

VICTIMS, VILLAINS AND HEROES

Managing Emotions in the Workplace



**Don Phin
Loy Young**

Victims Villains And Heroes Managing Emotions In The Workplace

**James M. Jasper, Michael P. Young, Elke
Zuern**



Victims Villains And Heroes Managing Emotions In The Workplace:

Victims, Villains and Heroes Don Phin, Loy Young, 2002-03 We are all actors in a play for which the stage is set every day in every workplace Owners managers employees customers and suppliers are all part of the constant swirling emotional drama a drama we call The Plot involving victims villains and heroes This book explains how to step out of emotional dramas in the workplace

Victims, Villains and Heroes Loy Young, Don Phin, 2019-08 What Readers Are Saying I just finished reading Victims Villains and Heroes Managing Emotions in the Workplace and I need to tell you that you are right on the money If business America would only read this book we would have fewer problems in the workplace Your insight in bringing the teachings of Loy Young and your own experience cannot help but ease the problems that individuals have not only in the workplace but also in their personal lives Good work and my congratulations Ken Varga President Professional Buyers Guild Victims Villains and Heroes Managing Emotions in the Workplace has contributed a valuable piece to my education in relationships which are the core of my business and yours The old dramas I used to unwittingly play took about 70 percent of my energy energy that can now be used productively I ve learned how to avoid the hidden traps of the Victim the Villain and the Negative Hero the ones at work and the ones battling it out inside of me I ve stopped trying to save the world and started taking care of me and ironically am making MORE of a difference now and having more fun working and laughing a lot more I am being my own Hero and the satisfaction that comes with that is amazing My effectiveness as a speaker trainer and consultant has increased with this knowledge I am becoming a much wiser woman Loy and Don much gratitude Bobbie Jones Trainer and Consultant for IBM Advanced Microdevices Samsung and many U S clients Excellent excellent I have just finished reading the book Victims Villains and Heroes Managing Emotions in the Workplace Congratulations to both Loy and Don Don made a statement that deeply touched me personally He stated something about owning 100% of the content or 100 percent of the audience This immediately reminded me of my own style of teaching and counseling which is to give sooo much information and want them to get what I am wanting them to get rather than what they are wanting to get out of it or letting them have their lessons because I am afraid I will lose control I m going to recommend it to all my clients Rene Schulz Business Consultant Schulz Associates I can t tell you enough how going to your seminar last week has impacted my life The ideas you talked about I have been repeating on a regular daily basis The 80 20 40 image of managing energy has been particularly useful personally And last but definitely not least the parallels of using your ideas in my home life has been amazing Without going into all the details let s just say that my husband and I have actually been really communicating since the Friday seminar Anne Dor Co Founder RM Automation Systems Attending one of Don s seminars made the decision to buy this book an easy one As a business consultant who deals with how HR impacts a business bottom line I found this book a veritable treasure trove of gems and nuggets of practical wisdom His metaphor of the stage is pure genius and has yielded the unexpected bonus of benefiting my personal life as much as my professional I

would stake my reputation on recommending this book to anyone who has to manage people at the workplace and fully expect his ideas to become universally accepted in the years to come Rick Neyman Broker Slaton Risk Management In writing this book our goal is to give you powerful references to help you identify your emotions and their interplay with relationship scenarios surrounding you at work every day This book isn't just about what you're thinking while at work It's also about what you are feeling and how that affects what you think do and accomplish You'll learn how to be a more conscious participant in life to deal with your feelings in a way that will make you proud and bring you peace *Consultants & Consulting Organizations Directory* Cengage Gale, 2009-05-12 **Consultants & Consulting Organizations Directory:**

Descriptive listings and indexes, 2009 [The Joy of Conflict Resolution](#) Gary Harper, 2004-05-20 All you need to understand the dynamics of conflict and the joy of resolution The rapid rate of change in the workplace and among families often leads to conflict and confrontation which can undermine productivity and poison relationships The Joy of Conflict Resolution helps readers understand conflict and why it arises through the lens of the drama triangle of victims villains and heroes In an accessible engaging and light hearted style that uses stories and humor to explore potentially emotionally charged situations it provides proven and practical skills to move beyond confrontation to resolve conflicts collaboratively

Life After College Andy Masters, 2005 **The Cost of Emotions in the Workplace** Vali Hawkins Mitchell, 2014-06-29 Emotional Tornadoes in Your Workplace Can Be Just as Destructive as the Natural Kind You will find Dr Vali's book to be both an excellent read and a great catalyst for generating new ideas about how these concepts could be incorporated in your mission statement If you are open minded about BCM I suggest you read this book now and start applying its principles well before the next major incident impacts your organization Lyndon Bird FBCI Technical Director Business Continuity Institute

Collective Emotions Christian von Scheve, Mikko Salmella, 2014-01-30 Although collective emotions have a long tradition in scientific inquiry for instance in mass psychology and the sociology of rituals and social movements their importance for individuals and the social world has never been more obvious than in the past decades The Arab Spring revolution the Occupy Wall Street movement and mass gatherings at music festivals or mega sports events clearly show the impact collective emotions have both in terms of driving conflict and in uniting people But these examples only show the most obvious and evident forms of collective emotions Others are more subtle although less important shared moods emotional atmospheres and intergroup emotions are part and parcel of our social life Although these phenomena go hand in hand with any formation of sociality they are little understood Moreover there still is a large gap in our understanding of individual emotions on the one hand and collective emotional phenomena on the other hand This book presents a comprehensive overview of contemporary theories and research on collective emotions It spans several disciplines and brings together for the first time various strands of inquiry and up to date research in the study of collective emotions and related phenomena In focusing on conceptual theoretical and methodological issues in collective emotion research the volume

narrows the gap between the wealth of studies on individual emotions and inquiries into collective emotions The book catches up with a renewed interest into the collective dimensions of emotions and their close relatives for example emotional climates atmospheres communities and intergroup emotions This interest is propelled by a more general increase in research on the social and interpersonal aspects of emotion on the one hand and by trends in philosophy and cognitive science towards refined conceptual analyses of collective entities and the collective properties of cognition on the other hand The book includes sections on Conceptual Perspectives Collective Emotion in Face to Face Interactions The Social Relational Dimension of Collective Emotion The Social Consequences of Collective Emotions Group Based and Intergroup Emotion Rituals Movements and Social Organization and Collective Emotions in Online Social Systems Including contributions from psychologists philosophers sociologists and neuroscience this volume is a unique and valuable contribution to the affective sciences literature

Emotional Terrors in the Workplace: Protecting Your Business' Bottom Line Vali Hawkins Mitchell, 2004-11 Annotation Reasonable variations of human emotions are expected at the workplace People have feelings Emotions that accumulate collect force expand in volume and begin to spin are another matter entirely Spinning emotions can become as unmanageable as a tornado and in the workplace they can cause just as much damage in terms of human distress and economic disruption All people have emotions Normal people and abnormal people have emotions Emotions happen at home and at work So understanding how individuals or groups respond emotionally in a business situation is important in order to have a complete perspective of human beings in a business function Different people have different sets of emotions Some people let emotions roll off their back like water off a duck Other people swallow emotions and hold them in until they become toxic waste that needs a disposal site Some have small simple feelings and others have large complicated emotions Stresses of life tickle our emotions or act as fuses in a time bomb Stress triggers emotion Extreme stress complicates the wide range of varying emotional responses Work is a stressor Sometimes work is an extreme stressor Since everyone has emotion it is important to know what kinds of emotion are regular and what kinds are irregular abnormal or damaging within the business environment To build a strong well grounded value added set of references for professional discussions and planning for Emotional Continuity Management a manager needs to know at least the basics about human emotion Advanced knowledge is preferable Emotional Continuity Management planning for emotions that come from the stress caused by changes inside business from small adjustments to catastrophic upheavals requires knowing emotional and humanity based needs and functions of people and not just technology and performance data Emergency and Disaster Continuity planners sometimes posit the questions What if during a disaster your computer is working but no one shows up to use it What if no one is working the computer because they are terrified to show up to a worksite devastated by an earthquake or bombing and they stay home to care for their children The Emotional Continuity Manager asks What if no one is coming or no one is producing even if they are at the site because they are grieving or anticipating the next wave of danger

What happens if employees are engaged in emotional combat with another employee through gossip innuendo or out and out verbal warfare And what if the entire company is in turmoil because we have an Emotional Terrorist who is just driving everyone bonkers The answer is that in terms of bottom line thinking productivity is productivity and if your employees are not available because their emotions are not calibrated to your industry standards then fiscal risks must be considered Human compassion needs are important And so is money Employees today face the possibility of biological nuclear incendiary chemical explosive or electronic catastrophe while potentially working in the same cubicle with someone ready to suicide over personal issues at home They face rumors of downsizing and outsourcing while watching for anthrax amidst rumors that co workers are having affairs An employee coughs someone jokes nervously about SARS or teases a co worker about their hamburger coming from a Mad Cow someone laughs someone worries and productivity can falter as minds are not on tasks Emotions run rampant in human lives and therefore at work sites High demand emotions demonstrated by complicated workplace relationships time consuming divorce proceedings addiction behaviors violence illness and death are common issues at work sites which people either manage well or do not manage well Low demand emotions demonstrated by annoyances petty bickering competition prejudice bias minor power struggles health variables politics and daily grind feelings take up mental space as well as emotional space It is reasonable to assume that dramatic effects from a terrorist attack natural disaster disgruntled employee shooting or natural death at the work site would create emotional content That content can be something that develops evolves and resolves or gathers speed and force like a tornado to become a spinning energy event with a life of its own Even smaller events such as a fully involved gossip chain or a computer upgrade can lead to the voluntary or involuntary exit of valuable employees This can add energy to an emotional spin and translate into real risk features such as time loss recruitment nightmares disruptions in customer service additional management hours remediations and trainings consultation fees Employee Assistance Program EAP dollars spent Human Resources HR time spent administrative restructuring and expensive and daunting litigations Companies that prepare for the full range of emotions and therefore emotional risks from annoyance to catastrophe are better equipped to adjust to any emotionally charged event small or large It is never a question of if something will happen to disrupt the flow of productivity it is only a question of when and how large Emotions that ebb and flow are functional in the workplace A healthy system should be able to manage the ups and downs of emotions Emotions directly affect the continuity of production and services customer and vendor relations and essential infrastructure Unstable emotional infrastructure in the workplace disrupts business through such measurable costs as medical and mental health care employee retention and retraining costs time loss or legal fees Emotional Continuity Management is reasonably simple for managers when they are provided the justifiable concepts empirical evidence that the risks are real a set of correct tools and instructions in their use What has not been easy until recently has been convincing the powers that be that it is value added work to deal directly and procedurally with emotions

in the workplace Businesses haven't seen emotions as part of the working technology and have done everything they can do to avoid the topic Now cutting edge companies are turning the corner Even technology continuity managers are talking about human resources benefits and scrambling to find ways to evaluate feelings and risks Yes times are changing Making a case for policy to manage emotions is now getting easier For all the pain and horror associated with the terrorist attacks of September 11 2001 employers are getting the message that no one is immune to crisis In today's heightened security environments the demands of managing complex workplace emotions have increased beyond the normal training supplied by in house Human Resources HR professionals and Employee Assistance Plans EAPs Many extremely well meaning HR and EAP providers just do not have a necessary training to manage the complicated strata of extreme emotional responses Emotions at work today go well beyond the former standards of HR and EAP training HR and EAP providers now must have advanced trauma management training to be prepared to support employees The days of easy emotional management are over Life and work is much too complicated Significant emotions from small to extreme are no longer the sole domain of HR EAP or even emergency first responders and counselors Emotions are spinning in the very midst of your team project cubicle and company Emotions are not just at the scene of a disaster Emotions are present And because they are not controllable human emotions are not subject to being mandated Emotions are going to happen There are many times when emotions cannot be simply outsourced to an external provider of services There are many times that a manager will face an extreme emotional reaction Distressed people will require management regularly That's your job

Defining Hybrid Heroes Inge Brokerhof, Stephan Sonnenburg, Greg Stone, 2024-06-11 *Defining Hybrid Heroes* The Leadership Spectrum from Scoundrel to Saint defines the hero and his or her journey from a hybrid perspective exploring the spectrum from scoundrel to saint It utilizes a more dynamic and situational outlook regarding heroism not only as a personal characteristic but also as a series of heroic acts within a given situation The book examines the hybrid hero from several distinctive points of view e.g. through lenses dominated by fiction business politics and psychology and paints a new more complex portrait that takes full advantage of the authors varied backgrounds Inge Brokerhof has an academic background in psychology and has studied the impact of narrative fiction on workplace variables such as career identity employability and moral leadership Stephan Sonnenburg has studied Joseph Campbell and the impact of the hero's journey on creativity and innovation management Greg Stone is a communications consultant who teaches executives and professors how to explain their work in clear and compelling language

Books In Print 2004-2005 Ed Bowker Staff, Staff Bowker, Ed, 2004 *Branding with Powerful Stories* Greg Stone, 2018-12-07 Whether you are branding your company your product your service or yourself learn to boost the power of your story and convey a compelling message in any setting by incorporating villains victims and heroes Compelling stories exalt motivate and acculturate every worker in an enterprise They also attract customers and media alike Imagine an elderly man snowed in unable to shop for groceries until a supermarket comes to the rescue and delivers his food

The story of this company going out of its way to help a customer in need will resonate not only with consumers but also with employees This book explains not just how to tell a captivating story but also what elements namely villains victims and heroes it should include in the first place This approach is based on the notion that in business messaging the villains may just be your best friends The villains are simply any problems that cause pain discomfort or extra expense for customers who are in effect the victims As for the heroes they are best illustrated by the supermarket going beyond expectations Who in business wouldn't want to emulate that company If your products and services offer real solutions to customers predicaments there is nothing more powerful than communicating that message and making sure your potential customers remember it

Public Characters James M. Jasper, Michael P. Young, Elke Zuern, 2020 Heroes villains victims and minions have been the building blocks of moral and political reputations throughout human history In *Public Characters* the authors look at visual images music and words to show the techniques by which these characters get constructed They also trace the impact of these public characters in politics including the 2016 triumph of Donald J Trump through his ability to cast opponents as villains and minions *Communication Arts*, 2006 **Abstracts of the Annual Meeting -- American Anthropological Association** American Anthropological Association, 2004 **Media Resources, Film/video Rental Catalog** University of California (System). Extension Media Center, 1980 **Media Resource, 1980-1982** University of California. Extension Media Center, 1980 **Managing Emotions In The Workplace** Cristen Coplen, 2021-08-05 How to step out of the emotional drama a work How to recognize repeated no win scenarios How to build a workforce where the collective energy is spent on productivity instead of emotional gamesmanship It's for those that agree the workplace is overrun with a victim mentality For those that sometimes find themselves feeling that life at work isn't fair For those that have fears about speaking up at work For that that are worn down from playing the hero role at work It's about how to avoid and deal with destructive emotional traps in the workplace We are all actors in a play for which the stage is set every day in every workplace *Emotions In The Workplace* Erick Bracklin, 2021-08-06 How to step out of the emotional drama a work How to recognize repeated no win scenarios How to build a workforce where the collective energy is spent on productivity instead of emotional gamesmanship It's for those that agree the workplace is overrun with a victim mentality For those that sometimes find themselves feeling that life at work isn't fair For those that have fears about speaking up at work For that that are worn down from playing the hero role at work It's about how to avoid and deal with destructive emotional traps in the workplace We are all actors in a play for which the stage is set every day in every workplace [The Cost of Emotions in the Workplace](#) Vali Hawkins Mitchell, 2014-05-30 Finally a people management guide that goes way beyond the typical problem employee books to help you understand and manage the entire emotional culture of your organization Many of us have witnessed sometimes in helpless horror how a simple problem can spin into a corporate crisis as people take sides outside professionals are brought in and company reputations suffer as this description illustrates Everything was exposed and raw as if a common

energy had stripped away the veneer of civilized behaviors People took sides hid ran quit overworked underworked ate too much drank more complained more went silent changed jobs exited They reacted as if all their system had been tossed into the air and was never going to land again This wasn't the scene of a criminal act earthquake or terrorist attack Rather it was the disruptive and costly outcome of months of escalating workplace tension in the wake of changed management policies Like a tornado two violent co workers had left 600 others in emotional rubble That company could have been prepared with corporate policies and procedures to defuse such emotionally charged situations long before alarming human and financial costs hit its bottom line Managers could have learned to recognize and stop emotional spinning from gathering destructive force The old paradigm of separating humans from humanity during work hours is not only antiquated thinking it's high risk corporate behavior Dr Vali calls her ground breaking solution Emotional Continuity Management She provides tools you can use right now to avoid costs in decreased productivity injured goodwill employee turnover plummeting employee engagement and severed business relationships In this practical book Dr Vali gives you Real life case studies that show you how to calculate bottom line dollars and cents costs of disruptive employees and managers and emotionally charged incidents Proven techniques to help you identify variations in behavior that are early warning signs of trouble She compares them to tornado warnings and provides a 5 point scale An understanding of the psychology driving emotional terrorists who stage themselves as victims and gather an army of acolytes to assist in their campaigns of emotional disruption and a game plan for managing such attacks before during and after an event Practical tools for managing workplace emotions before during and after an emergency based on the author's extensive on the ground experience in counseling first responders and victims during major national and international disasters Policies and procedures for working with military veterans returning to the workplace and the need to deal with PTSD Techniques for containing and mitigating the damage created by workplace bullies and when to decide if an amputation is required or a less extreme strategy is needed Sample policies and plans and detailed instructions for company wide training programs up and down the organization

Unveiling the Magic of Words: A Report on "**Victims Villains And Heroes Managing Emotions In The Workplace**"

In some sort of defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their capability to kindle emotions, provoke contemplation, and ignite transformative change is truly awe-inspiring. Enter the realm of "**Victims Villains And Heroes Managing Emotions In The Workplace**," a mesmerizing literary masterpiece penned by a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve into the book's central themes, examine its distinctive writing style, and assess its profound affect on the souls of its readers.

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