

“Intolerance of Intolerance” Diversity Awareness Corner



Beyond This Place... There Be Dragons!

Scott Warrick, JD, MLHR, SPHR

HUMAN RESOURCE CONSULTING, EMPLOYMENT LAW & TRAINING SERVICES

(614) 367-0842 – Office (614) 738-8317 – Cell

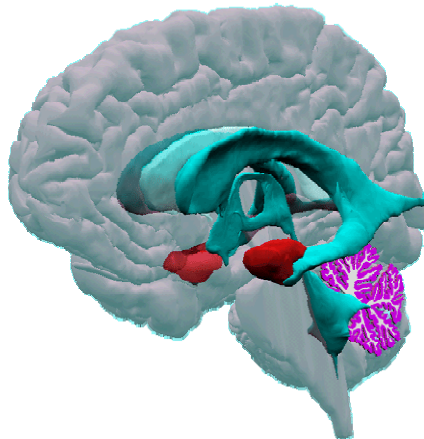
www.scottwarrick.com

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TUNE YOUR NOBS!

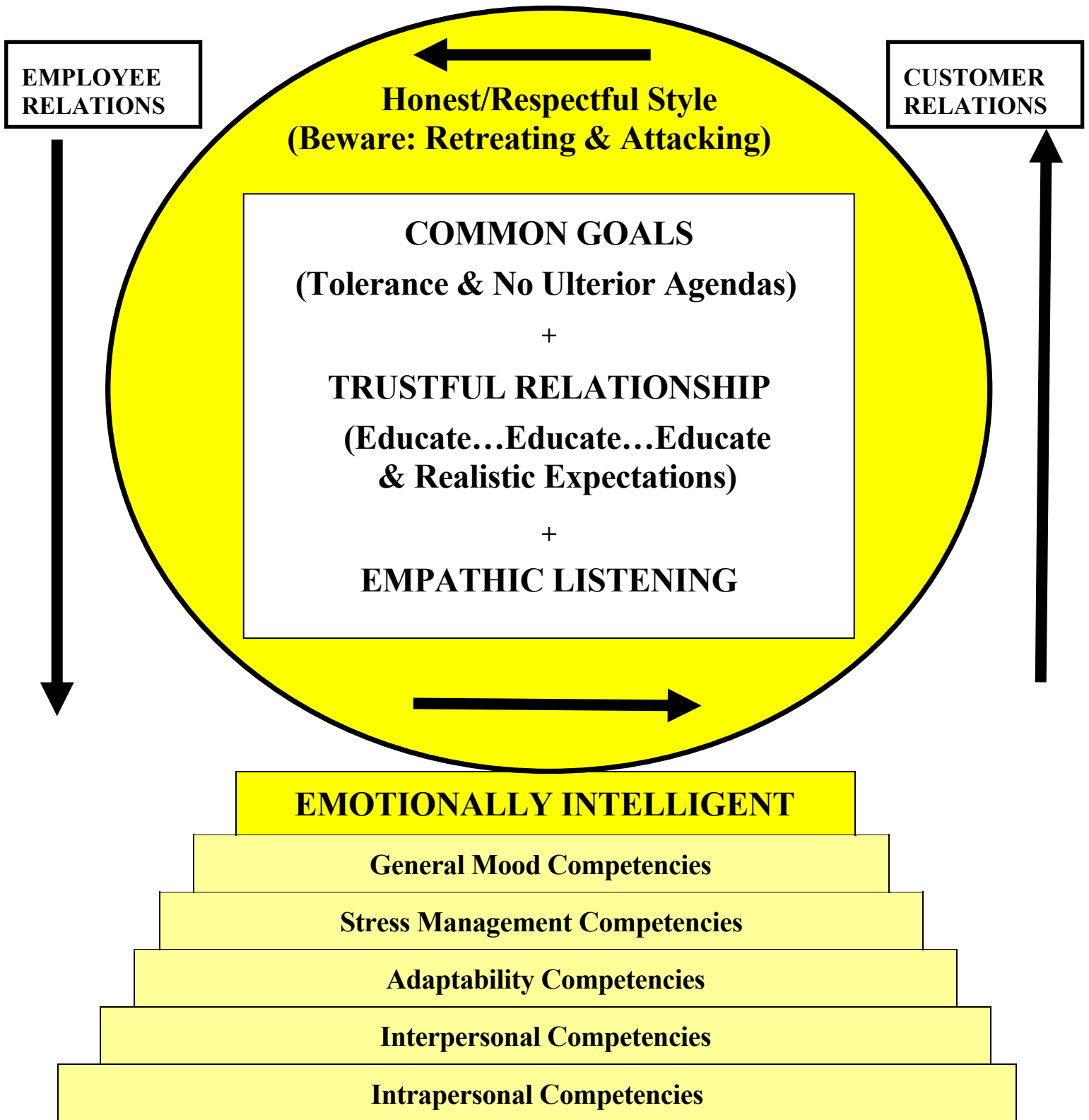
Emotionally Intelligent Communicators

“ANTS” and TROLLS



TUNE YOUR NOBS!

EMOTIONALLY INTELLIGENT COMMUNICATOR



“ANTS” and TROLLS



Trolls. We have all worked with them and felt their negative influences. They send negative energy, they are pessimistic and they are hypersensitive so you can't say *anything* to them without them getting “*so offended.*” They actually spend most of their time causing turmoil among those around them and in short ... they are just emotional children. They keep us from getting into the “flow” of work as they suck the life right out of us. In the end, they cost us valuable production and money.

But more than that, do they poison our brains? Do they actually cause us brain damage? Well ...

“YES!”

It is important to remember that everything that happens in our body is a chemical and electrical reaction...*everything*. For example, when we eat chocolate, for most of us, it tastes wonderful ... maybe too wonderful. We suck on the chocolate and let it melt across our tongues and savor the sweet taste. That is the whole reason why we eat chocolate in the first place: the taste. (It certainly is not for the nutritional benefits.)

Again, everything that happens in our body is a chemical and electrical reaction. So, when we eat this delicious chocolate, this is what is *really* happening:

- The chocolate hits our taste buds, which are really little chemical sensors spread across our tongue,
- This chemical reaction from the chocolate touching our taste buds “sparks” an electrical charge,
- The stimulus goes to the frontal lobes, which registers by saying, “I recognize this. This is chocolate. This is good.”
- This message is then transferred onto our amygdalas for our emotional reaction, which says, “Wow! This is really good!”

This positive sensation in our amygdalas from eating delicious chocolate is really a chemical reaction in our brain that records this pleasant feeling. These positive chemicals are made up of catecholamines and endorphins ... healing agents that make us feel good. (It is from this positive, comforting chemical reaction where we get the term “comfort food.”)

Of course, if positive thoughts generate positive chemicals, then negative thoughts must generate negative chemicals ... right?

ABSOLUTELY!

When we work with such negative Trolls whose lives seem to exist only to make everyone else miserable, our brains react to the “danger.” When we have negative thoughts, our brains emit “negative chemicals” to help combat the perceived danger. One of these negative chemicals is “cortisol.” (In pharmacology, cortisol is referred to as **hydrocortisone**.) Our brains emit this steroid hormone, which is produced by the adrenal cortex, in response to the threat we see approaching us. As we see a danger approaching, such as an irritating person, our brain perceives this person as a threat, so a certain degree of “fight or flight” response is initiated.

Even though our brains need a certain amount of cortisol to function properly, too much of it can cause great harm. It is a lot like drinking water. A certain amount of water each day is good for us ... but trying to drink water from a fire hydrant will kill us.

When we continue to flood cortisol into our systems in high persistent doses, we experience many disastrous effects, such as high blood pressure, elevated blood sugar levels, infertility in women and our immune system becomes suppressed. We also damage our amygdalas over time.

This negative energy Trolls spread has the same reaction in our brains as the bittersweet chocolate. We see these people and experience their negative effects on a daily basis, so this negative emotional memory is recorded in our amygdala. Again, every thought we have is a chemical reaction in our brain. When we have an encounter with a Troll, we have “Automatic Negative Thoughts” or “ANTS,” and as a result, negative chemicals, one of which is cortisol, are flooded into our brains. Our brain knows something is wrong, so it prepares us for “fight or flight.” This negative energy then circulates throughout our brain and our bodies, preparing us for a possible battle.

This is why every time we see these Trolls coming towards us we get this sick feeling in our stomachs. Our amygdala puts us on “alert,” which makes us “hyper-vigilant” towards these people. Unfortunately, we think of them when we are not even at work, usually on Sunday evenings. As a result, all of this negativity comes to our conscious mind, and we relive what it will be like to go into work with these people. A sense of dread overcomes us with the thought of having to go back into that “hell hole” the next day.

Such reactions are very bad for our health. This is one of the primary reasons why Americans have 20% more heart attacks on Monday morning than on any other day of the week.

Think of it this way. Every time you have a negative thought, it is like putting a “scratch” onto your amygdala, your emotional brain, just like putting a scratch on your car. It damages your brain. We all have scratches, but we hope we have more people putting polish on our cars than scratches. Of course, if you do this everyday for five, six, seven years, you are very likely going to have some serious problems, both mentally and physically.

However, when we think positive thoughts and have positive experiences, we release chemicals onto our amygdalas that have a very positive effect on our state of mind and health. When we eat comfort food, when we exercise, when we sit in the sun and warm our bodies, when we get a massage, or when we work with positive emotionally mature people, we get into the “flow” of the experience. We release catecholamines and endorphins into our brains, which gives us the “high” or “flow” type of experience. We are “polishing” our emotional systems with very positive healing chemicals ... which have the same chemical composition and effect on us as morphine. This is why we can spend tremendous amounts of energy and focus for extended periods of time performing tasks we enjoy or working with people we enjoy without growing too overly tired.

In short, we had all better be putting more “polish” on our amygdalas than “scratches” ... and your thoughts are what control these chemicals.

Interestingly, once your body secretes a rush of cortisol into your brain from a “fight or flight” encounter, depending on the degree and severity of the encounter, it can take between five to eight hours for this rush of cortisol dissipate from your brain. This is how Trolls can ruin your whole day with just one encounter. (This is also why it is hard to sleep when we have had a conflict with a Troll late in the day.)

On the other hand, securing a rush of catecholamines and endorphins into our brains will remain with us for the next 10 to 12 hours. This is how we can sustain a sense of “flow” in our work and the day just shoots by without us knowing where all the time went ... at least, until this “flow” is interrupted by a Troll.

In reality, surrounding ourselves with emotionally intelligent people keeps us healthy and productive. Working with Trolls kills not only our productivity, but us as well ... literally.

Does one bad apple ruin the whole barrel? ***ABSOLUTELY!*** Think about it. ***Trolls harm you! Your Trolls spread massive amounts of cortisol to everyone and literally poison them ... as well as yourself.***

When we are continually subjected to Trolls and their negative influences of these emotional children, the damage they inflict on our amygdalas add up until they overwhelm us. Most people spend more waking hours at work than any place else. When we work with Trolls, the overall effects can be disastrous.

Why we let these Trolls stay and torture our good people ... I will never understand.

Scott Warrick
has received his designation as a
Certified BAR-ON E.I. Presenter & Evaluator

by

Dr. Reuven Bar-On's EQ University

**Scott has also been invited back to
SHRM's National Diversity Conference in
Philadelphia to present his session:**

*“Understanding Emotional Intelligence
& Skill Based Diversity/Tolerance Programs”*

**For More Information on “Becoming An Emotionally Intelligent
Communicator,” please feel free to contact Scott directly at 614-367-
0842 or through his website at www.scottwarrick.com.**



Scott Warrick, JD, MLHR, SPHR

**Human Resource Consulting, Employment Law & Training Services
(614) 367-0842 Office ♣ (614) 738-8317 Cell ♣ (614) 367-1044 FAX**

www.scottwarrick.com

Scott Warrick's Human Resource Consulting, Employment Law and Training Firm specializes in:

- ❖ **PREVENTING Employee Problems from happening and**
- ❖ **Training Managers and Employees ON-SITE in over 35 topics and**

Scott was the highest rated workshop presenter at both the 2007, 2006 and 2003 SHRM National Diversity Conferences.

Scott travels the country presenting his revolutionary “**Cutting Down The Jungle: Becoming An Emotionally Intelligent Communicator**” and his “**Intolerance of Intolerance Skill-Based Diversity/Tolerance Program,**” which focuses on the **FOUR BASIC SKILLS** needed to combat **ANY** type of bigotry/bullying employees encounter in the workplace, rather than the traditional “Cultural-Based” types of programs that focus on only a few select different cultures.

Scott's clients include Ohio Department of Administrative Services, The Gap, Area Agency on Aging, Skyline Chili, The Ohio Supreme Court, Heinz Frozen Foods, Fayette County Hospital, Honeywell, Carastar International, Utah State Workforce Development, etc.

Scott's academic background and awards include:

- Masters degree in Labor and Human Resources: The Ohio State University
- Capital University College of Law (Class Valedictorian (1st out of 233))
- Lifetime Senior Professional in Human Resources (SPHR) accreditation
- The Human Resource Association of Central Ohio's Linda Kerns Award for Outstanding Creativity in the Field of Human Resource Management and the Ohio State Human Resource Council's David Prize for Creativity in Human Resource Management

Solving Employee Problems BEFORE They Happen!