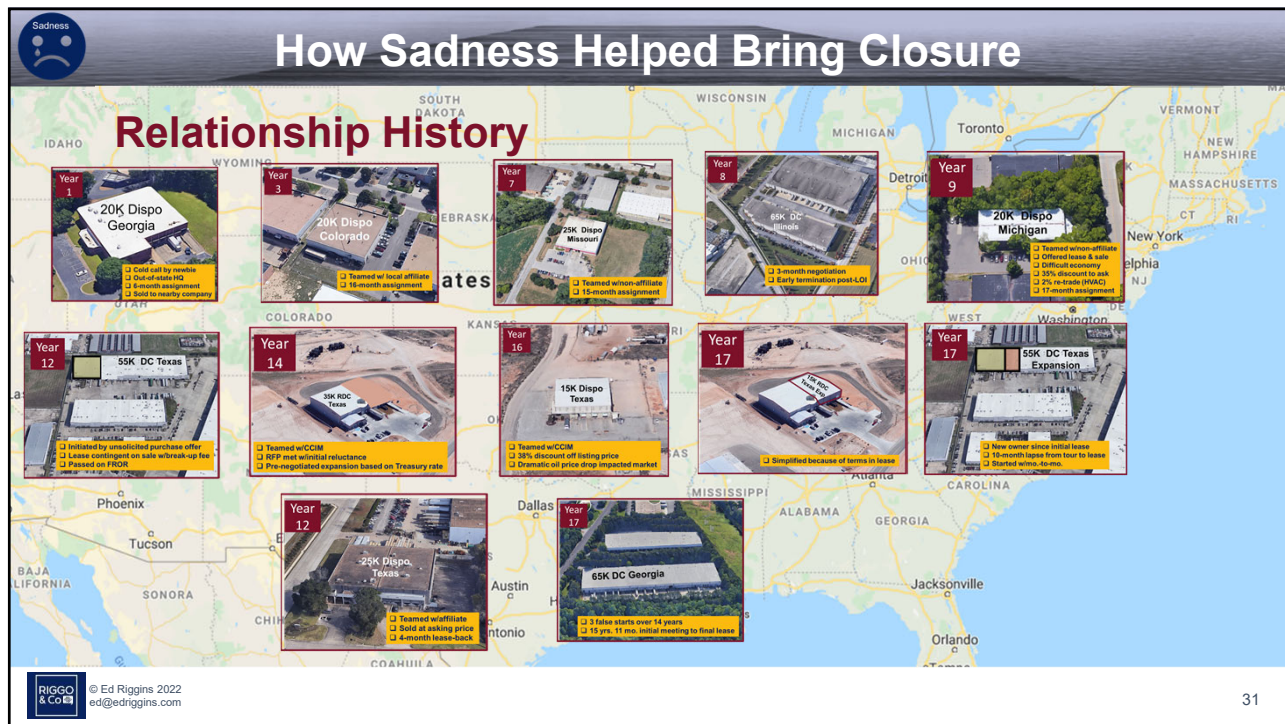
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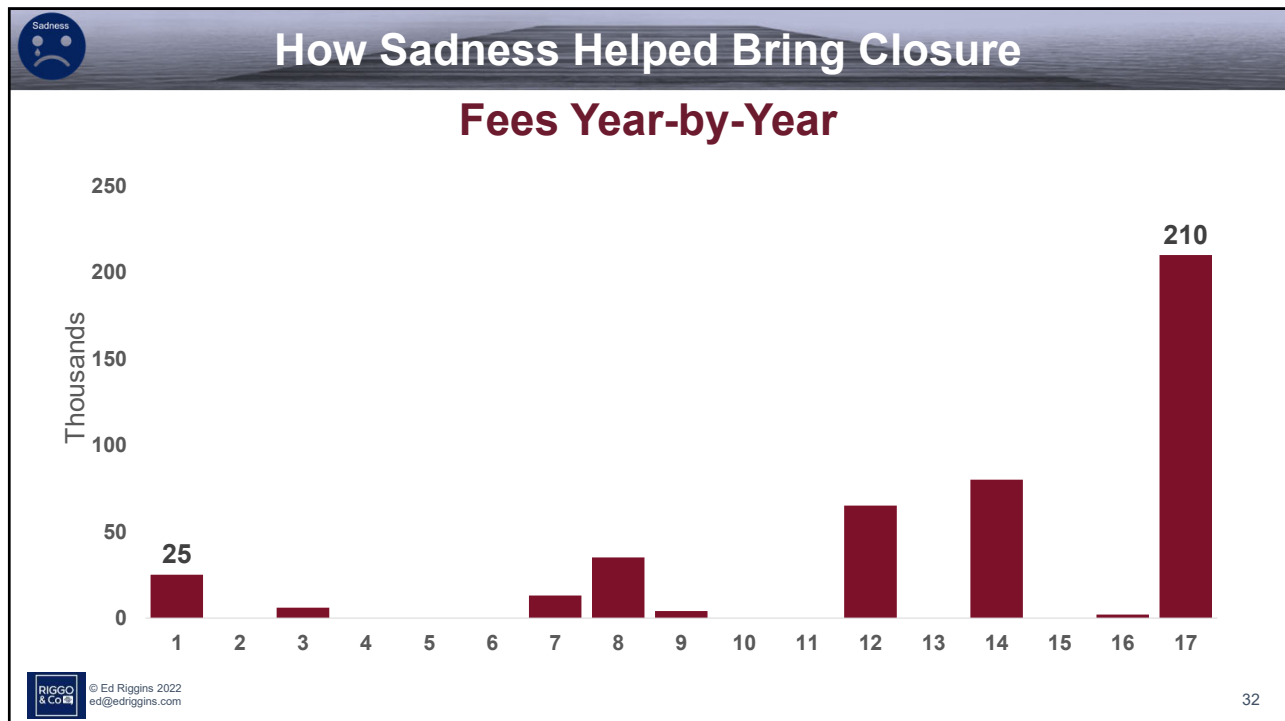
Key Relationships - Bye Bye...



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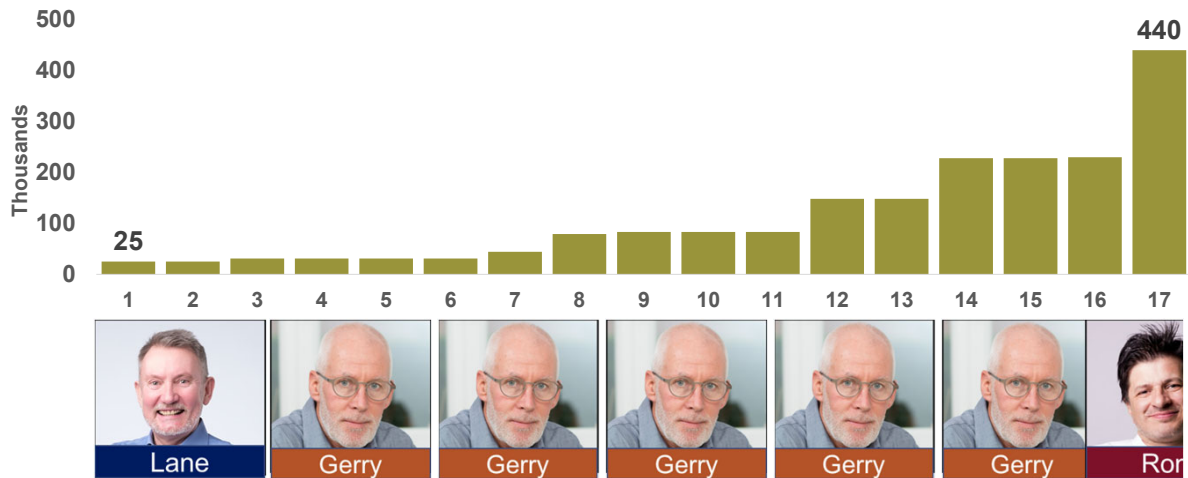
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How Sadness Helped Bring Closure

Cumulative Fees



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How Disgust Brought Clarification

He Had Zero Capacity to Trust

RIGGOISM 28

Know when to stop negotiating. 'More' is not a useful answer to the question, "What do you want?" It's OK to be unsatisfied, but you'll eventually lose credibility if you are **UNSATISFIABLE.** — **EDRIGGINS.COM**

RIGGOISM 28



- He didn't return my early call
- He brought up expiry date
- He back-checked my info
- We lost bldgs. from indecision

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How Happiness Motivated

Hedonia: striving to experience pleasure, enjoyment, and comfort				
Mr. B. Edwin Riggins, Senior Vice President Bullock, Terrell & Ma 400 Perimeter Center Suite 145 Atlanta, Georgia 30342	Cresa Partners 780 Johnson Ferry Road, NE Suite 750 Atlanta, GA 30342	Suite 400 Atlanta, Georgia 30342 To whom it concerns: Ed Riggins and his company recd excellent job of getting to know ou	This letter is to recognize the extraordinary of Mr. Ed Riggins during our recent, successful superior attention, perceptive advice and cou markets we pursued. He looked after our int negotiating strategies, and then completed o space at a market rate below what we antici	Cresa Partners 5607 Glenridge Drive Suite 400 Atlanta, GA 30342 United States of America To Whom It May Concern:
Eudaimonia: Human good that is desirable for its own sake (as an end in itself) rather than for the sake of something else (as a means toward some other end).				
 Jerry Coleman Asst. Gen. Mgr. JC/rp	Chief Financial Officer		 Steve Johnson Principal	 Sandy S Principa

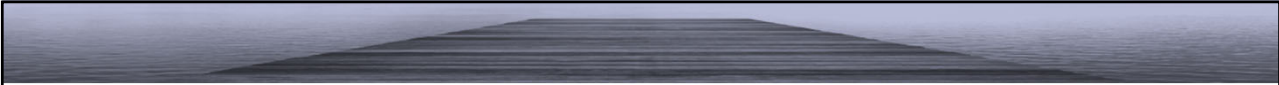
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Be here now. In the Present.

If you are depressed, you are living in the past.
If you are anxious, you are living in the future.
If you are at peace, you are living in the present.

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Known simply as “Riggo” to the thousands who have laughed and learned while attending in his programs, Ed Riggins has had a career that proves you can enjoy serious success without taking it all too seriously. He learned from doing stand-up comedy that if you want to find the truth, look for the funny. He learned from improv comedy to find the natural flow and go with it.

Before becoming a national top producer, being named “Who’s Who of Commercial Real Estate” by the Atlanta Business Chronicle and recognized as a “Power Broker” by Costar, Riggo mowed lawns, customized cars, drove a forklift, and was a small engine mechanic, on his way to becoming a first-generation college graduate. Ed is among less than 1% of practitioners nationally to have earned both the SIOR and CCIM designations.

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