

TLS LEARNING SESSION

Maintaining Composure in the Face of Hostility



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CERTIFIED PROFESSIONAL COACHES



Revised 11/29/23

HOSTILITY OCCURS IN MANY FORMS

People experience hostility and lack of safety due to many complex factors based on their personal and professional lives, such as:

- Race
- Ethnicity
- Socio-economic status
- Gender identity
- Nationality
- Diverse physical & mental abilities



Which factors impact you?



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WHY DOES THIS MATTER TO YOU?



When you can maintain your composure when faced with hostility, you will ...

1. Feel less fear, anxiety and frustration ... and you won't be 'taking it home' at the end of the day
2. Be more mentally, emotionally and physically healthy ... because you won't be absorbing this draining 'energy'
3. Be less likely to burnout

How do you think it might matter to you?



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IN TODAY'S SESSION

You will ...

1. Learn the role that your physiology plays in your reactions
2. Practice skills to regulate yourself in the 'heat of the moment'

BONUS Handout via Email: Identify personal 'anchors' that create safety and connection



Learning Agreement / Contract for Safety

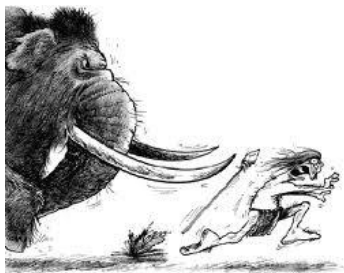
- Confidentiality
- Non-judgment
- Deep listening
- Share to your level of comfort
- Speak without interruption
- Minimize distractions
- Respect each other's lived experience



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OUR PRIMITIVE NERVOUS SYSTEM



Throughout our daily life, we experience and interpret events through our **nervous system first** ... and then through our body functions, thoughts and emotions.

Our nervous system evolved with the sole purpose of keeping us safe in the world.

This is why when we are faced with stressful situations, we have immediate reactions that can feel uncontrollable ... and dangerous.

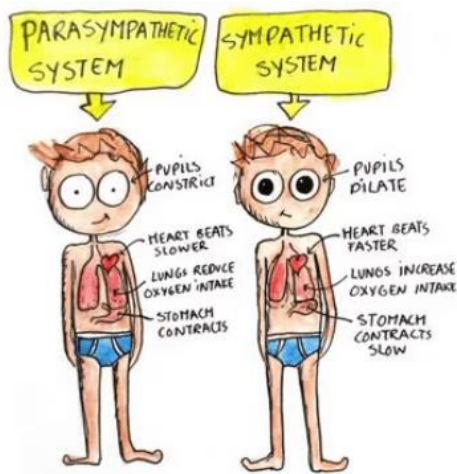
YOUR 'AUTOMATIC' REACTIONS

Your **Autonomic Nervous System (ANS)** controls everything ... *automatically!*

- It controls all bodily systems so you don't have to think about them functioning ... like breathing, heartbeat, digestion, etc.

The ANS is divided into two parts:

- **Sympathetic Nervous System**
 - Functions: *Fight, Flight, Freeze* / Danger Signals / Foot on the gas
- **Parasympathetic Nervous System**
 - Functions: *Rest, Digest, Connect* / Feel Safe / Foot on the brake



BODY & BRAIN ARE CONNECTED



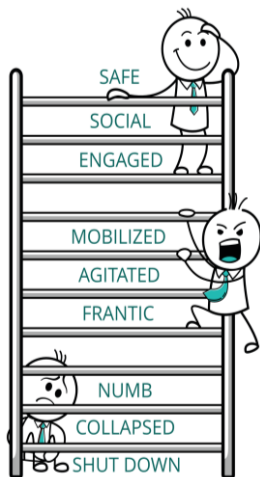
Even though the ANS is a very sophisticated system – you CAN work with it, even during stressful moments! The key is ...

AWARENESS!

The **Vagus Nerve** is a powerful connection between your body and brain ...

- It runs from the base of your skull down through your face, throat, lungs, heart and stomach and then back up to the brain again
- It is the nervous system superhighway!
 - 80% of signals come from your body to your brain
 - 20% of signals go from brain to your body

The Autonomic Nervous System 'Levels'



Social Engagement System

- Safe Connection
- Calm | Regulated
- Healthy Balance
- Resourced | Resourceful



Mobilization

- Cues of threat or danger
- Chronic stress or anxiety
- Fight or flight response
- Greater conflict in relationships



Immobilization

- Threat feels life-threatening
- Collapse | Shutdown
- Unhealthy coping behaviours
- Despair | Hopelessness



You can **ONLY** go up or down **ONE** level at a time

Goal is not to stay in any one level all the time – it's about flexibility!

WAYS TO REGULATE YOURSELF ... IN THE MOMENT

In those moments when you experience *a threat or feel unsafe*, what can you do to get through it?

Action	Regulation
PAUSE	Give your brain a chance to catch up with your nervous system
NOTICE	Notice your urge to react (want to yell, run away, freeze, collapse/disappear)
BREATHE	In through your NOSE and let out an audible SIGH through your MOUTH
MOVE	If possible, MOVE your body (walk, rock, stretch) ... if not physically possible – IMAGINE moving your body
SENSE	Tune into your senses - what do you see, hear, smell, taste or feel (touch)
SAY	Something that helps you feel safe (“I can handle this”, “Everything will be OK”)

*Think of a time you recently felt unsafe,
which of these actions could have been helpful to you?*



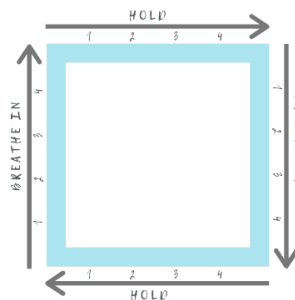
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Credit: Deb Dana, Polyvagal Theory 9

LET'S PRACTICE - BREATHING ... TO CENTER YOURSELF!



Belly Breathing



Box Breathing



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LET'S NOTICE – 5 SENSES ... TO GROUND YOURSELF!

GROUNDING WITH YOUR FIVE SENSES

What are 5 THINGS YOU CAN SEE		How? SUN PICTURE ON THE WALL PEOPLE WALKING
4 THINGS YOU CAN FEEL		WIND BLOWING FEET ON THE FLOOR PENCIL IN HAND
3 THINGS YOU CAN HEAR		BIRDS CHIRPING CLOCK TICKING CAR HORNS
2 THINGS YOU CAN SMELL		FOOD FROM THE CAFETERIA LAUNDRY DETROGANT ON CLOTHES FRESH CUT GRASS
1 THING YOU CAN TASTE		MINT Breakfast TOOTHPASTE

LET'S PRACTICE – MOVEMENT ... TO RECONNECT!

When you feel 'immobilized'

- Be Slow ...
 - Tap
 - Rub
 - Sway
 - Rock



When you feel 'mobilized'

- Be Active!
 - Walk
 - Run
 - Stretch
 - Jump

*You can also use music, pictures, and hobbies
as ways to reconnect – be creative!*

LET'S RECAP!



In today's session, you ...

1. Learned the role that your physiology plays in your reactions
2. Practiced skills to regulate yourself in the 'heat of the moment'

BONUS Handout via Email: Identify personal 'anchors' that create safety and connection

What is a valuable takeaway for you from today's session?



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CONTACT & FOLLOW US ON INSTAGRAM!



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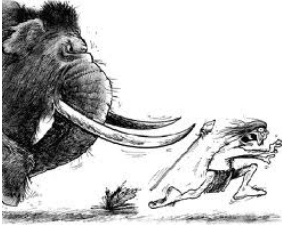
INSPIRATION!



Our Primitive Nervous System

Our nervous system evolved with the sole purpose of keeping us safe in the world.

This is why when we are faced with stressful situations, we have immediate reactions that can feel uncontrollable ... and dangerous.






The **Autonomic Nervous System (ANS)** is divided into two parts:

Sympathetic Nervous System

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Autonomic Nervous System Levels	General Feelings / Thoughts	My Ways of Experiencing this Level
<div style="border: 2px solid green; padding: 5px;"> <p>Social Engagement System</p> <ul style="list-style-type: none"> • Safe Connection • Calm Regulated • Healthy Balance • Resourced Resourceful  </div>	<ul style="list-style-type: none"> • Feel at ease & can manage what comes my way • Feel empowered and connected • See the big picture • Connect to people • The world feels safe 	<p><i>EX: I feel effective and productive at work.</i></p>
<div style="border: 2px solid orange; padding: 5px;"> <p>Mobilization</p> <ul style="list-style-type: none"> • Cues of threat or danger • Chronic stress or anxiety • Fight or flight response • Greater conflict in relationships  </div>	<ul style="list-style-type: none"> • Get overwhelmed and have a hard time keeping up • Feel anxious, irritated, angry • The world is dangerous, chaotic, unfriendly 	<p><i>EX: I have a hard time focusing and can feel overwhelmed.</i></p>
<div style="border: 2px solid red; padding: 5px;"> <p>Immobilization</p> <ul style="list-style-type: none"> • Threat feels life-threatening • Collapse Shutdown • Unhealthy coping behaviours • Despair Hopelessness  </div>	<ul style="list-style-type: none"> • Buried under a huge load and can't get out • Alone and in despair • The world is empty, dead & dark • Give up/give in 	<p><i>EX: I have a hard time getting out of bed and facing the day.</i></p>

How might this information about your own nervous system response be useful in your day-to-day life? When you're in difficult situations?

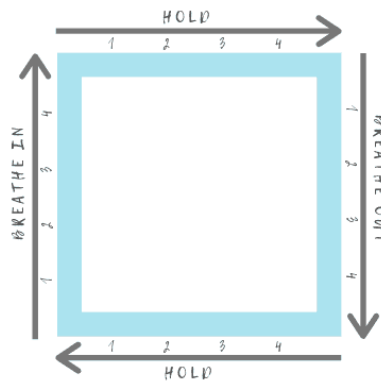
Regulating Yourself in the Moment

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Box Breathing



5 Senses

GROUNDING WITH YOUR FIVE SENSES

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Movement

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