Legal Notice

- The material contained in this tutorial is copyrighted by Solution Technology © 2012
- The information and content within this presentation cannot be copied or used without written approval of Solution Technology.
- This presentation is a tutorial project of the SNIA Education Committees Tutorial program:
  - SNIA has no authorization to copy, distribute or own any material in any form electronic or otherwise.
  - SNIA is granted the privilege and permission to host a copyrighted PDF of this presentation
    - www.SNIA.org/education/tutorials/
Some of my personal beliefs…

- You are perfect just the way you are and you don’t need fixing.
  - I’m also positive that you do the best you can with the tools and knowledge you have.

- To excel to the next level of your personal and professional development:
  - You must possess the willingness and courage to explore the depths of your unconscious mind
  - You must allow yourself to be unsettled because the purpose of education is to unsettle the mind and challenge your limiting beliefs
  - This is after all your final frontier
Freud for engineers

Psychoanalytic theory of personality – say what?
According to Sigmund Freud's psychoanalytic theory of personality, personality is composed of three elements, the:

- **id**: your personal “operating system”
- **ego**: your personal set of “application programs”
  - the things you think you do best
- **superego**: your big friendly “device driver”
  - contains all application program rules and error recovery procedures
  - provides interface for externally expressing application programs wants and desires
The “id” is the only component of personality that is present from birth:

- It’s entirely unconscious and includes instinctive and primitive behaviors
- It is the source of all psychic “energy”
- the primary component of our personality
- Think of the id as your “operating system” (OS)
  - Preloaded but not pretested
  - It is the personality of the computer, how it looks, feels, operates, etc.
Ego

Reality

Ego

- Deals with reality
- Develops from id
- id’s impulse control
- Functions at all conscious levels

id

Conscious

Preconscious

Unconscious

Unconscious

Reaction management and self-control techniques
© 2012 Solution Technology. All Rights Reserved.
The id is driven by the pleasure principle – party time:
- immediate gratification of all desires, wants, and needs

If needs are not immediately satisfied:
- results in a state anxiety or tension

However, immediately satisfying needs is not always realistic or even possible.

id could be a bad boy or girl...
- Left unchecked the id would act in disruptive and socially unacceptable behaviors
- The id would leap before it looked…
Reality Principle
- strives to satisfy the id's desires in realistic and socially appropriate ways
- weighs the costs and benefits of an action
- Functions at all conscious levels
Superego is like a device driver

- The big friendly “device driver” of our psyche
- Makes ever-evolving modifications to accommodate changes in the operating system (id)
- Special error handling routines to fix previous programming problems
  - Ah-ha moments
  - Transformational events – you’ve seen the light
  - You finally realized you were being an a-hole and corrected the issue
  - You actually admitted you were wrong
- Reports all error conditions to our shadow component
Why do I get angry?

The Shadow knows…

Jungian Shadow concept
According to Jung, there exists the concept of a “shadow” component and Freud referred to a similar function as a “repressed self”. Sticking with the theme of the presentation, we will call the shadow our Emotional Data Base (EDB):

- The EDB is first created around the age of 1 to 2 years (according to Freud)
- Every time you are denied an emotion or feeling, made fun of, ridiculed, hurt, etc. an entry is made into your EDB
  - Parents contribute basis material up until about 9-13
  - Today, material is instantaneously generated by social-media tools
  - Positive emotional events may be logged too…

EDB is stored in subconscious
Shadow

- Exists only in the unconscious mind
- Is attached to all three elements of the psyche
- There is enough storage for every bad thing that has ever happened to you and will happen to you
- **ALL** of our reactions are fueled by our shadow material
- Most people treat their shadow material as “bad” and attempt to ignore it
Jung’s Shadow characteristics…

- Comprised of the denied aspects of the self
  - a collection of inferiorities, undeveloped, and regressive aspects of our personality

- A narrow identification with a persona, creating “a social mask”
  - done at the expense of the unattended aspects of the self

- As individual attention is habitually and excessively focused on the façade of the persona,
  - the deeper, neglected aspects of the personality continually sabotage the individual’s conscious intentions

- In order to account for these frustrations, while also avoiding their true source (you),
  - We project our shadow material onto other people

- Shadow material always represents the very qualities that the persona claims to lack.
What happens during an emotionally upsetting event?

Mind & body simultaneously impacted

1. Mind
   - Psychological
     - Ego & Superego
     - id & Shadow
     - Emotions and feelings
   - Latency: 0.001 femtosec

2. Body
   - Physiological
     - Amygdala
     - Emotional Data Base
     - Physically amped
   - Latency: 0.1 femtosec

Note: all times are imaginary but I could be close...

Emotionally upsetting event

Reaction management and self-control techniques
© 2012 Solution Technology. All Rights Reserved.
Signs the shadow is present...

- The first sign of shadow projection
  - appears as a strong emotional reaction
  - to anyone or anything in the environment

- The experience feels visceral, impulsive and automatic
  - more like an unconscious reflex (instinctive)
  - than a conscious, intentional response

- This instinctive reflex (auto-pilot mode):
  - projects the source of the feeling outwardly onto some other person, thing or situation,
  - often in the form of emotionally pungent criticism and blame
Fear fuels our shadow material…

- Metaphorically speaking we are unthinking, iceberg shaped, ticking time bombs…
  - Most (about 92.3%) of the time we make unconscious choices
  - Even the best of us are subject to going on autopilot (reacting) and making choices based on our past (emotional data base)
    - Not the present circumstances
- Typically it is our fears and insecurities that make up the majority of our emotional charged shadow material
- Our unconscious shadow forces us to make reactionary and irrational choices… the majority of our shadow is fueled by fear
  - Fear of approval
  - Fear of abandonment
  - Fear of abuse or physical harm
  - Fear of acceptance
So why do I get angry? Simple answer…

- Inside your unconscious self (mind) you have an unresolved, disowned, or denied “something”
  - Feeling, emotion, need, criticism, etc.
  - Or you feel less than or unworthy of something
  - Basically, anything you consider to be bad, evil, repulsive, unwanted, etc.

- Because of an “event”
  - You feel threatened and a need to protect yourself

- You use a common defense mechanism called Projection
  - You project the badness onto another person or thing
  - Thus dissolving you of your accountability…
So why do I get angry? The long version

- An event causes an internal trigger or alarm
  - eventually the superego gets involved
  - activates your morality meter
  - outside your belief system (worldview)
    - bad, skeptical, judge, not trust…

- Simultaneously the amygdala overpowers the frontal lobes and has taken control of our body and problem solving capabilities

- Amygdala hijack:
  - Triggers physiological reactions in our bodies
    - Speeds heart rate, raises blood pressure, freezes muscles, releases adrenaline
  - Causes fight, flight or freeze reaction
  - Leads to impulsive reactions
  - Poor judgment and decisions are made without planning and consideration of the consequences
So why do I get angry? The long version cont...

1. You are physically amped up due to amygdala response
2. You are totally entrenched in the past,
   - any choice you make now is NOT based upon the current circumstances
3. Your psyche has information from your EDB that includes:
   - all the feelings and emotions associated with every past life event that relates to the current situation or whatever comes rushing forward
   - all done in less than 1 second

Eventually the frontal lobes will engage
   - our frontal lobes contain our executive function
   - returns us to the present moment
   - however the damage is typically already done
Freud for engineers – Summary

- We are psychologically complex creatures
- We have an id, ego and superego that makes up our personality
  - Our ego deals with reality and ensures id impulses are expressed in socially acceptable manners
  - Our superego creates our worldview determines what is right or wrong to our psyche
- Any disowned parts, repressed weaknesses, denied feelings, shortcomings, etc. all become our shadow material which resides in the unconscious mind
Summary – now you are aware

- That when you are angry
  - Your shadow material is active and you are most likely in some state of physical distress
  - You are operating out of past experiences and circumstances
  - You are projecting “something” onto the other person or thing
    - This has to deal directly with what you are currently struggling with, (i.e. broken trust, commitment, timeliness, etc.)

- When we are extremely righteous about our worldview (i.e. everyone else's is wrong)
  - We will continually project our short comings, denied pleasures, whatever, onto every person we meet
  - We will always be judgmental and never be able to operate in the present moment
  - We will always be at affect of others and our surroundings (a victim of circumstances)
How do I keep myself from reacting in situations that could totally f%^& my career or relationship?
Simple answer – STOP

When you want to rip the other guys face off (or girls heart out)...

STOP:
- Step back,
- Think (Take a Look – as modified by this author),
- Organize, and
- Proceed
  - with a more conscious choice process
  - even in the most chaotic circumstances
  - Timothy Gallwey – the inner game of tennis

Are you at *cause* or at *affect* of the situation and it’s surroundings
- Are you present in the moment or stuck in your EDB
Accountability formula for success...

Step back:
- Get out of reaction/autopilot (Amygdala hijack)
- Be Responsible (Frontal lobes)

Take a look:
- Notice the event, action, or reason that triggered you
  - Notice any emotions, feelings or body sensations
- You do not have to fix anything in the moment
  - This step is meant to raise your consciousness level about what you repress, avoid, deny or make wrong in others

Organize:
- Making a responsible conscious choice in the current moment
- What choice or changes do I need to make in order to create what I want?

Proceed:
- Taking massive action; declare to the universe, put heart and energy into your choice, practice
In any life experience, you are either:

1. **At cause**
   - Root or source of the experience
   - **Outcome:** Creates results
   - **Energy:** Accountable
   - **Direction:** Moving forward – making progress

2. **At affect**
   - Emotionally impacted, upset, disturbed, distressed, a victim of circumstances
   - **Outcome:** Reasons, stories, and excuses
   - **Energy:** Victim
   - **Direction:** Little or no forward movement, stagnation
Victim/Accountable Mind-sets...

Victim Mind-set
- Victim/Accountable Mind-sets
- Conscious Future
- Empowered At cause
- Choice
- Abundance
- Mistakes ok
- Self-control
- Freedom
- Future

Accountable Mind-set
- Frontal Lobes
- Unconscious Past
- Powerless At effect
- No mistakes
- React
- Autopilot
- Confined
- No choice
- Scarcity

React
- Respond

Reaction management and self-control techniques
© 2012 Solution Technology. All Rights Reserved.
Choice fundamentals

Accountable mind-set

- **Conscious**
  - Frontal Lobes
  - Current Circumstances
  - Responsible choice stems from confident, proactive, and relaxed energy
  - Results in behaviors that attempts to achieve, accommodate, or bring about some desired end state

- **Unconscious**
  - Amygdala
  - Emotional Database
  - Reaction choice stems from fearful, anxious, or tense energy
  - Results in behaviors that fend off, protect or cope with some immediate problem or threat

Victim mind-set

Accountable mind-set

- **Conscious**
  - Frontal Lobes
  - Current Circumstances
  - Responsible choice stems from confident, proactive, and relaxed energy
  - Results in behaviors that attempts to achieve, accommodate, or bring about some desired end state

- **Unconscious**
  - Amygdala
  - Emotional Database
  - Reaction choice stems from fearful, anxious, or tense energy
  - Results in behaviors that fend off, protect or cope with some immediate problem or threat
Dealing with our Projections

How can I stop myself from reacting and looking foolish?
Defense mechanisms

- Projections are used as a defense mechanism
  - This occurs when a person's own unacceptable or threatening feelings are repressed and then attributed to someone else
- Projections are used to protect the mind/self/ego from anxiety, social sanctions or to provide a refuge from a situation with which one cannot currently cope
- Our EDB is the source of our “projections”
Projection Model

The projection model is designed to help you be responsible with your reactions to other people

- Use this model when you know your reaction to another person (or event) is “over the top”

When you have completed the following 4 steps, you will find yourself in a more compassionate place

- You may choose to follow up with the one who triggered your reaction by using the a “Feedback Model”
- You may realize you are complete and do not need to use the Feedback model

Model provided by:

- Jennifer Deming, CDC, CPC, (831) 246-2352, jendem@pacbell.net
Projection model step 1

1. Point the Finger
   • *Do this by yourself*, not with the person you are triggered by
   • Literally point your finger at the person/behavior you find upsetting and let yourself rant about it
   • “You are so selfish, so rude, you cut me off and don’t let me speak and I hate that…how dare you…etc”
2. Ask yourself
   • Where in my life have I felt this before?
   • Look for a specific memory
   • “I was a quiet child in a family filled with very big personalities. I remember trying to get a word in when my family was deciding on a vacation, and every time I would start to speak, someone would talk over me and drown me out”
3. Where in my life have I done this to someone else?
   • Look for a time you have done what bugs you to someone else
   • “I have done this to my kids many times when they want to talk to me and I am busy or I am talking on the phone”
4. Wherein my life have I done this to myself?

• Look for where you do the thing that bugs you to yourself

• “I was in a seminar and I had a solution to a problem the group was working on, but I didn’t believe in myself and I chose not to speak. I shut myself down by allowing my fear to talk over me”
At this point you are better equipped to determine if you are projecting (my guess is that 99% of the time when you are angry or in reaction, you are projecting)

That means working on your own projection prior to providing any feedback to the person

Working on your own projections first

- enables positive thought energy when you give feedback from a compassionate stance
- allows you to explore your unconscious mind for the reasons behind your projections
- brings balance to your psyche but owning what is yours
Summary

- Our psychoanalytic personality consists of an id, ego and superego
- Jung’s describes an additional component of your personality called the “shadow” which stores and is the source of all your projections, you are projecting:
  - When you are angry
  - When you are in reaction
  - The main fuel for our shadow material is our fear of approval, acceptance, abuse, and abandonment
- STOP when you are reacting
Q&A / Feedback

Please send any questions or comments on this presentation to ddemming@soltechnology.com

Please send any comments and suggestions for the Professional Development track to ddemming@soltechnology.com

Many thanks to the following individuals for their contributions to this tutorial.
- SNIA Education Committee

David Deming