

VICTIMS, VILLAINS AND HEROES

Managing Emotions in the Workplace



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The Victim

“Evil requires the sanction of the victim.” – *Ayn Rand*

The victim feels:

- _____
- _____
- _____
- _____

Playing the victim role allows you to _____.

I can feel like a victim when:

Employees and loved ones can feel like a victim around me when:



The Villain

“As for an authentic villain, the real thing, the absolute, the artist, one rarely meets him even once in a lifetime. The ordinary bad hat is always in part a decent fellow.”

– *Colette Sidonie-Gabrielle*

The villain is:

- _____
- _____
- _____
- _____

People play the villain role because they figure you don't _____.

I can turn villainous when _____

Others can turn villainous on me when _____





The Hero

“The mythology of the hero is just that. You do not have to self-sacrifice or die by the sword to be a hero.” – *Joseph Campbell*

The hero is:

- _____
- _____
- _____
- _____

The greatest trap of the hero is _____.

People don't weigh your _____.

Where have you been a “negative hero” (i.e., intentions were good but the outcome was not)?

How do you show you care?



Managing Our Emotional Energy

The Law of the Conservation of Energy:
Energy can neither be created nor destroyed by itself.
It can only be transformed.



Our notion of fairness is 50/50.

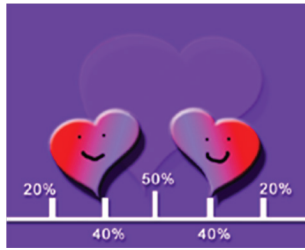
Question: when have you ever been 50/50 on any stage?

Weak energy (20%) = _____

Strong energy (80%) = _____

Strong energy (80%) = _____





Playing 40/40

“Dialogue creates a safe place for communicating.” – *David Bohm*

Every relationship needs _____ to survive.

Playing 40/40 feels like:

- _____
- _____
- _____

Only at 40/40 can we _____!

When have you been in a 40/40 relationship? What did it feel like?



Moving from 20 → 40

What is the _____?

Fear is often related to someone's _____. (The 80%'r in their story someplace. Who is the 80% in your story?)

You move from 20 → 40 by

Coax:

- What's the first _____ step?
- Let's try this and see how it _____ .
- Some examples of how you can coax yourself or others:

- _____.
- _____.
- _____.
- _____.





Encourage:

- Make people _____ about themselves by _____.
- Move their strength from where they _____ to where they _____.
- Some examples of encouragement are:
 - _____.
 - _____.
 - _____.
 - _____.

Inspire:

- Inspire people by telling _____.
- Stay on your side of the line by speaking for _____.
- Some examples of inspiring stories are:
 - _____.
 - _____.
 - _____.
 - _____.

Remember, the goal of the hero is to coax, encourage and inspire others to become their own heroes!



Moving from 80 → 40

- The fear is the _____.
- The less I control _____!
- If it's not leadership by control, then it is leadership _____
- It takes a busload of _____ to get on by!

When you move from 80 to 40 it allows things to finally _____.

Avoiding conflict: Here's the phrase I will use for staying off stage:

“ _____ ”

Remember, the goal of the true hero is _____!





The Plot Poem

The timeless drama continues,
the Plot takes center stage.

Goodness Triumphs Over Evil,
emotions leading the way.

Victim, villain and hero, we play all the parts;
Blaming and justifying, breaking each other's hearts.

Playing roles we don't quite understand,
letting pain of the past ruin our perfect plans.

Let's tear off these masks
and run out the stage door!

We don't need this drama
to learn our lessons anymore!

Victim, Villain or Hero?

In the workshop I share a simple reference for understanding the emotional stage we step onto daily. Both at work and at home. The goal of this exercise is to be aware of when you have played these roles over the last week. Then to discover how to stay off stage, while getting your emotions and need for drama addressed in more positive ways.

Victim Role- what felt *unfair* to you? Where did you have a *weak energy*? Where did you feel *out of control*? What is the *fear*? How can you *coax, encourage and inspire* yourself to not feel like a victim? How are you addressing the *need to feel* in a positive manner?

Dealing with Victims- Who are you allowing to play Victim with you? What feels *unfair* to them? How are they sucking you on to the stage? What's your role in it? How can you help *coax, encourage and inspire* this person in a way that lets them be their own hero?

Villain Role- Did you raise your voice and vomit on anybody this week? Was it an *emergency*? Did you take it *personally*? Do they really not care about you? Why were you so upset you went *numb*? Were you *too strong* and hurt somebody? Did you try to change your physical state first? Remember, the greatest *moment of integrity* is when we realize we've made a mistake. What will you do to make sure you don't do this again?

Dealing with Villains- Who tried to *manipulate* or *control* you this week? Do they *really* care about you? Did you step off stage with them or engage? Are you the one beating you up? Is there a villain inside? Do you need professional help?

Negative Hero- Where did you try to play hero but it backfired on you? Were you "over the line" with your caring? Are you trying to own their problem? Are you creating the problem? Have you become co-dependent? Did you allow enough space for the other person to become their own hero?

Dealing with Negative Heroes- Where was somebody too strong with you in their caring? Did you let them know they were too strong from your side of the line? If they are trying to help, have you told them how they can best do that?



VICTIM MENTALITY

- Play with 20% emotional energy
- Threaten to quit
- Express feeling out of control
- Wallow in your pain
- Express guilt
- Gather evidence
- “I may be bad, but he’s a lot worse”
- Lie to protect yourself
- Blame someone or something else
- Feel sorry for yourself
- Do not speak up for yourself
- Put up with bad conduct
- Fight or flight reactions
- Focus on your “less thans”
- _____

VILLAIN MENTALITY

- Play with 80% emotional energy
- Suck energy from people
- Focus on personal gain at the expense of all others
- Lie without guilt to benefit yourself
- Lie about being hurt (villain disguised as a victim)
- Pretend to care
- Flatter someone
- Scheme and conspire
- Pick on the weakest parties
- Express anger. Attack the victims
- Justify your actions
- Flash your money, lifestyle and smile
- _____

HERO MENTALITY

- Play with 80% emotional energy
- Try to come up with all the solutions
- Do no harm except to yourself
- Run for your life
- Ignore your personal feelings
- Judge quickly
- Be quick to assert control
- Allow yourself to be manipulated by victims
- Trust blindly
- Lie to protect someone else
- Complain others aren’t pulling their weight
- Use “you should” “you have to”
- Claim others are irresponsible
- Focus on your “more thans”
- _____

VICTIM TO HERO

- Move to 40% emotional energy
- Become 100% responsible
- No ability to blame, justify or criticize
- Quit being naive
- Focus on your gifts, not your wants
- Use “I” words
- Make positive suggestions
- Educate yourself. Get information
- Write an anonymous note
- Look for the familiar experience
- Journaling, walking, exercising...
- Join a support group
- Learn a new skill
- Do a character assessment
- Don’t focus on your “rights,” focus on your abilities!
- _____

VILLAIN TO HERO

- Move to 40% emotional energy
- Disengage
- Don’t take it personally
- “Isn’t that interesting!”
- Sit down, take 5
- Get clear about the pain
- Attack the conduct, not the person
- Identify the prior experience
- Get drama outside of work and home
- Don’t manipulate
- Get professional help
- Think about the consequences
- Start fresh. Set new goals
- Focus on your good parts
- Take care of yourself
- _____

NEGATIVE HERO TO HERO

- Move to 40% emotional energy
- Don’t try to solve all the problems
- Stop running!
- Become inclusive
- Don’t be gullible
- Ask how you feel
- Ask how they feel
- Use “I” words
- “I would” “I feel”
- Feel loving
- Feel helpful
- Accept from others
- Encourage, coax and inspire victims
- Active listening/5 minutes
- Let thinks come to you
- _____