



FOUR DIMENSIONS  
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出擊



## Emotional Short Circuit

Many incidents of heated conflict occurring on the MTR or on the bus have been surfacing on the internet for years. Not only does this reflect the immense pressure that people in Hong Kong face, it also indicates that emotional outbursts can cause an impact, whether big or small. Its consequences can range from triggering verbal conflict to inflicting harm on others and their physical and mental safety, leading to problems such as casualties or emotional illnesses.

So why do we sometimes have difficulty controlling our emotions?

According to neuroscience concepts, the amygdala is primarily responsible for people's emotions, especially negative ones such as anxiety, impatience, shock and fear, as well as dealing with emotionally related memories. The amygdala is not operated rationally. Rather, it is responsible for quickly finding associations from emotional memory, allowing us to react quickly in order to escape unsafe situations.

It is difficult for the average person to control or calm their emotions when facing certain conditions. This is because the prefrontal lobe function that dominates reason, cooperation, and logical thinking is affected. The amygdala hijacks it and the mind becomes filled with inexplicable anger and hostility. Although the reaction is quick, the brain responds without "thinking" but is "short circuited."

In addition, trauma and negative emotions strengthen the consolidation and formation of emotional memory. Painful emotional memories will cause the amygdala to be utilized easily and raise dangerous signals, making the "fight or flight" warnings appear more often. In fact, as long as we deal with sudden emotions in a timely manner, such as calming down for six seconds before making a decision, we can reduce the chance of being "kidnapped" by the amygdala.

This issue of "LEAP" will introduce effective ways to regulate your own as well as other people's emotions. Let's say "no" to the amygdala's "short-circuit kidnapping!"

## LEAP 是指：

**L** eading Personal Effectiveness  
發展人才  
**E** nhancing Family Cohesiveness  
凝聚家庭

**A** chieving Team Success  
卓越團隊  
**P** romoting Corporate Wellness  
促進企業健康

## Express your Anger

“Every time I feel angry, I can’t control myself. I feel that there is a flood of anger that needs to break out. It takes a long time for me to recover.”

Lisa has repeatedly experienced emotional changes during work. In some situations she is crying and in others she is arguing with her colleagues. Because of the increasing number of similar incidents and the fact that she has not been able to deal with them effectively, she chose to seek out counseling services.

In her first meeting with the counselor, Lisa talked about her feelings freely. The counselor listened to Lisa’s description of her mood changes and said, “In fact, this must be very burdensome for you. It’s as if you have a hard time understanding yourself.”

Lisa continued to explore the reasons behind her anger issues with her counselor, and found that there is a common point every time. Anger is simply the surface-level emotion- underneath her anger is a sadness that stems from a lack of respect.

In the following sessions, Lisa came to understand that her desire to be respected stems from a lack of respect in her environment growing up. In addition to dealing with this psychological need, the counselor also taught Lisa about emotional management in order to reduce future emotional outbursts. Lisa learned to be aware of her trigger points and relax herself using quick methods such as breathing adjustment, drinking water and even leaving the scene temporarily before she produces more emotions. Thus, whenever she encounters aggravating stimuli or events, she can better utilize her reasoning and prevent “emotional outbursts.”

The counselor also noticed that Lisa had not established a good habit of soothing her emotions outside of work. She kept all her unpleasant feelings inside. The counselor and Lisa worked together to explore ways to manage her emotions more effectively, such as writing down her inner burdens every day after work and leaving it to be treated the next day, and relieving stress by exercising and meditating.

After a period of hard work, Lisa has noticed that she feels more peaceful than before, and has learned how to not be excessively sensitive to other people’s reactions and words. At the same time, she has also increased her emotional awareness. Even when she is angry occasionally, she can effectively maintain an appropriate emotional response, replace anger with communication, and cultivate a positive relationship between her and her colleagues.



## Calm your Heart

No matter how difficult work has been, returning home to spend time with her two children is always the most precious and enjoyable part of May’s day.

Tonight, the children were unusually excited and kept fooling around during their bath time. Suddenly, they accidentally shattered the bottle of perfume on the sink. Seeing that the floor was in ruins, May was afraid that the children would be injured. In that moment, May was at a loss and felt overwhelmed. She ended up throwing a big tantrum at her children.

Afterwards, May regretted the way she handled the situation and felt that she was not a good mother. Thinking of this, May felt helpless and cried throughout the night in front of her husband. Nothing he said could soothe her.

Finally, May calmed down and realized that she had accumulated a lot of pressure at work. In face of her new boss’s job requirements, May often felt burdened and was afraid that she would lose her job because of her poor performance. These accumulated emotions finally overflowed.

May has learned to pay attention to changes in her emotion, as well as how to give herself breathing space amidst busy work and family life: morning stretches, taking a walk after meals, movies on the weekend etc., to relieve pressure and prevent emotions from accumulating.

“When your heart quiets down, your troubles naturally become fewer.”