Dr Kevin Walsh: How many of you feel like you need courage? Just daily, critically important. You know the word courage comes from heart. The word heart, and it's important for us. With self awareness, we certainly need courage because it's your ability to accurately perceive your own emotions in the moment and understand your tendencies across situations.

Christina Barsi: Hi, I'm Christina Barsi.

Sun Ezzel: And I'm Sun Ezzel. And you're listening to the Magic Mountie podcast.

Christina Barsi: Our mission is to find ways to keep your ear to the ground, so to speak, by bringing you the activities and events you may not have time to attend. The resources on campus you might want to know more about. The interesting things your colleagues are creating and the many ways we can continue to better help and guide our students.

Sun Ezzel: We bring to you the voices of Mt. SAC, from the classroom to completion:

Speaker 4: And I know I'm going to achieve my goals and I know people here are going to help me to do it.

Speaker 5: She's a Sociology major and she's transferring to CalPoly Pomona! Psychology Major, English Major-

Sun Ezzel: From transforming part-time into full time.

Speaker 6: I really like the time that we spent with Julie about how to write a CV and a cover letter-

Christina Barsi: Or just finding time to soak in the campus.

Speaker 4: Think of the natural environment around us as a library.

Christina Barsi: We want to keep you informed and connected to all things Mt. SAC. But most importantly we want to keep you connected to each other. I'm Christina Barsi, Mt. SAC alumni and producer of this podcast.

Sun Ezzel: And I'm Sun Ezzel, Learning Assistance Faculty and Professional Learning Academy Coordinator.

Christina Barsi: And this is the Magic Mountie podcast.

Christina Barsi: Welcome back to the Magic Mountie podcast. I'm Christina Barsi and we're kicking off our season three with one of Mt. SAC's first events before the fall semester even begins, which is CPD day. Guest keynote Kevin Walsh, amazingly breaks down situations we encounter in all parts of our lives on and off campus. And offers techniques to grow our emotional intelligence and in turn foster a growth mindset over-all. I think you're really going to enjoy this one. Here's Dr Scroggins for a little introduction to kick us off.

Dr Scroggins: Welcome to Classified Professional Development day.

Dr Scroggins: It seems like just yesterday we were here in the spring at the classes with dancing and ... Well, welcome to the 2019-20 academic year preparation for that. So this is a good time for us to be together as a staff to celebrate new beginnings, to prepare for those new beginnings and to share the expertise that ourselves and those that we brought together provide for us. Let me introduce Robert Stubbe of CSEA, president of 262 to give a welcome. Robert.

Robert Stubbe: Well, thank you Dr Scroggins. Welcome everybody to Classified Professional Development day in 2019 CPD day, started back in 2016. When we surveyed the membership, we found out that professional development was very important to 262 members and then also to 651 and to confidential. And so we brought it to the negotiations table. Bill Rawlings was chair of negotiations at that point and Dr Scroggins was chair for the district. And they worked out the contract language, put it in a contract and made it an ongoing thing so that it wasn't just a one time occurrence. This day will out-live the presidency of Dr Scroggins. It out-lived the presidency of Bill Rawlings and it will out-live my presidency as CSEA 262 president. So as you all probably know, things are changing at the community college level, be it at the student centered funding formula or the changing demographics of our community college students.

Robert Stubbe: And if that's causing you any uncertainty, rest assured that Classified Professional Development moving forward, will take on a new purpose and a new sense of importance here on campus. And this is just one part of that. So if you are uncertain about the future, there's two great things that you can do to help fill some certainty, get involved and continue with your lifelong learning. So professional development doesn't stop after today. It shouldn't. We have a strong professional and organizational development department here on campus and I encourage everyone after today to sign up for courses. If you're a subject matter expert in an area, you can teach courses. That's one of the release time things that we negotiated into the 262 contract, is if you're a subject matter expert and you'd like to teach a class, you can do that. The other thing is to get involved.

Robert Stubbe: There's many different ways you can get involved with your union. You can, certainly you can run for office. I never thought I would, but then somebody tapped me on the shoulder one day and said, "Hey, you should run for executive board." You can volunteer for a governance committee, you can volunteer for a hiring committee. I'm sure Marlene would be thrilled if you volunteered for hiring committee. So I would strongly encourage you all to do that. But if none of those sound good to you, start by attending chapter meetings. Make your voice heard because as I said, the union is only as strong as we make it. Thank you for the honor of representing you as your chapter president to the 262 members. Please enjoy the day and have fun.

Euell: Euell Lomylan is locked up somewhere and I will not be dancing. That is really good news. I know. I know, I'm so good, I'm so good. And my singing, everything about me. I know. I'm an entertainment genius. Yeah, but you got to dish that stuff out slowly. The thing about me on that is that I'm an insane cheerleader for Mt. SAC and for classified staff. I love classified staff. I love the college. It is like a family with its goods and bad parts. And I mean, who out there has a family, a blood family that is perfect? Yeah, so I don't see people standing and clapping. Yeah. I mean, what would Thanksgiving be if everybody was perfect. You wouldn't have an excuse to drink those extra drinks and ... It wouldn't be fun eating turkey and not giving someone the stink-eye, so it's a family.

Euell: It's not perfect. Nothing is perfect. That's life. But that's why we do events like this. That's why we do Classified Professional Development day because lifelong learning, it's all right there in the title. If you're not learning, you're not living. I mean it's so important. Things change. Things are updated. We're humans, we are classified professionals. We need to be updated, we need to grow and one of the ways that's really good to do that is CPD day. And so with today, I want you to keep today's mindset in mind, and that is growth mindset. That is our theme. That is what our keynote we'll be speaking about today. It should be very inspiring because if you look at life with a growth mindset, you realize there's always room for growth. There's always room to see something different. There's always room to learn something new, change your view even. So again, thank you for being here and have a great day.

Speaker 10: It is with great pleasure that I'm going to introduce our keynote speaker today, Kevin Walsh. He has trained over 12 000 employees from Fortune 100 corporations, US government agencies and prominent colleges and universities. He had earned his doctorate of Psychology in Organizational Management and Consulting and is making an impact through educating adults in healthcare, engineering, manufacturing and entertainment industries, just to name a few. Previously, he's had faculty positions at Phillips Graduate University, Loyola Marymount University extension, Roland's College and College of the Canyons. Let's give a warm Mt. SAC welcome to Dr. Kevin Walsh.

Dr Kevin Walsh: How are we doing today? [crosstalk 00:08:26] It's exciting day. Mt. SAC CPD day! So I am fired up to work with you. I've been doing a lot of work with community colleges since the early 2000s and I love it. It's one of my favorite places to be. I love people that are just into learning and lifelong learners and just have a growth mindset. So that's what we're going to be talking about today is a growth mindset. We're just going to dive in. What we're going to focus on today is we're going talk a little bit about emotional intelligence tools and strategies to work through changes, overcome obstacles, and take control of our brains. In the past 15 to 20 years, we have learned so much more about our brains and how they work and how we can use them and actually how we can change them. So that's going to be a big topic today for us to figure out what works for us and what doesn't work for us and figure out how to change our brains accordingly if we need to do so.

Dr Kevin Walsh: How many of you've ever heard of emotional intelligence? Emotional intelligence is happening a lot more. People are getting more invested into it. I've been teaching emotional intelligence for about 15 years now and I believe it to be the cornerstone of learning. People ask me like, "Oh, you teach emotional intelligence. You must be very emotionally intelligent." That is not the case at all. I screw up so much, it's unbelievable. But in the spirit of continuous improvement, that gives me all the opportunity in the world to learn from that and figure out how to be better and more effective next time. So I'll share with you some of my stupid stuff and my mistakes, but that's really the cornerstone of it. We really have to analyze ourself to become more self aware. We have to manage ourselves once we are self-aware. We have to understand the social situation around us and we have to use all of this information to develop more effective relationships.

Dr Kevin Walsh: Because truly I believe that that's what we're here on earth for. Is our relationships. Because what else is there? I mean, I don't know what we're doing here on this planet more than anybody else and nobody knows what we're doing here on this planet more than you do. So we're just trying to figure it out. But one thing that is true is we just have relationships with people and we have to figure out how to make those the strongest that we can and most effective and live a happy life. So there's a word that comes out of the US military. It's called VUCA. And we started an organizational psychology. We started using this to describe the state of business. And VUCA stands for volatility, uncertainty, complexity and ambiguity. So what I'm going to ask you to do is write down three things on the paper.

Dr Kevin Walsh: The top of the paper, write the world, in the middle of the paper, if you could write Mt. SAC and near the bottom of the paper, but now all the way at the bottom, closer to the bottom, just write my life. Think about volatility, uncertainty, complexity and ambiguity. And just take one minute to write down a couple things that you notice are reflecting of that in the world, at Mt. SAC and in your life. So let's start with the world. Who had something to comment on for volatile? What's your name?

Cheryl: Cheryl.

Dr Kevin Walsh: Cheryl.

Cheryl: Yes. And I have political leadership is very volatile.

Dr Kevin Walsh: Okay. Political leadership. Does anybody else agree with that or is it just, okay. So yeah, volatility and those are things that are happening all over the world. People are like, "I don't even want to say anything. There's a podcast going on." Right? Okay, great. How about, who's got another one for the world?

Speaker 13: Climate Change.

Dr Kevin Walsh: Climate Change. It's horrifying. We just had the hottest day on record in the history of the world that's ever been recorded, right? It's happening. And of course, the oceans are filling up with plastic, which is crazy and none of this is helping the cause. Great. What else is volatile in the world?

Speaker 14: Shootings.

Dr Kevin Walsh: Shootings. Yeah. Horrifying. What's another one?

Speaker 15: Communication issues.

Dr Kevin Walsh: Can you talk a little bit about that?

Speaker 15: Yes, there is a complete lack of communication issues. There's a lot of unclarity. There is ambiguous information out there. There is unreal information out there. We as society are unsure what is real and what is not. Fake news, fake news and fake news.

Dr Kevin Walsh: Great. Thank you. Okay, so what about at Mt. SAC, is there anything volatile at Mt. SAC? No, everything's peaches. Everything's perfect. Well, let's just look at explosive or fluctuating sharply. Is Anything fluctuating sharply?

Speaker 17: The construction, there's like construction and buildings and landscaping. It's amazing, but it's been everywhere.

Dr Kevin Walsh: So construction. Sure. What else?

Speaker 18: Parking space.

Dr Kevin Walsh: Parking spots. Great. So we're not going to do your personal lives, but there's always stuff going on that are volatile in our lives. Okay. Let's move to uncertainty. What about uncertainty? Who's got one for the world? The political climate. What else? Economy, security? In terms of what?

Speaker 26: Shootings.

Dr Kevin Walsh: Yeah. I mean, we just said Dayton, El Paso, the Gilroy Garlic Festival. I mean there's a lot of uncertainty around that. Absolutely. What about here at Mt. SAC? Parking. Okay. Seems to be a big deal. All the Olympic trials, so you're not sure? So you're uncertain? Okay, great. Great example then. Alright. How about complexity? How about the world in complexity? What's complex? Information channels. Sure.

Speaker 20: Our US president.

Dr Kevin Walsh: The US president. Yeah. I mean, there's a lot of messages that go out. You can't even keep track. It's overwhelming.

Speaker 21: There's Twitter.

Dr Kevin Walsh: The Twitter thing. I can't even, I mean, I don't even know, I can't even pay attention to it. So what about at Mt. SAC, anything complex here? The new funding formula. Very complex. Yeah. A lot of these bleed into all of them, don't they? Good. And how about the world for ambiguity? The how to, how are we going to get through this? How are we going to fix it? Good. Great. What's another one for ambiguity in the world? Oh, the stock market. What about in here At Mt. SAC? What else is ambiguous? Funding formula, classification, parking.

Dr Kevin Walsh: All right, good. I'm sure it's ambiguous when you're driving around looking for a parking spot. All right, we'll give each other a round of applause. So based on all this stuff going on in the world this morning, Valerie, she was like kind of called me a motivational speaker. I was like, "I don't know." I tend to bump people out when I go places. Talk about this kind of stuff like, Oh God, state of the world. But it is important for emotional intelligence to understand how we're feeling about things. Any impacts that it's having, not only on us but also on others. So this is what we call a brain state mood elevator. The brain state mood elevator is a way for us to think about where we are emotionally. And it's an elevator. So it goes up, it goes down. We have the sub-basement, me at my worst basement level where you're feeling negative, blaming, you're in a bad mood. Above ground floors, positive outlook, feeling great, good influence on people. And then the pent houses, me at my best. Where you're inspirational to others.

Dr Kevin Walsh: And so I want you to think about these three areas and where are you spending most of your time? And it could be right between floors or it could be you wake up in the pent house and by two o'clock you're in the sub-basement or it's an elevator. You can do whatever you want. So I'm just going to ask you to ... On those three areas that you wrote down, where are you spending most of your time on the mood elevator? The sub-basement, the basement above ground or pent house? We have to just understand where we are. There is no good or bad to this. It's just, it is. We just have to understand it so that we can work with it in the moment. Anybody, like they're above ground and all of a sudden they get an email and it brings them into the sub-basement.

Dr Kevin Walsh: Does that ever happen? It's like, "what." So it used to be that our brains would only get triggered like that when we were in a cave and a bear would show up in the front of the cave and you'd be like, "Aah." But now we're getting that part of our brain that deals with this is called the amygdala and that's our fight or flight or fright. There is a great clip that showcases all three of these things. And I saw it on America's funniest home videos. And it's a Halloween, picture of Halloween and there's a scarecrow, stuffed scarecrow sitting with a big bowl of candy on a porch. And the first group of kids come up and they go to grab the candy and the scarecrow goes "baaaah" and now the kids are like, "Aah." And they just are stuck there. So that would be out of those three what? Fright, right?

Dr Kevin Walsh: Just frozen. And then the next clip they have group kids come up and sitting there with a bowl of candy and they go to grab the candy "baaaah" and the kids are like, "Aah!" they take off. So that would be fright. And then the third one, which is ridiculous and I love it. So this guy who might be a little too old to go trick-or-treating, comes up on the porch and goes to grab the candy and the scarecrow "baaaah" and the guy just goes, "Boom." Knocked out cold, just knocked out cold. That's fantastic. And that would be an example of what? "fight". Fight. So our amygdala is going all the time and we're going to have different reactions depending on who we are. We have to understand this because our amygdala can get triggered by an email or a phone call or even a look.

Dr Kevin Walsh: So we have to understand that about our work environment. But what about the world where are people spending most of their time with the world? Basement, where else sub-basement so it is important for us to understand where we are and how we get there. So we'll talk about some different strategies. One of the things that I had to do is I have very vivid dreams at night. And typically I laugh a lot in my dreams and sometimes I wake up laughing, which is a great to me. I think that's fantastic. So I wake up kind of laughing at ridiculous stuff from my dreams. And then what I would do is I would find myself in the sub basement minutes later. Why? Why would I wake up from a dream laughing and then be in this in the sub-basement minutes later? What did I do when I woke up?

Dr Kevin Walsh: Started looking at what the news. I started looking at the news when I woke up and I realized I started the day in the sub-basement. It's not okay. So what I had to do is I had to change that up. It's first about awareness and then understanding how to manage it. So we're going to walk through. I'm just going to give you a couple of quick things on emotional intelligence, just to put and plug-in for it. People with high EQs or emotional intelligence quotients make on average $29 000 more a year than people who have low EQ. Is that enough to go? Okay, well I'd like to get better at this. And the good thing about this is you can always improve. No matter where you are with emotional intelligence, you can always improve it. It's not stagnant, it's not part of your character. It's something that you can sit down and strategize on and improve.

Dr Kevin Walsh: So the US Air Force is using it, this is just one, tons of companies are using it, but the US Air Force had this intensive training program and they would lose people. You'd have a para-rescue trooper that they will go through this two year program and lose the person halfway through. Tons and tons of money was wasted. So they tried to figure out how to alleviate this cost and they found out by doing emotional intelligence training and testing, they found out they saved millions and millions of dollars. So how you approach it is very important. And this is a concept from the 15 commitments of conscious leadership that I really like and I think applies to it. How we approach life has a lot to do with our outcomes. So they talk about something called above and below the line and above the line thinking is open, curious, and committed to learning.

Dr Kevin Walsh: We're below the line thinking is defensive and committed to being something, but it's committed to being right. So that's a concept that is pretty hilarious internationally because whenever I'm doing work internationally, this always comes up cause I'm clearly American. And do you know what we're known for around the world? Oh yeah, you Americans. That's your thing. You want to be right more than anything. You want to be right more than you want what you want. I've heard that before. I'm like, that's true. We want to be right so bad. Has Anybody ever experienced that? Like on date night, we go out and you want it to be a great date night, but something happened earlier. You're totally right about it and it ruins the whole date night. Does this ever happen? Just me. All right. Okay, good, good. It happens. It's part of our society. It's part of our culture.

Dr Kevin Walsh: This is what scares me. We're so committed to being right. We can't see anything else. And we're known for that around the world. You know what else we're known for around the world, which I find hilarious and scary as well, is that if they want to do an American themed party, you know what the key ingredient to an American themed party is? Red solo cups. They order them online. They're like, "Look at me, I'm American. I waste things, haha." I mean it's pretty ridiculous. So the outcomes are what's important. The outcomes of this. So above the line responsibility, innovation and self awareness, but below the line is victim or blame and self doubt. How do we want to approach life? What outcomes do we want? That's what we have to do is analyze how we're doing stuff and then the outcomes that we're going to get because is it easy to change ourselves?

Dr Kevin Walsh: Do we like our patterns as human beings? Yeah, we love our patterns. I grew up, my dad was a cop. Because he grew up a little bit differently because you're always analyzing stuff and looking at situations and always putting your back to the wall in a restaurant so you can see everything. It's kind of a weird way to grow up. But I always analyze patterns like my dad, you would drive to church every week and never took the same way twice. Never. Not once. It was a half a mile away. I'm like, dad, why are we going this way? Oh you gotta throw them off? Who? Who are we throwing off? He's like, the terrorist. You've got to throw off the terrorist. I'm like, Oh great, whatever, dad. But he knew that people loved their patterns and that's how criminals are successful. So if you ever go to the gym and you have those lockboxes there with the three digit code, I see people do this all the time.

Dr Kevin Walsh: They go in, put it in all their valuables, do their workout, put it in their three digit code, take their stuff and take off and leave the code on the box. Why can't you do that? Cause you're probably going to show up at the same time tomorrow, if not the same day next week. You're probably going to use the same box if it's available. And you're definitely going to use the same three digit code. So if I'm a bad dude, I just memorize your face and your three digit code, I go back in the next week, 357, all this stuff is mine. That's how you think when you're raised by a cop. We love our patterns. Patterns are really important to us. So changes are typically hard. Can I have a volunteer to read a quote from this section?

Speaker 23: In times of change, those who are prepared to learn will inherit the land, while those who think they already know will find themselves wonderfully equipped to face a world that no longer exists.

Dr Kevin Walsh: Great. Thank you. Let's give it up for her. So change is important and its growth and it hurts. Sometimes construction. We all can see the vision and go, "Oh, it's going to be great when it's done." But while it's being done, it's driving me crazy. But change is going to be our only constant. So we have to figure out how to work through that and be effective and still keep our sanity. The great way to do that is by understanding the brain and how it works and leveraging what we have access to, which is called neuro-plasticity. One of the things that we have access to is called neuro-plasticity. So our brains, they're made up of neurons and the synapses are firing all the time and if the synapsis have connected then it becomes easier if they haven't connected net yet, it's hard. So we get frustrated and it's firing.

Dr Kevin Walsh: Has anybody ever remember like learning to drive a car and too much going on? I drove a stick shift. I have no hand-eye coordination, so that was a disaster trying to get that. But I remember how frustrating it was, but I always keep in mind what's happening when you're frustrated because I learned this when I worked at Disney world. I was in Main Street USA and you know I had my knickers and my straw hat and looked like a Dapper Dan and I ran in to use a computer and they had a new system there. And I was so frustrated, I didn't know there were any guests around because I didn't see any. And I said, "Oh." I said to another cast member, "Oh, this is so frustrating, this computer system." And all of a sudden the hat shop was right next to us where they put the names on the Mickey ears for kids. And I said, "This is such a frustrating computer system." And all of a sudden this kid with Mickey ears on sticks his head in and he goes, "That means you're learning!"

Dr Kevin Walsh: So I said, "Shut up kid." No. I said, "Shut up please. Thank you." Anyway I was a Disney cast member. No. But I will always remember that like this must've been something from his parents or from a teacher. If you're frustrated at me as you're learning. And I always picture that kid with a little mickey ears. Every time I'm frustrated, I'm like, it means you're learning. It means you're learning. So sometimes we actually have to talk to ourselves. Who talks to themselves? Yeah. So we have to actually talk ourselves into things. And what we can do is we can leverage what we call neuroplasticity. And this is a quote from David Perlmutter. He's a MD and a neurologist.

Speaker 24: Neuroplasticity provides us with a brain that can adapt not only to changes inflicted by damage, but allows adaptation to any and all experiences and changes we encounter.

Dr Kevin Walsh: Okay. Hold on one second because the next piece I think is the greatest part of it. Does anybody love freedom? It's one of my core values. We'll be talking about core values and fear at the session later. Does anybody also have freedom as a core value? Like freedom? This is the part that I love.

Speaker 24: Freeing us from merely responding reflexively as a consequence, a genetically determined hard wiring.

Dr Kevin Walsh: All right, let's give it...[clapping]. So it frees us from merely responding. And that's what emotional intelligence is. So you can take a look at this definition, a capacity for recognizing your own emotional state and real time and managing those emotions based on the need of the social situation at hand. This awareness and behavior modification will increase one's ability to effectively manage relationships. So these are the four cornerstones of it. And I'll give you the first one, self-awareness. How many of you feel like you need courage? Just daily, critically important.

Dr Kevin Walsh: The word courage comes from heart, the word heart. And it's important for us. I've loved it since I was a kid and I watched that movie. It's all about courage, Wizard of Oz. With self-awareness, we certainly need courage because it's your ability to accurately perceive your own emotions in the moment and understand your tendencies across situations. And what we have to do is we have to in the moment understand what is happening. How many of you have ever reacted based on your emotional state and said something that when it came out of your face, you realized, oh no. And you're like, "No!" but it's already out there. True confessions. Raise your hand. If you're not raising your hand, then you're lying to yourself.

Dr Kevin Walsh: We've all done it. I do it constantly. What if you had a better ability to control that? So instead of allowing your emotion to dictate your behavior or the verbiage that comes out of your mouth, we were able to, in real time, go, wait a second. I'm feeling anxiety right now. As soon as you name it, then all of a sudden you could disconnect from it. And in that moment, if we get really good at understanding our emotions, we can not only work through whatever's happening in front of us, but we can figure out how to strategize for all of the situations that we're going to be involved with when we feel these emotions. But the key is you got to pay attention in the moment.

Dr Kevin Walsh: You gotta be there in the moment. All you have is a second to do this. And so I broke down the word second, to strategic emotional choices, or nothing's different. So if you're not strategic when the emotion hits and make a choice, you're just going to do the same thing you've always done. Because we love our patterns, right? If this person says this thing, it's going to have upset me before and then I'm going to say something back that you know I regret later. I want to break that pattern. So in order to do that, I have to decide in that second strategic emotional choices, offer new directions. If I want a new direction and a new result, I have to figure out how to do something differently. And you have to do it in the moment. You have to figure out how to do this as it happens.

Dr Kevin Walsh: And there's a lot more complexity to it, but you have to understand your emotional state. And here's an example. So I was a staff for college and then I moved over into faculty and I'm sure there's nothing like this happens on this campus at all, but faculty could have a little bit of drama. That's all I'm saying. So I'm sure it's not here. I'm definitely not here, but I'm the league and I have a little bit around. So I'm in this first meeting and I was just sitting there and I was like, "Oh, it's my first meeting." And I checked with the person the day before, "Is there anything I need to prepare for the meeting?" "No." When I get in the meeting and all of a sudden this person just starts coming at me and just basically accusing me of all these things.

Dr Kevin Walsh: I just started, I don't even know what's going on. And I talked to the person yesterday, I said, Is there anything I need to prepare? "No, you're fine." All of a sudden I'm just being attacked in this meeting. Now when I'm being attacked in a meeting, I'm not the kind of person who can say anything. I just go "uh...uh...uh" And then I go, "Okay, okay. Because what do I want? I want to get out of there. That's all I want. So I'm just, "Okay, okay, okay." But if I say, okay, okay, okay to this person. So I just admitted what I was being accused of, which was complete horse hockey. Right? So I'm like, "This is not okay." So later as I'm walking my dog, hours later, I don't even know my emotional state until hours later. And then all of a sudden I'm walking the dog and I'm like, "I'm furious right now." Right?

Dr Kevin Walsh: I'm like, "Why couldn't I have any of this emotion in that moment?" Is anybody else like that? Okay, great. So, so what you have to do is you have to do the work and not let that go. This is continuous improvement. So we use that example to figure out what actually happened in that meeting. What was it the trigger be? What was my emotional state? Why did I react that way? You go through enough analysis and then you can figure out, wait a second, I don't ever want to be in that situation again. So I'm going to come up with a new strategy. So my new strategy, and actually I've used it twice. If somebody coming at me in a meeting and like accusing me or something. So I go, here's my strategy. You know what it looks like we have a lot to say here.

Dr Kevin Walsh: So I'm going to go fill up my water and let's come back and discuss this because I still want to get out of there, but I'm going to do it in a way that's more appropriate in a meeting setting. So I go and I get my water and then I come, but meanwhile, like run to my computer and download all this stuff and figuring out like emails that were sent and come back and go. Okay, actually that's not how it happened and here's how it happened and let's come to a resolution. So I feel so much prouder than the first behavior because you do the work. Now one time it didn't work and I said, I'm going to go fill up my water. We have a lot to say here. And the person said no, we're dealing with this right now. And I was like, I still got to get Out of here.

Dr Kevin Walsh: So I fake sneezed. I went [sneezing sound] "I'm sorry." Because I knew the person was a germophobe. He was like, "Get out of here, go get a tissue." It was pretty funny. Yeah. "I'm not advocating that you do that." So if you're going meetings like [sneezing sound] you are like you fake sneezing. Okay. So think about a change or a situation that is or might be a struggle for you. Now I'm going to take you through my process. I've been doing this work for probably about ... Actually I was doing the work before I even knew what it was and when I went to Grad school I found out that there's a term for it and it's called reframing because what's going on right now, the way that I'm feeling about it, it's not working for me. It's not getting me the results that I want.

Dr Kevin Walsh: So I got to do it differently. So here's an example. I'm flying back from the east coast and I fly through Chicago. I get there and I'm like, okay, I've got a huge day in LA with clients. I got to get back. Most important thing I got to get back tonight. We get on the tarmac and we're ready to go and they're like up. Just wanted to let you know, we have a technical difficulty. Should be about 45 minutes. I'm okay. I can deal with that. So 45 minutes goes by, an hour goes by an hour and 15 we have one more thing. We should be on our way soon folks. Okay, great. So all of a sudden it's two hours, two hours ... We should be going right away. All of a sudden we get to two and a half hours and they the crew timed out.

Dr Kevin Walsh: Does anybody have this happen where they can't work anymore? So the flights canceled, there's no more flights leaving Chicago that night. And so they're like, sorry folks, you're going to be stuck in Chicago for the night. We'll put you up at a hotel. We're all in this metal tube with wings on it sitting on the tarmac for two and a half hours, and then the flight gets canceled. So what kind of things are going on in the tube you think? People are like, hey, a lot of emotion, a lot of drama. Sub-basement. Now I'm feeling a kind of way about this and I'm upset. I mean, this was kind of a big deal that I needed to get back and I'm upset about it. So here's what I do. This is part of my reframing technique. I give myself whatever time I need.

Dr Kevin Walsh: So for this, I figured I need five minutes. So I take my timer on my phone and I time five minutes and I strategically put a duck quacking at the end because it makes me laugh. I don't know why. Then for five minutes I can do whatever I want. I can be mad, I can be upset. I can text a friend and say, American Airlines stinks and Blah, blah, blah, but whatever it is. I can do anything I want. But as soon as that duck quacks, it's over, it's over. I'm going to reframe it to something new. So as soon as that happened, I was like, okay, now am I going to get back to la tonight? No. So that's not going work. So I might as well be happy. And I'm like, okay, well I'm in Chicago and they're going to put me up at a hotel.

Dr Kevin Walsh: I've got a buddy in Chicago. They have deep dish pizza, which isn't as good as New York pizza by a long stretch. But it will do in a pinch. There's got to be beer here. Like maybe I'll take a vacation for a night and I got a buddy in Chicago, so let me call him. Next thing you know, I'm on a all expense paid, one night vacation brought to you by American Airlines. Right? And so now I'm in a great mood. I'm texting my buddy, I find out the hotel, he says there's a pub right next door to it. My buddy works there. Like, we'll go there, we'll have great food, we'll have a blast. Had the best time ever. So we get on the shuttle and then couples start connecting with each other. And I'm like [da-da-da-DA!]. Right. I'm having a great time. And the couples are not using this tool apparently.

Dr Kevin Walsh: They're connecting with each other about how much this sucks and how bad the world is and all this kinds of stuff. Well, three of these couples get together in the same restaurant. I'm at the bar talking to my friend's buddy was the bartender and we had a great discussion, had some great pizza, had a great time. There's three couples that got together and what do you think is going on with their conversation all night long? Creating this cesspool of hatred in the corner about everything in the world sucks. You can just feel it. It was like this fog. It was weird. So I'm like, I love this tool because it's so helpful and you can use it in any situation. I have reframed people, I've had people in my life that drive me crazy and I love people. I mean, I love people, but every once in a while you get somebody and you're like, oh my God, you're driving me crazy.

Dr Kevin Walsh: You can actually reframe them to something that works for you. I have to think about this person differently. A woman said that she came through one of my classes and she said I had to reframe my future daughter-in-law because I hated her. I hate her. She's like, it's my homework to reframe her. But the result of that was she was losing her son. She's like, I don't want that. So is he going Change? Is the daughter-in-law gonna Change? Who's got to change? She's got to change or else she's going to get a bad result. So it takes us doing the work. So I like this ... I told you I like acronyms. It starts with a thought and an emotion and that leads to our behavior. It leads to our behavior. The thought and emotion leads to our behavior and then we get whatever results out of that.

Dr Kevin Walsh: The consequences of the consequences. So what I like to do is think about it differently. So when you look at the thought, the emotion, the action, and the result, what's the acronym? They're tear or tear. That's why I love it. What are you going to do? You're going to tear through it. Are you going to tear through it? You're going to go through it anyway. It is up to you. You decide. Tear through it or tear through it. And I'm not advocating for not tearing through it, tear through it. Take your five minutes or take your day or go to a spin class or whatever, go for a walk or call a friend or have a glass of wine. Do whatever you need to do while you're tearing through it. Give yourself a minute or a week, whatever it takes. But then when you decide that you're going to click that and make a change, then you can tear through it.

Dr Kevin Walsh: Well, I need a different thought about this. I'm going to think about this differently. I'm going to feel about this differently. I am going to act differently because of this, and my result is going to be what I actually want. It's going to be the result that I want. So it's about alignment. So what's the result that you want? And then how do you align your thought which will lead to your emotion, which will lead to your action, which will get you the result that you want. Begin with the end in mind. What do you want? Because all you have to do is change the thought. All of a sudden the emotion goes away. We get so wrapped up in it and all of a sudden you're like, I'm gonna think about this differently. You make the conscious decision to do it. All of a sudden your attitude changes about, you're feeling completely different about it. So who's got one example of something that they're going to change?

Speaker 25: All right, so the change your situation that is a struggle for me is last minute change in plans. I do not deal with it well. If it's not in my planner, I don't want to do it. So I was just talking about this. So the thought usually is depending on what the plan was, the person was inconsiderate or irresponsible with their time. I'm usually super irritated and I usually, the action is I'm snappy in my speech or I'm kind of grumpy and pouty about it and the result is a really awkward time with that person or that meeting or whatever it is. So my reframe is, or the result I want is obviously to have a good time with that person on the hangout or to accomplish whatever the plan is for whether it's a meeting or whatever. So many the thought was to look at it instead as more time for me to prepare or relax.

Dr Kevin Walsh: Right.

Speaker 25: And the emotion would be to just relax about it, to, to be calm. My action would be to do something productive with my extra time and the result would hopefully be a a positive time with that person or the meeting.

Dr Kevin Walsh: That's cute. That's a great example. Great example. And I love that you just did this spontaneously, cause this wasn't a part of the plan. She's not a plan people I swear. Right? So she's already acting on it. Share the technique. I think a wisdom should be shared. When I got a hold of this, I was like, oh my God, this is great. And it really helps in different areas of our lives, but it only works if we use it because what's happening in your brain is you need to create a new path in your brain. So these thoughts don't change that easily, but sometimes we have to. Life is hard. Is adulting easy? No. So you got to work at it and be supportive of one another. That's going to be a key component. Please give yourselves a big round of applause, and thank you so much.

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