

公司文化第十五講 小女孩打針 看到黑影就開槍 情緒的真面目：

<https://youtu.be/eMEQ3o1CKhk>

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這個講座探討了自閉症、焦慮症、強迫症等特殊群體，在班級中遭受排擠的問題，認為這是不應該的，因為這些症狀並非他們自願擁有。每個人都有不同的性格特點，沒有人是完人，所以應該包容和理解這些特殊群體。

### 情緒的傳染性

講座提到，人的情緒是會相互傳染的。比如在地鐵上看到一隻老鼠，會引發乘客的恐慌情緒，大家拼命逃跑。這是因為人類對模糊的恐怖刺激會產生強烈反應，一旦有人表現出恐懼，其他人也會跟著害怕。這種情緒反應是獨立於理智之外的。

### 情緒的形成過程

講座以一個小女孩打針的例子，詳細分析了情緒形成的過程。包括聽到、看到、想到等綜合因素引發的恐懼情緒，以及真正感受到疼痛時的反應，最後即使只是貼OK繃，也會大哭發洩。這說明情緒反應是難以自控的。

### 情緒反應的神經機制

講座解釋了大腦中負責情緒反應的三個部分：大腦、杏仁核和海馬迴。其中杏仁核負責分泌荷爾蒙，海馬迴負責記憶，這些結構的受損，會影響認知。一些刺激會直接激發海馬迴，引發強烈的情緒反應，有些則需要通過後天培養。

### 結論

總的來說，這個講座深入探討了情緒反應的形成機制，以及特殊群體遭受歧視的問題。強調要理解和包容每個人的差異，不要輕易被情緒所左右，而是要以理性和同理心對待他人。

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好，這是我們禮節講座的第二講，我們看看，這個有自閉症、焦慮症、強迫症的同學受到班上同學的排擠，這個其實是很不對的。因為，這半點不由人啊，沒有人願意有這些症狀，其實，每個人都是有不同的症狀，有的太過躁鬱，有的太過焦慮，沒有一個人是完人，就種族繁衍的目的來講，一個種族都是同一個性格的人早就滅亡了。所以，

人一定是各式各樣，所以就是以前叔本華講的吧：品格是1. 要避免對我們個性最極端的部分，2. 避免我們容易犯錯的極端，3. 還有什麼對快樂的事情要特別的小心。好，前一陣子臺北捷運跑出一隻老鼠，結果全車的人都拼命往前跑，錢包啦，手機啦，拖鞋啦，都掉得滿地都是。所以，大家又當作笑話，好像自己不會發生這個事情。

經過心理學家的研究，人可以對模糊的恐怖臉部圖像，產生強烈的反應。這個是什麼意思？模糊的臉部意思就是什麼？不管張三李四，只要看到別人產生恐懼的反應，我們自然而然就跟著

開始恐懼起來。我們說情緒是互相感染的，跟這個以前北捷殺人事件之後的第二天，也是發生同樣的情形，第一天有人在捷運上面揮刀殺人，第二天上班的人做了同一班捷運的路線，就開始疑神疑鬼看到一個智障的人在掏手機，

掏的比較慢一點，大家以為又有人要掏出兇器，然後也是全車的人拼命往前跑，這是人類自然的反應，所以不要認為自己比別人高明，我們說恐懼的情緒是人類生存的本能之一，所以就算是焦慮症的人，他也是有求生時候的優點。他的優點就是遇到事情就退縮逃避，可是避免了立即的危險，等到其他勇敢的人都死光了以後，他就能夠活下來。

看到黑影就開槍，這可以說是人類原始的本能，當然這要有累積足夠恐懼的荷爾蒙，累積的過程是一種醞釀的情形，可是有的人是忽然害怕起來，有的人只是看到別人有恐懼的表情，就會開始跟著害怕。情緒是獨立于理智之外，所以我們說，出事的時候很多是因為情緒的影響，跟理智是沒關係。好像我們說世越號的船長自己逃難，把學生丟了不管，這就是情緒戰勝理智的時候。

人的大腦分成三個部分，一個是延腦也就是生物腦，這個跟蟑螂，金龜子是一樣的，連著我們軀幹的脊髓，是最原始的腦部，包括兩個部分一個是杏仁核是分泌荷爾蒙的，另外一個是海馬迴，海馬迴是主管記憶的，就好像我們電腦裡面磁碟機有一個指標區專門指到哪一塊負責什麼樣的記憶，這個東西如果受傷，我們的認知記憶就會有問題。

好，下面我們看看這就是小女孩打針，情緒一般來講，有三種過程：一種就是像最開始的小女孩的哥哥先打了一針，然後就躲在門的外面，跟她的妹妹說，這個很可怕啊，因為她剛看到哥哥打針已經怕怕的，又聽到她哥哥說很痛，她就心裡面越來越毛看到針頭的時候麼尖，想到人家就要挨這一針，就開始慘叫了。在第五個圖

，她就開始躲了，就已經在哭了，其實這時候怎麼樣？針頭都還沒有戳下去，護士小姐只不過是把她的衣袖拉開來檢查一下，等一下要打哪裡比較方便？她就已經開始慘叫連聲了。好，這個就是，各種感覺：聽到/看到/想到綜合作用產生的恐懼的荷爾蒙，等到護士小姐要來打針的時候，她除了慘叫，乾脆就先來哭一哭，先發洩一下。

閉的眼睛這一針打下去，跟剛剛的感覺又不一樣，因為這是真的在痛，所以她就哭得非常非常的傷心。這一痛真是非同小可，然後，這時候護士小姐又來了，把她的衣袖拉開，這時恐懼到不行放聲大哭，結果原來是什麼護士小姐要幫她貼OK，幫她止血用的，為什麼她已經不痛了，可是在最後一個階段，她叫得最大聲/最慘，

因為，體內累積的荷爾蒙太多了，如果她沒有發洩掉的話，晚上回去可能就要開始做噩夢，最後她自己也很不好意思說，這只是貼OK棒，但是慘叫的時候，她能夠自我控制嗎，不行，她，就是要發洩到底好，我們下面看看，情緒的真面目，我們說這個美國海軍陸戰隊聽到救護車的

聲音就受到刺激，這個刺激進到我們的海馬迴，

這個東西一受到刺激，就會發動我們大腦裡面各種反應，包括逃跑的反應，如果說這個刺激，不大不小，就會到我們的杏仁核裡面，好像剛開始小女孩聽到她哥哥說，打針很痛的時候，是沒有什麼積極的反應，我們的理智，如果沒有刺激到海馬迴或杏仁核，理智還是可以稍微做一點壓抑的動作。

可是，有的東西會讓我們突然抓狂，直接刺激到海馬迴，我們就會產生激烈的反應，就好像看到恐懼的臉部表情，其他的就是受到環境的因素刺激，好像有的文化，非常強調鬼怪神靈，我們如果是外人看到他們的鬼不痛不癢，他們自己的族人看到同樣的鬼，反應就會非常的大，所以我們的恐懼有些是後天培養出來的，這個就是我們需要克服的自我。

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Okay, this is the second lecture of our emotion management lecture series. Let's take a look. Students with autism, anxiety, and OCD are being ostracized by their classmates, which is really not right because no one chooses to have these symptoms. In fact, everyone has different symptoms—some are overly depressed, some are overly anxious. No one is perfect. If a race consisted of people with the same personality traits, it would have perished long ago. Therefore, people are diverse. As Schopenhauer mentioned in the past, character is that 1. we need to avoid the most extreme part of our personality. 2. We need to be cautious of extreme tendencies that make us prone to mistakes. Also, 3. we need to be cautious of things that bring happiness.

Some time ago, a mouse ran in Taipei MRT, and everyone on the train rushed forward desperately, causing wallets, phones, and slippers to fall all over the ground. And everyone treated it as a joke, as if it would never happen to them. Through the research by psychologists, it was found that people's minds and emotions can have strong reactions to ambiguous fearful facial images. This means that when people see others responding with fear to such images, they naturally start feeling afraid as well. Emotions are contagious. The day after the incident of someone wielding a knife on the MRT, people who took the same route to work started being suspicious. When a mentally challenged person was slow in taking out his phone, everyone thought he were pulling out a weapon, and once again, everyone on the train rushed forward.

This is a natural human reaction, so we should not think of ourselves as better than others. This fear emotion is one of the instincts for human survival. Even people with anxiety disorders have their strengths. They tend to retreat and avoid when faced with danger, which helps them survive until all the brave ones are died. They then can survive because always being vigilant and shooting at shadows or movements in his

primitive instincts. Of course, this process requires an accumulation of enough fear hormones. Some people suddenly become fearful, while others start to feel scared just by seeing fear on someone else's face. Emotions are independent of rationality, so many incidents occur because of emotions, not logic. It's like the captain on the ship Sewol abandoning the students and saving himself.

This illustrates how emotions can overpower rationality. The human brain is divided into three parts: the brain oblongata (or reptilian brain), which is the most primitive part connected to our spinal cord which including the amygdala responsible for hormone secretion, and the hippocampus, which is in charge of memory. If these parts get damaged, our cognition will be affected. Now, let's look at this little girl getting a shot. In general, emotions have three processes. The first process is like what happened to the girl's brother, who received a shot first, and he...

Just hiding outside the door, telling her sister how scary it is. Because she just saw her brother getting an injection and was already scared. When she heard her brother say it was very painful, she became more and more scared. When she saw the needle being was so sharp, she thought about how she would endure this injection and started to scream. See this the fifth images, she started to hide and was already crying. At this point, the needle hadn't even been inserted yet by the nurse. She just pulled up girl sleeve to check where it would be convenient to inject. She started screaming louder and louder. It's all the various senses and fears combined that produce the hormones of fear.

When the nurse comes to give the injection, she screams and cries, closes her eyes, and when the needle is inserted it feels different from before because it really hurts, so she cries very sadly. This pain is really not to be underestimated. Then, the nurse came again, pulled up her sleeve, she was so scared and cried out loud. As a result, the nurse actually helped her stick on an OK patch for her to stop bleeding. So why was she no longer in pain? But in the final stage, she shouted the loudest and most miserable, because the hormones accumulated in her body were too much. If she didn't release them, she might start having nightmares when she went back at night.

At last, she felt embarrassed to say that it was just an OK patch, but when she screamed, could she control herself? No, she needed to release the fear. Let's take a look at the truth of emotions next. We say that the U.S. Marine Corps is stimulated by the sound of ambulances, which enters our hippocampus. When this stimulation is received, it triggers various reactions in our brain, including the response to flee. If this stimulus is neither big nor small, it will enter the amygdala. Like when a little girl hears her brother say the injection is painful, there is no immediate reaction at first. Of course, our rationality can make some suppression actions if the hippocampus is not activated. However, some things, like suddenly crying like a dog is mad, may

directly stimulate our hippocampus and we will have a strong reaction, such as seeing a fearful facial expression. Other factors, like cultural influences, emphasize ghosts and spirits. When an outsider sees ghosts is harmless, their own people will react very strongly to the same ghosts. So, some of our fears are nurtured later in life, and this kind of fear requires to be overcome.