



EMOTIONAL MESSAGE CHART

Excerpted from *The Power of the Herd* by Linda Kohanov

Four Point Method for Emotional Agility

This method aligns thought, feeling, and action for optimal performance, enriching your personal and professional relationships in the process.

1. Feel the emotion in its purest form.
2. Get the message behind the emotion.
3. Change something in response to the message; and
4. Go back to grazing. (In other words, let the emotion go, and either get back on task or relax, enjoying life fully. Don't hang on to the story, endlessly ruminating over the details of uncomfortable situations.)

Different Kinds of Emotions Create Various Mood States

Emotions facilitating rest, reflection, and renewal:	Peacefulness, calmness, tranquility, contentment, serenity, satisfaction, fulfillment, bliss
Emotions that strengthen relationship and connection:	Appreciation, empathy, gratitude, encouragement, tenderness, trust, admiration, love, compassion
Energizing emotions:	Enthusiasm, excitement, playfulness, amusement, happiness, joy, anticipation, exuberance, glee, delight, rapture, ecstasy
Inspirational emotions:	Awe, wonder, curiosity, hope, astonishment, intrigue, fascination
Empowering emotions:	Confidence, pride, passion, courage, fortitude, self-respect, conviction, fervor, dedication

Ultimately, it's important to exercise the ability to use all emotions as information, which is why the following abbreviated version of the Emotional Message Chart summarizes the instructive feelings that humans are most likely to shy away from. Your increasing skill at staying thoughtful and engaged in the midst of these emotions, when others become fearful, confused, agitated, aggressive, or defensive, will automatically put you in a valued leadership role. Your interest in the messages behind these emotions will have a focusing, calming effect on the entire group, allowing them to problem solve and get back on task much more quickly.



EMOTIONAL MESSAGE CHART

EMOTION	MESSAGE	QUESTIONS TO ASK OF THE EMOTION	INTENSIFICATION
Fear	Intuitive, focused awareness of a threat to your well-being (external threat)	What is the threat? What action must I take to move to a position of safety?	Worry, anxiety, confusion, panic, terror, dissociation, dulling of the senses
Vulnerability	Something significant is about to change or be revealed. (internal threat to self-image, beliefs, comfortable habits)	What belief, behavior, perception, or comfortable habit is being challenged? How might my life change if I accept this new insight?	Panic, rage
Anger	A physical or emotional boundary has been crossed (sometimes unconsciously, sometimes by a person who is trying to bend you to his or her will).	What must be protected? What boundary must be established or restored?	Rage, fury, deflected rage (exploding at an innocent bystander), boredom, apathy (masks anger that can't be dealt with; a nonviolent coping strategy)
Agitation or anxiety (often mistaken for anger) (This is not chronic, long-term anxiety, but anxiety experienced in the presence of a specific person)	The person interacting with you is incongruent. (Remember: such people aren't necessarily dishonest, but may be dealing with personal issues that are none of your business.)	What is the true emotion behind the other person's mask of control, friendliness, or well-being, and is it directed at me?	Rage, mistrust
Frustration	The action you're taking is not effective.	Where is the block? What can I do differently? Who can I ask for ideas or assistance?	Rage, powerlessness
Guilt	A critique of a destructive, neglectful, or abusive <i>behavior</i> . (This can be an internal critique or a transgression that others are bringing to your attention.)	What questionable behavior or action did I engage in? What was my motivation? How can I get my needs met in a more productive way? Who can help me change this hurtful habit?	Denial, blame, shame, projection



EMOTIONAL MESSAGE CHART (*continued*)

EMOTION	MESSAGE	QUESTIONS TO ASK OF THE EMOTION	INTENSIFICATION
Shame	A possible indication that you are being scapegoated. Or a personal critique of a “defective” state of consciousness or being.	Am I being shamed by others? If so, am I being objectified or used as a scapegoat? How can I set boundaries with these people – without shaming <i>them</i> ? Or am I feeling shame for an old way of being or perceiving the world? Is so, what destructive behaviors must I change to fully enter this new, more conscious, compassionate and responsible phase of life?	Despair, blame, projection, suicidal urge, bullying
Envy	The person you envy models a talent, success, position, or lifestyle you want to develop or acquire.	What aspects of this person’s life, career, personal qualities, relationships, or talents inspire me to excel? What professional training or personal skills must I develop to achieve similar success? Who can I enlist for support in this next stage of growth?	Hero worship, rivalry, resentment
Jealousy	An inequity in resources, pay, recognition, opportunity, or relationship has come to your attention.	Exactly who or what am I jealous of? Is this inequity an oversight? If so, who can rectify the situation? If not, how can I strategize and gather support to change an unfair system?	Resentment, outrage



EMOTIONAL MESSAGE CHART (*continued*)

EMOTION	MESSAGE	QUESTIONS TO ASK OF THE EMOTION	INTENSIFICATION
Disappointment	The outcome (contrary to what you desired or envisioned) did not live up to your expectations.	What was I hoping for or expecting to happen? Was this realistic? If so, how can I better communicate my vision to those <i>capable</i> of carrying it out? If not, how can I modify my vision and better train, prepare, and support the people involved?	Anger, frustration, mistrust, powerlessness, apathy
Sadness (You choose when and how to let go)	Loss is imminent and in your best interest.	What must be released? What must be rejuvenated?	Despair despondence
Grief (No choice in letting go. Grief often includes anger. Having something you value taken away, even by impersonal life circumstance, is experienced emotionally as a boundary violation.)	A significant loss or death has occurred, usually due to circumstances beyond your control.	What must be mourned? What must be memorialized, appreciated, or celebrated?	Depression
Depression (This message refers to situational depression, not clinical depression, which may involve a neurochemical imbalance.)	“Ingenious stagnation,” “stop sign of the soul”	What activities or relationships drain my energy? What new direction gives me energy?	Loss of self, loss of life’s purpose, suicidal urges, physical illness
Suicidal urge (This message is not related to wanting to end long-term physical pain from illness)	Some aspect of the life you’re leading (not your physical existence) must end.	What must end now? What must be culled?	Becoming like a “soulless automaton,” physical death