

RESOURCES

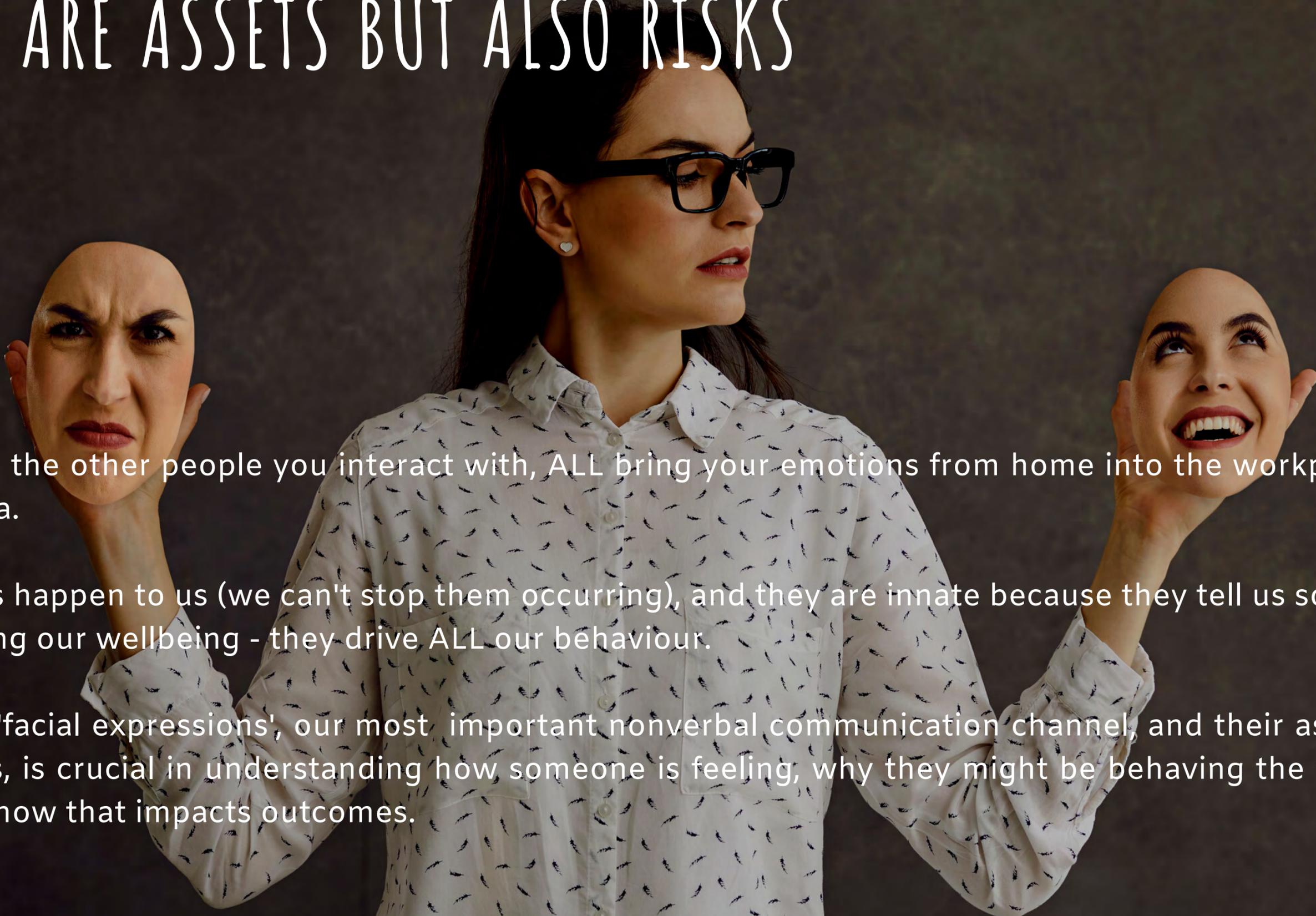




MODULE 2

EMOTIONS AND FACIAL EXPRESSIONS

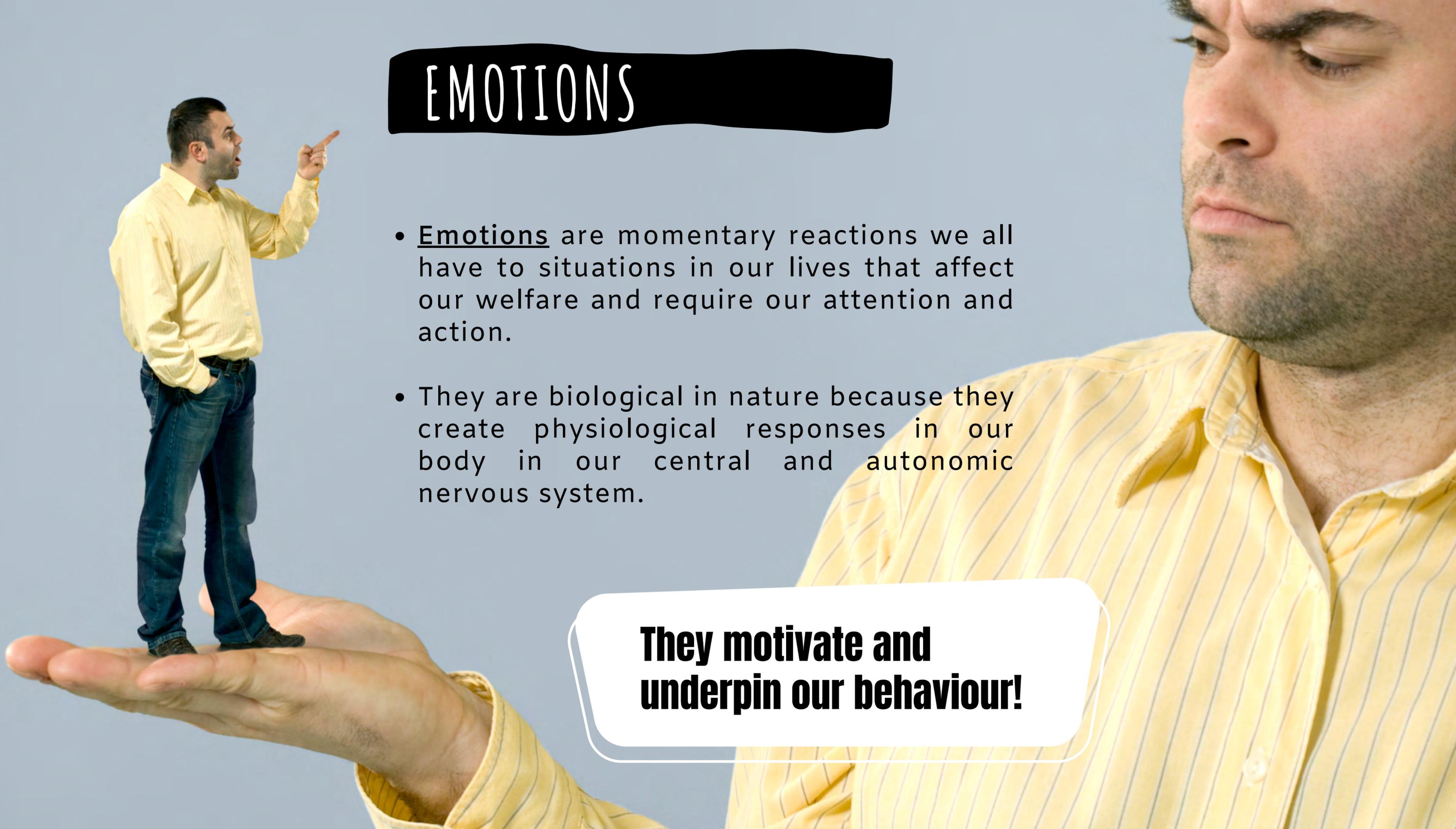
PEOPLE ARE ASSETS BUT ALSO RISKS

- 
- A woman with dark hair and glasses, wearing a white patterned shirt, is holding two disembodied faces. The face on the left is angry, with furrowed brows and a frown. The face on the right is happy, with a wide smile and looking upwards. The background is a dark, textured grey.
- 'You' and the other people you interact with, ALL bring your emotions from home into the workplace and vice versa.
 - Emotions happen to us (we can't stop them occurring), and they are innate because they tell us something is affecting our wellbeing - they drive ALL our behaviour.
 - Reading 'facial expressions', our most important nonverbal communication channel, and their associated emotions, is crucial in understanding how someone is feeling, why they might be behaving the way they are, and how that impacts outcomes.

EMOTIONS

- Emotions are momentary reactions we all have to situations in our lives that affect our welfare and require our attention and action.
- They are biological in nature because they create physiological responses in our body in our central and autonomic nervous system.

They motivate and underpin our behaviour!

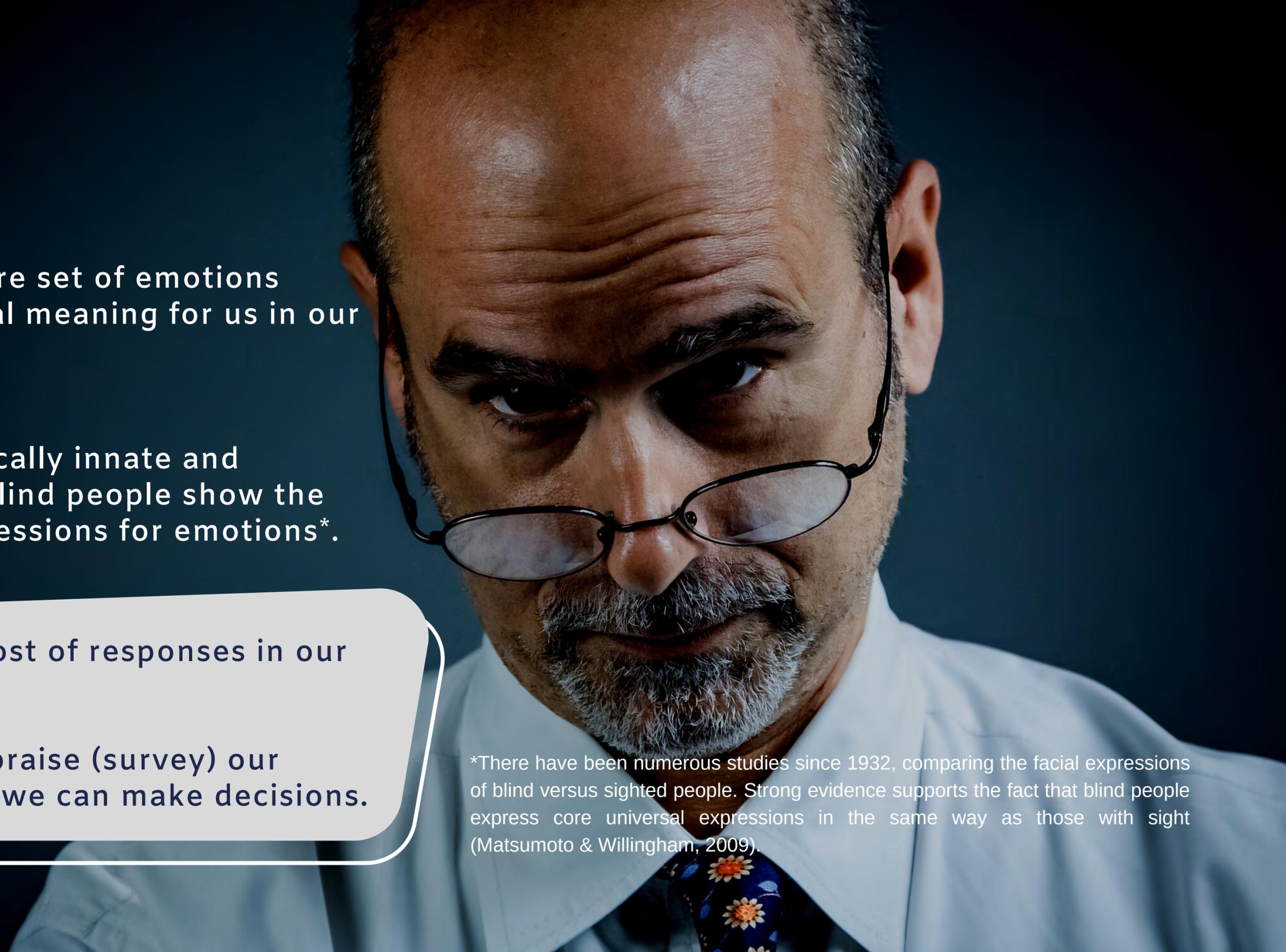


EMOTIONS

- We all have a core set of emotions which have social meaning for us in our culture.
- They are biologically innate and encoded in us. Blind people show the same facial expressions for emotions*.

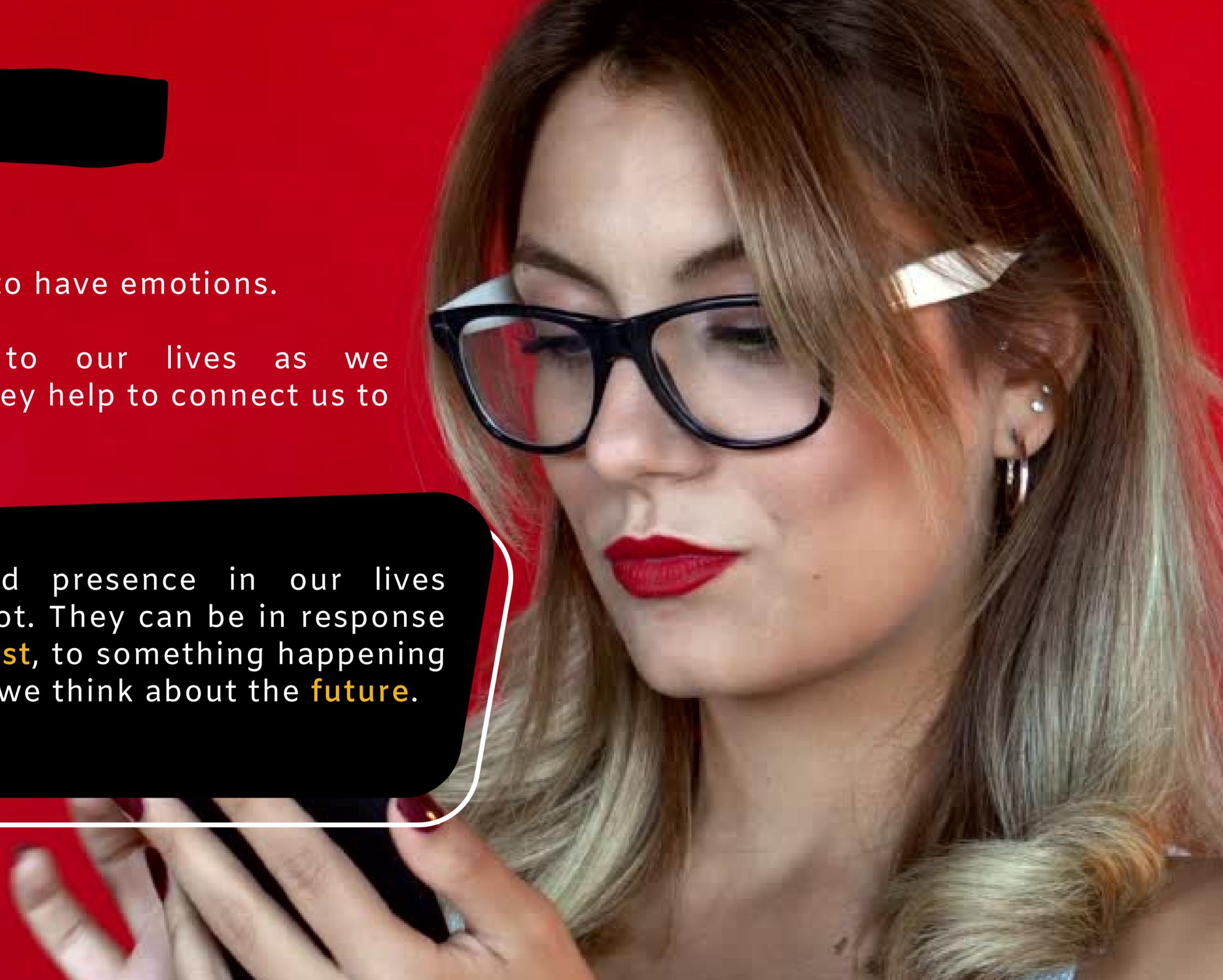
- They trigger a host of responses in our nervous system.
- They help us appraise (survey) our surroundings so we can make decisions.

*There have been numerous studies since 1932, comparing the facial expressions of blind versus sighted people. Strong evidence supports the fact that blind people express core universal expressions in the same way as those with sight (Matsumoto & Willingham, 2009).



EMOTIONS

- Part of being human is to have emotions.
- They give meaning to our lives as we experience them and they help to connect us to others.
- They are a continued presence in our lives whether we like it or not. They can be in response to an event from the **past**, to something happening in the **present** or when we think about the **future**.



EMOTIONS

- Emotions can occur as a result of memories which are **real** as well as those **imagined**.



EMOTIONS

Emotions are complex and vary in intensity, causing us to feel, think and behave in different ways in different situations and environments. Context is everything!

We can tell someone is thinking, but not 'what' they are thinking about.

Caused by the sensations we feel in the body when our sensory signals are in action.

Face is hardwired to what we feel in the body and vice versa - evolutionary.



EMOTIONS

- We won't know what someone is 'thinking' (their exact thoughts) so it's just as well we have emotions, they are important because they communicate signals to other people about how we are feeling (our emotional state).

- We can't choose the emotions we feel, they happen 'to' us.
- We can choose how to respond and we can learn to manage the impact of our emotions if we choose to.



EMOTIONS

- Emotional mastery is critical to work on as it affects the way we live, our brain-body connection, our motivation, our learning, our intuition, our relationships and decisions which shape our lives both now and in the future.

Understanding the emotions of others is a constant in our lives.



SITUATIONS WHEN YOU
NEED THE TRUTH AND SO
THE ABILITY TO
ACCURATELY RECOGNISE
EMOTIONS IS IMPORTANT!

THERE IS SOMETHING AT
STAKE.



High stake business meetings and negotiations



Job interviews/hiring of candidates



Financial transactions and major purchases



Shareholder and corporate earnings meetings



Sales meetings



Business evaluations and past performance announcements



Taking out insurance cover



Legal proceedings



Security screening



Medical diagnosis



Investigations and audits



Political campaigns and election promises



Media reports



Dealing with business owners and having confidence the product or service you are buying is as claimed

FACIAL EXPRESSIONS AND UNIVERSAL EMOTIONS

- We have 43 facial muscles and the Facial Action Coding System (FACS), first developed by Ekman & Friesen in 1978, describes how all these muscles, which when arranged in particular ways, form a complex universal system of signals to help us communicate with each other.
- The face is truly intricate and capable of creating more than 10,000 expressions (Ekman, 2003). Emotions can appear as macro, micro, subtle as well as blended (more than one emotion showing on the face at once).
- They also vary in intensity in how they display due to the strength and power of the emotion as well as cultural display rules.

Facial expressions - one of the most important nonverbal ways we communicate. Charles Darwin first proposed universal emotions in man and animals back in 1872.



FACIAL EXPRESSIONS AND UNIVERSAL EMOTIONS

- Fast forward to the 1960's and Dr Paul Ekman's cross cultural research.
- His research confirmed Darwin's theory that there are emotions we all have in common expressed by universal facial expressions.
- There have been many studies over the years which have confirmed that we have core emotions which are expressed and understood universally, regardless of gender, race, culture, ethnic group and geographical location. Eventually the consensus has been that there are 'seven' universal emotions.



FACIAL EXPRESSIONS AND THE SEVEN UNIVERSAL EMOTIONS





Neutral face



1. Anger



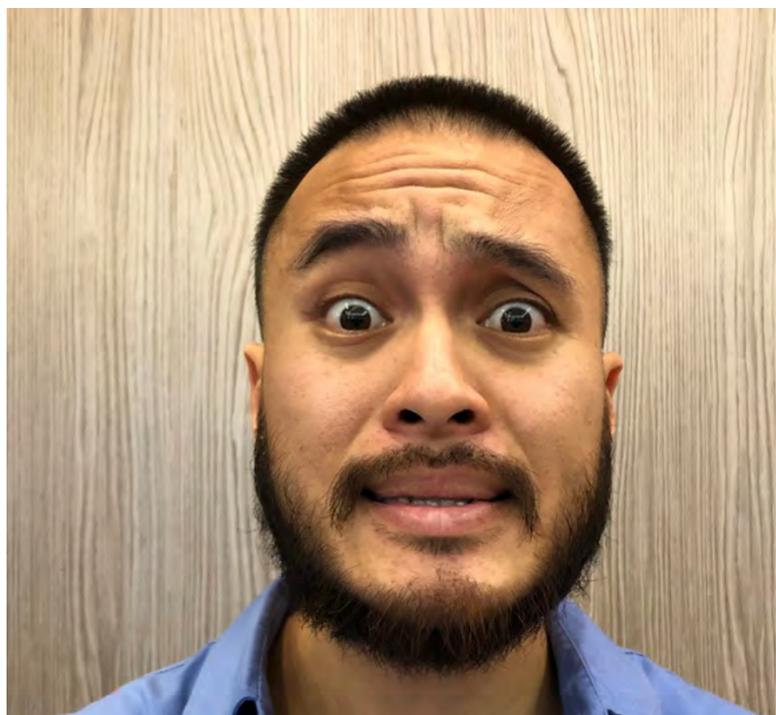
2. Contempt



3. Disgust



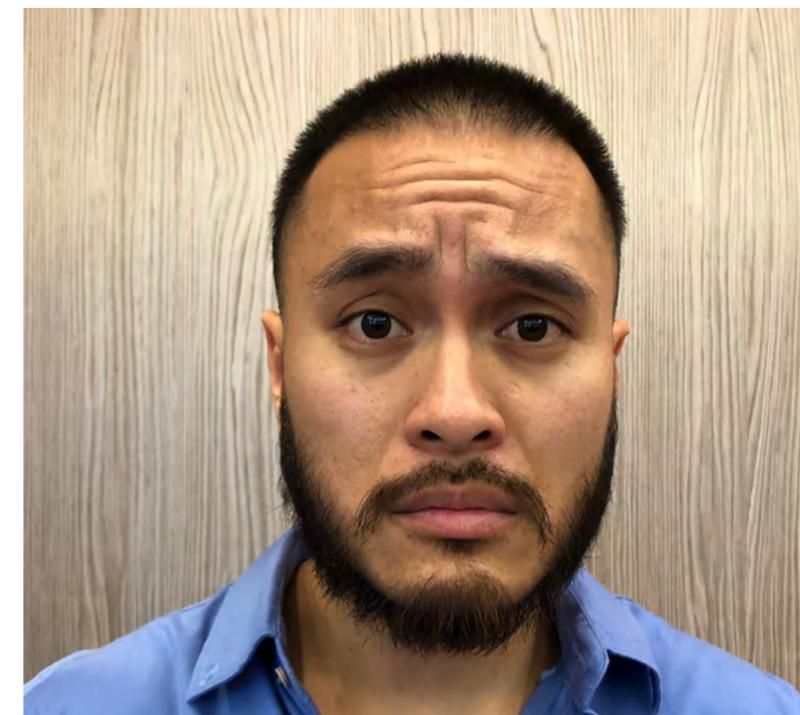
4. Happiness



5. Fear



6. Surprise



7. Sadness



CHARACTERISTICS OF ANGER

- The eyebrows are pulled downwards.
- Often there is tension with vertical lines between the eyebrows (corrugator supercilii muscle draws each eyebrow downward).
- The lower and upper eyelids are pulled up.
- The eyes can appear to glare/bulge.
- The margins of the lips are rolled in/pulled in and are tense and tight.
- The chin boss can be raised/juts out.
- The nostrils may also flare.
- Mouth can also be open forming a squarish shape and showing the teeth.





CHARACTERISTICS OF CONTEMPT

- The eyes and eyebrows are neutral.
- One sided (unilateral) tightening of the lip corner.
- Lip is pulled up and back causing a puckering/dimpling in the cheek.
- Can occur on either side of the face.



CHARACTERISTICS OF HAPPINESS

- The lip corners are raised and pulled up towards the temples with cheeks raised as a result.
- The eyes are narrowed.
- The outer corners of the eyes tighten causing the skin to form crows feet (wrinkling). The skin may also bag under the eyes.
- The mouth may or may not be open and the teeth may or may not be visible.



CHARACTERISTICS OF DISGUST

- The eyebrows are pulled down.
- Wrinkling of the upper part of the nose and scrunching of the face.
- Eyes narrow, blocking light to sharpen focus and pinpoint the source of the disgust.
- The upper (top) lip is raised and pulled up which creates a horseshoe shape on the face at the nasolabial fold on either side of the nostrils.



CHARACTERISTICS OF SURPRISE

- The eyebrows are pulled up and raised in a circular/open/rounded shape.
- The eyelids are pulled up and eyes widen.
- There is more sclera (white part of the eye covering the eyeball) showing around the pupils.
- Mouth hangs open, usually in a circular shape and the jaw drops down.
- Horizontal wrinkling will often show on the forehead due to the eyebrows raising up so high.



CHARACTERISTICS OF FEAR

- The eyebrows are pulled up and together and are horizontal and tense.
- The upper and lower eyelids are pulled up.
- There is more of the sclera showing around the pupils.
- The lips are stretched horizontally/ sideways.



CHARACTERISTICS OF SADNESS

- 'Inner' corners of the eyebrows are raised upwards (slightly angled upwards).
- The upper and lower eyelids are loose and droopy with a relaxed tension.
- The cheeks are slightly raised.
- The corners of the lips are downturned/pulled down slightly.
- Furrowing can appear across the forehead indicating sorrow and grief.

TRIGGERS FOR OUR EMOTIONS

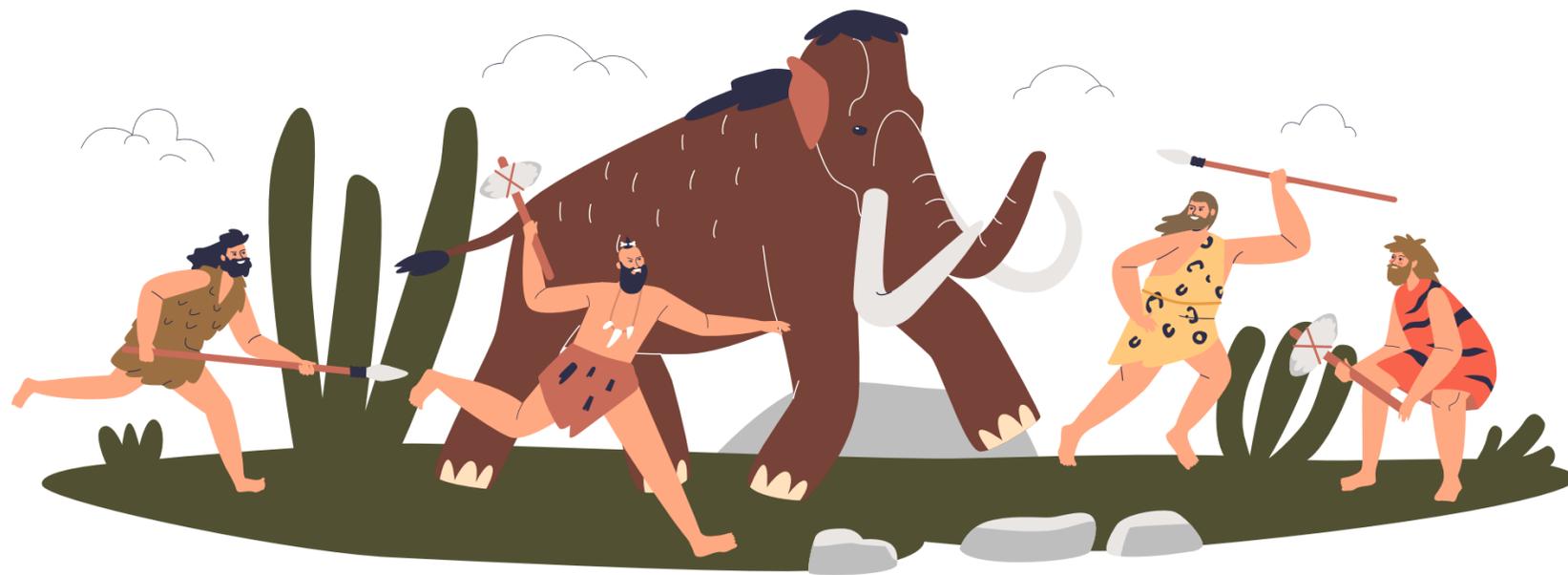
- The research over the years has found that we all share common underlying triggers (also called psychological themes) for our core emotions.

Ekman, Levenson & Friesen, 1983

Each emotion we have generates a physiological signature i.e. a blueprint to help us respond to the stimuli we encounter and to help our body prepare to respond - whether that is fight, flight or freeze.



OUR STONE AGE MIND



We have inherited the Stone Age mind and thinking patterns which had two functions - to keep us safe and keep us from feeling pain.

In our modern world today our brains are still using these same programs and they become a problem when our mind continually focuses on potential threats and pain we might encounter - the negative thought narrative is not helpful for us.

TAMING THE STONE AGE MIND

Our mind is like a radio station relaying thoughts and information to us, and left to its own devices the default mode tends to be one that views things as a problem.

When we accept and buy into the thousands of automatic thoughts that constantly pass through our heads, they can cause us unnecessary feelings of uncertainty, fear, pain, frustration and suffering keeping us stuck!

Our mind can actually reject the thoughts that it gives us. And so having 'more' awareness of our thoughts is important, allowing us to be 'present' and filter out what is helpful and what is not, what is real and what is not - taming the Stone Age mind!

TAMING THE STONE AGE MIND

Our thoughts are not the problem, they just happen, they are part of an automatic program and we shouldn't take them all seriously. It's our relationship to them that is the problem and what we do with them.

Let go of unhelpful thoughts, be aware of them but don't allow yourself to get stuck on them.

Use your emotional 'awareness' and take a second to be in the 'present' moment so you can make room for more helpful thoughts to spend energy on.



KEY UNIVERSAL TRIGGERS FOR OUR EMOTIONS

Anger



Have perceived something is obstructing and interfering with our goals.

An injustice/
perceived violation
of norms.

Contempt



An action by a person or group of people that you feel is immoral and not conforming to your standards of moral behaviour.

Disgust



Contamination/
something has caused us offence such as other people, things or objects.

KEY UNIVERSAL TRIGGERS FOR OUR EMOTIONS

Happiness



Pleasure in
accomplishing
something,
achieving a
particular goal.

Fear



A perceived or
real threat/harm
to our physical or
psychological
wellbeing.

Surprise



Something
unexpected or
sudden has
occurred.

KEY UNIVERSAL TRIGGERS FOR OUR EMOTIONS

Sadness



**Loss of
something or
someone of
value.**

FUNCTIONS OF OUR EMOTIONS

A man with glasses and a beard, wearing a white shirt and black tie, is looking towards a woman with long dark hair, wearing a black pinstriped dress. They are both smiling and appear to be in a professional office environment with a window and a plant in the background.

- As we can universally recognise emotions in other people, this helps us to respond, adapt and manage our behaviour accordingly and in our best interest.
- The emotions we feel tell us something important is happening and needs our attention, they help prepare us for behaviour and are essential for connecting with other people in our 'tribe'.

FUNCTIONS OF OUR EMOTIONS

Anger

To remove the obstacle by preparing us to actively fight.

Contempt

Asserting one's superiority over someone else. To hold/put yourself 'above' someone else. More passive act than anger.

Disgust

To eliminate/get away from someone or something contaminated / offensive.

FUNCTIONS OF OUR EMOTIONS

Happiness

To ensure motivation towards goals and a signal of being friendly.

Fear

To avoid threats and reduce any impending, perceived or expected harm.

Surprise

To focus attention on the surprising event and to take in and obtain/process information.

FUNCTIONS OF OUR EMOTIONS

Sadness

To slow down the mind to allow the mind and body to recoup resources. To signal call for help due to distress and discomfort.

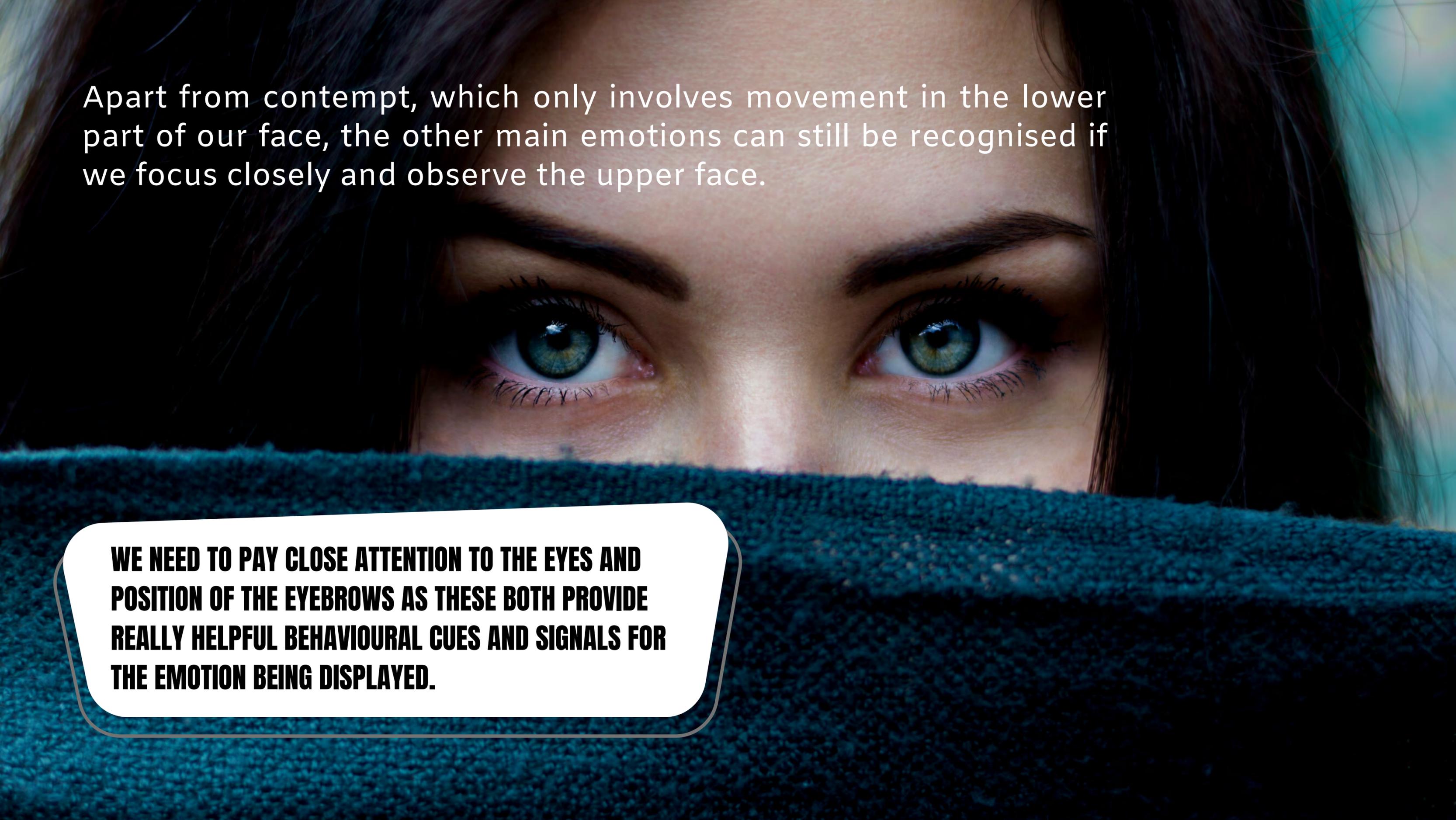
THE IMPACT OF MASKS ON OUR OBSERVATION OF FACES



Some settings in our lives will continue to still require the wearing of face masks.

We therefore have to deal with the continued frustration of not seeing the whole face when reading and interpreting expressions and emotional states of the people we interact with.



A close-up photograph of a woman's face, focusing on her eyes and eyebrows. She has light green eyes and dark, well-defined eyebrows. Her face is partially covered by a dark blue, textured fabric, likely a sweater or scarf, which is pulled up to her nose. The background is dark and out of focus.

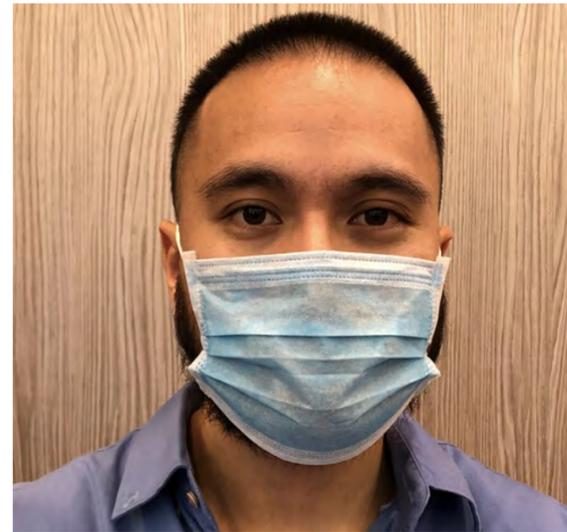
Apart from contempt, which only involves movement in the lower part of our face, the other main emotions can still be recognised if we focus closely and observe the upper face.

WE NEED TO PAY CLOSE ATTENTION TO THE EYES AND POSITION OF THE EYEBROWS AS THESE BOTH PROVIDE REALLY HELPFUL BEHAVIOURAL CUES AND SIGNALS FOR THE EMOTION BEING DISPLAYED.

EVEN WITH MASK WEARING WE CAN STILL RECOGNISE CUES IN THE UPPER FACE WHICH HELP US IDENTIFY WHAT FACIAL EXPRESSION OF EMOTION IS BEING DISPLAYED!



Anger



Contempt



Disgust



Happiness



Fear



Surprise



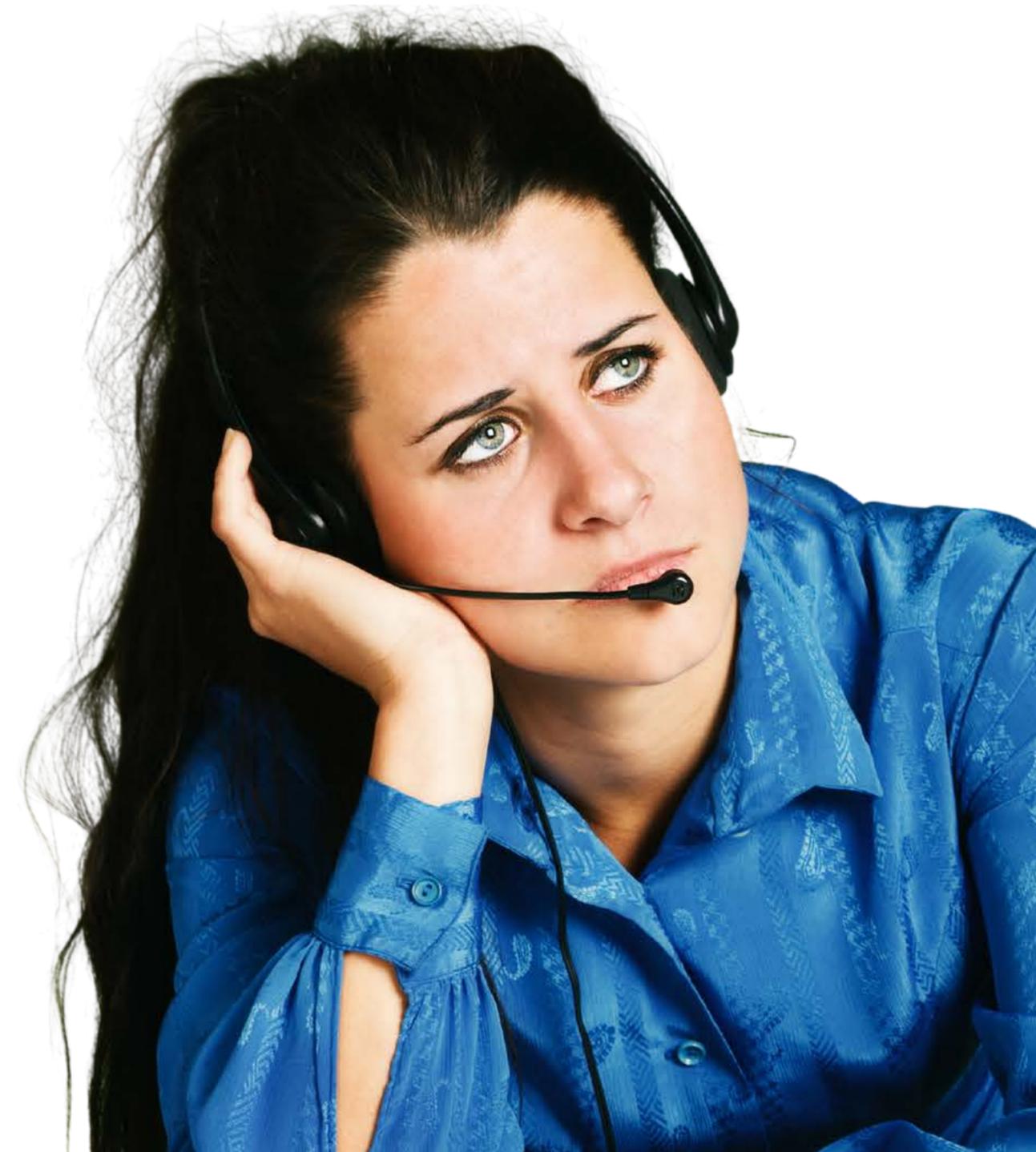
Sadness

THE EMOTIONAL ROLLERCOASTER AT WORK

Observe for changes in emotions in yourself and in the people you deal with in your work to help you in your communication and interaction with them.

Potential triggers for emotional changes:

- Uncertainty
- Deceptive behaviour from others
- Misinformation/poor communication
- The concealment of important information by others
- Shifts in schedules, interest rates, costs, supply chains, demand
- Sudden changes in a client's needs
- Unrealistic expectations from other people
- Unjustified feedback/comments
- Poor leadership/ lack of teamwork
- Lack of understanding/self awareness/empathy
- Fatigue/illness/burnout



NEUROSCIENCE AND THE BRAIN

- The brain is enormously complex.
- Our emotions, awareness, thoughts, feelings and memory involve various parts of the brain.

"Certain areas of the cortex carry out specific brain functions, while others are more generalised. No areas have been identified as exact sites of consciousness or learning."

Parker, S. (2019). The Human Body Book, 102.



SUMMARY

- Emotions are our most primal characteristic and signal to us something is happening to our wellbeing we need to pay attention to.
- Our 7 universal emotions have particular triggers and functions.
- Emotions vary with the intensity they are shown on the face. We can't prevent them from occurring as they are innate, but we can learn to manage them.
- Facial expressions are an important nonverbal communication channel providing us with a goldmine of information we can use in helping us interact and communicate with others more effectively, and make better decisions, especially when we need the truth.



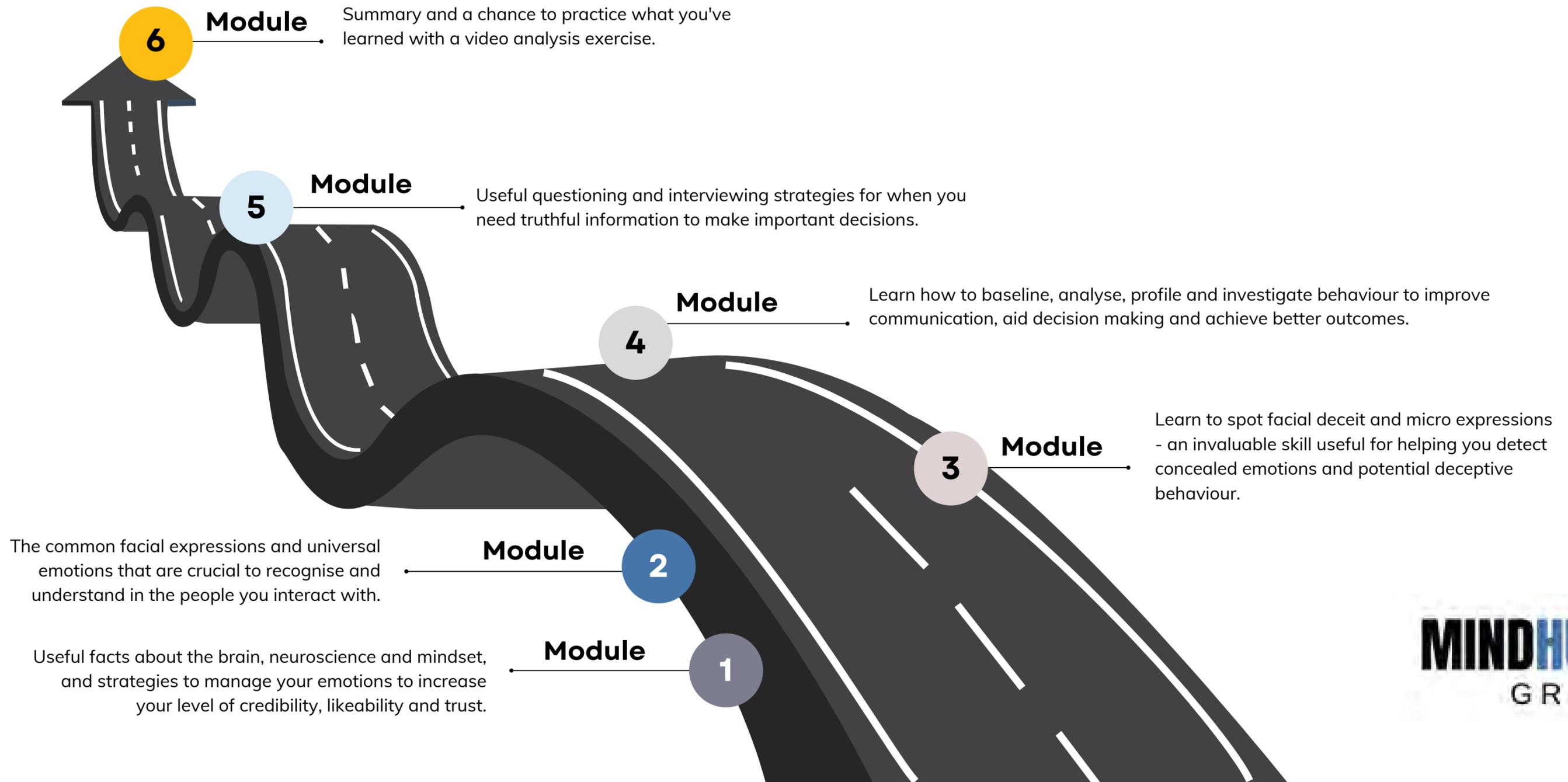
SUMMARY

Understanding the science behind our facial expressions and emotions improves communication and outcomes.

It minimises the risk of signals being misinterpreted due to our environmental and cultural influences, the lens we view the world through and biases we all have.



THIS MODULE YOU HAVE JUST ENJOYED IS MODULE 2 OF A COMPREHENSIVE TRAINING COURSE WHICH COVERS VARIOUS OTHER MODULES AS BELOW AND WHICH WILL BE RELEASED SHORTLY.



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