

公司文化講座第21講 和藹可親的微笑 情緒的信號 情緒的進程：

<https://youtu.be/sfjjpbd8b8E.m4a>

真笑和假笑的區別：

- 真笑需要眉毛和眼角一起上揚，而假笑只有嘴角上揚。
- 真笑會讓人感到心情愉快，而假笑會給人一種壓迫感。
- 我們應該培養真誠的微笑，而不是刻意維持假笑。

情緒與身體的聯繫：

- 我們往往忽視了情緒對身體的影響，比如生氣時的表情變化。
- 通過觀察自己或他人的身體反應，可以更好地瞭解自己的情緒狀態。
- 適當調整身體狀態，如坐下來或深呼吸，可以幫助控制情緒。


情緒管理的技巧：

- 在他人情緒爆發的初期，可以通過提出問題或分散注意力來打斷情緒的升級。
- 用自己的感受與對方溝通，而不是直接要求對方不要生氣。
- 提前瞭解自己情緒的身體反應信號，可以更好地預防情緒失控。

總的來說，這個講座強調了情緒與身體的密切聯繫，並提供了一些實用的情緒管理技巧，說明我們更好地認識和控制自己的情緒。

好，這是禮節講座的第九講，也是情緒管理的第九講，這一講要再仔細看看，情緒跟理智/身體的連結，上一講有說到，這個咒語學，每個人都要戴一張假面具，

隨時保持微笑,和藹可親,就好像人家小說裡面講的,”他這個人的眼睛像是可以看到全世界,但是在下一秒鐘,又把他所有的注意力都集中在你的身上,讓你覺得自己的獨一無二”。




體驗活動-情緒臉譜

• **活動方式:**儘量將嘴角往向下垂,持續一分鐘;
儘量將嘴角向上揚,持續一分鐘。
「嘴角向下與嘴角向上時的感覺是如何?有何差別?」

心靈分享:
嘴角向下時感覺無法呼吸,有壓迫感;
嘴角向上時感覺心情開朗。

Om Mani Padme Hung



笑一笑 笑不出來的? 有病了

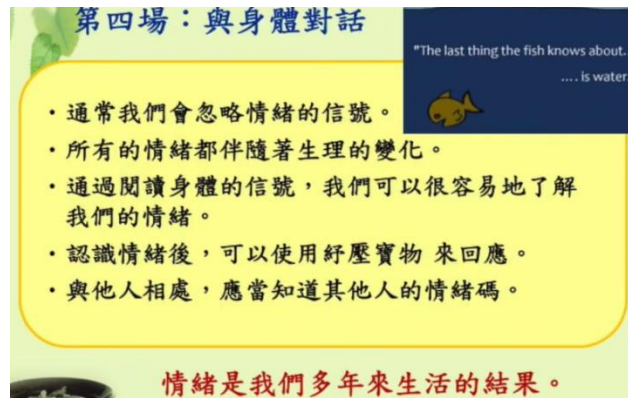
好,看看笑跟不笑/嘴角向上跟嘴角向下的感覺有什麼不同?嘴角向下有壓迫感,沒有辦法呼吸,嘴角向上就感覺心情開朗,已經說過什麼叫做真笑?什麼叫做假笑?嘴角向上/就感覺心情開朗,但是嘴角向上是假笑,真正的笑是什麼?眉開眼笑,這個眼尾要上揚。人在哭的時候臉上要有七道肌肉的協同作業,才哭得出來,你看有的時候小朋友要假哭啊,他一定要先把五官都擠在一堆啊,才能夠開始哭出聲音。如果沒有壓迫臉部的話,好像喉嚨就哭不出聲音來,笑的臉部只有兩塊肌肉,一個是嘴角/一個是眼角,嘴角向上揚不是代表在笑,要眼角向上揚,才是真笑。既然要給人和藹可親的印象,就要心裡面保持愉快的心情啊,想到快樂的事情,以這個面目示人,也許大家平常除了擠青春豆,很少照鏡子,你真的應該去對著鏡子笑笑看看,是不是很苦情。

話說每天早上起來,要對著鏡子笑一笑,如果你自己對自己笑都笑不出來,就表示你的情緒管理,已經出了很大的問題,這個要自己想辦法解決,訓練不是光單純的姿勢的傳授,要養成良好的習慣,就是做成 procedure 程序,才能夠隨時適

當的運用，就是笑容也是要練習的，所以每個人都應該要對著鏡子練習一下，自己認為和藹可親的微笑。然後就是臉上隨時保持這個表情，尤其是你在練這個咒語學的時候，心理面在跟人家對罵，面部的表情一定要控制好。當然啊，罵人也是很愉快的，所以應該也是沒什麼困難。

看這個六字真言啊，嗡嘛呢唄美吽，這個是可以震動的五臟六腑，不過要從腹部發音，如何從腹部發音，前面的義氣講座，應該有說過怎麼樣練氣場。

與身體對話：海裡面在遊的魚講的話，就是 The last thing the fish knows about is water。魚每天生活在水裡面，認為水就是這樣，所以完全就是習而不察，習慣了就不會再去探討。人對自己的情緒跟身體的反應也是一樣，只知道生氣的時候生氣，這個焦慮的時候焦慮，到底你生氣的時候臉上是什麼表情？焦慮的時候臉上又有什麼信號？這些自己都不會清楚。其實如果有朋友，還是家人可以幫自己錄你的臉上表情，你可以請他把它錄下來你自己觀察一下，相信，你就會知道你這個人，有的人是喜怒不形於色，有的人，喜怒哀樂表情，是非常的明顯。一般來講，對外人啊，習慣於隱藏自己的情緒，對家人啊比較放得開。所以，家裡人認識的你，跟外面的人認識的你，其實是不一樣的。如果知道自己的情绪，就是情緒來的時候，會發生什麼事情，就能夠在事情發生之前，有能力控制自己的衝動，跟不理智的行為。



我們通常會忽略情緒的信號，所有的情緒都伴隨著生理的變化，有的是手腳發冷，有的是手心開始出汗，有的是眼角上揚。通過閱讀身體的信號，可以很容易的瞭解自己的情緒。認識的情緒以後，就可以使用紓壓寶物來回應/他人相處。應該要知道你的情緒，也要知道別人臉上的表情，跟他後續會產生什麼樣的情緒？這個都要知道。俗話說，他屁股一翹，我就知道他要放什麼屁。意思就是這個，我們習慣於觀察別人，但是對自己不夠瞭解。

下面看，這是一個男的在發脾氣，看左上角，就開始瞪眼睛/用嘴巴開始吸氣。這就表示，要開始生氣了。越來越氣，就覺得有壓迫感，嘴巴張開來，大口吸氣。右上角第三張圖，這張圖/能量開始往手部集中，所以手就伸開來。結果，情緒越來越強烈，兩隻手就交握，眼睛/嘴巴更顯得崢嶸，結果還是氣不過，就兩隻手抱著/開始搖頭，大叫大吼，像這樣從第一張圖到第七張圖，就是這位元先生的情緒編碼。他生氣就是照著這個程序，先抬眼角/吸氣，等下就開始兩手交握/搖頭擺尾，最後就大吼大叫。所以要制止他的情緒爆發，不能等到他已經開始大吼大叫的時候，才去壓制。那個時候，他已經沒有理智了，完全接觸不到外界的訊息，專心在發洩自己的不好的情緒。



所以，要從中間把他打斷，像他一開始吸氣的時候(假設他是船長)，就問他，船長你要不要喝咖啡，你需不需要我泡個茶給你？如果他說不需要，這時候你就要怎麼樣？利用你的智商，你說：船長，對不起，我要去上個廁所。我們說最有效的溝通，就是要把自己的感覺說出來。你不能看到他，開始吸鼻子/瞪眼睛，就開始說：船長，你不要生氣，你不要生氣。你叫他不要生氣，也許他會稍微收斂一點，可是這個氣還是繼續在走，只是可能過程比較慢一點。用自己的感覺跟他溝通，說你要上廁所，要去尿尿(尿遁)，或者對船長說，有什麼想要做的？覺得這個冷氣好好熱，我能要去洗一下(顧左右而言他)，對不對？你用自己的感覺跟他溝通，他就沒有辦法反駁(尿遁)，用環境因素就沒有說服力(顧左右而言他)，因為他感覺的到環境因素，用你的尿意，他就不知真假。

如果你等他開始大吼大叫，才要跳出來制止他，這個時候就已經太晚了。所以，說別人的情緒是有他的一個漸到後面失去控制的過程，要在他有最初的徵兆的時候，就拍拍他還是跟他吼一吼(小孩)，或者是什麼提醒他一下(朋友)，當然這是看你們兩個的交情跟這個身份地位啊，能夠採取什麼樣的政策，如果打不贏他，就躲著他。他一開始要發脾氣，就找個藉口開溜，就不會掃到颱風尾。

情緒來時，先檢查身體信號

想想最後一次有情緒時。

- | | |
|---------|-------|
| • 手流汗嗎？ | 心跳變快？ |
| • 頭暈嗎？ | 想逃跑嗎？ |
| • 喉嚨發乾？ | 視界變窄？ |
| • 頭腦空白？ | 四肢冰冷？ |
| • 身體麻木？ | 停止呼吸？ |
| • 眉毛抬高？ | 眯起眼？ |
| • 頭有斜嗎？ | 雙手抱胸？ |

使用舒壓寶物，來回應

好下面看看，情緒來的時候身體可能有什麼樣的信號？有的人，手會流汗、心跳變快、會頭暈、喉嚨發乾、頭腦空白、身體麻木、眉毛抬高、頭歪眼斜。或是雙手抱胸、眯起眼睛、停止呼吸、或感覺到四肢冰冷，眼睛有點開始模糊、些都是身體的情緒反應的信號，所以，自己要這個研究一下自己的情緒的流程，能夠在開始發作中，轉移一下自己的注意力、或者是改變一下身體的物理狀態，本來坐的就站起來，本來站著就坐下來，去喝水/熱茶，就可以改變自己情緒的進程、取得良好的情緒控制。

This is a lecture on emotional management, mainly including the following aspects:

The difference between genuine and fake smiles:

Genuine smiles involve the eyebrows and corners of the eyes moving up together, while fake smiles only raise the corners of the mouth.

Genuine smiles make people feel happy, while fake smiles give a sense of oppression.

We should cultivate sincere smiles rather than artificially maintaining fake smiles.

The connection between emotions and the body:

We often overlook the impact of emotions on the body, such as facial expressions when angry.

By observing one's own or others' bodily reactions, one can better understand their emotional state.

Adjusting one's body posture, like sitting down or taking deep breaths, can help control emotions.

Techniques for emotional management:

During the initial outbreak of someone's emotions, interrupting the escalation can be done by asking questions or diverting attention.

Communicate one's own feelings and perceptions with the other party rather than directly asking them not to be angry.

Understanding early signs of bodily reactions to one's own emotions can prevent emotional loss of control more effectively.

Overall, this lecture emphasizes the close connection between emotions and the body, and provides some practical emotional management techniques to help us better understand and control our emotions.

Okay, this is the ninth lecture of our etiquette seminar and also the ninth lecture of our emotional management. In this lecture, we need to take a closer look at the connection between emotions, rationality, and our body. In the previous lecture, we talked about the mantra that everyone should wear a mask and always maintain a smile, appearing amiable and approachable as if, as they say in novels, a person can seem to see the whole world in their eyes, but in the next moment, they focus all their attention on you, making you feel unique. Okay, let's look at the difference between smiling and not smiling, when the corners of the mouth are up and when the corners of the mouth are down. When the corners of the mouth are down, there is a feeling of oppression and it's hard to breathe.

When the corners of the mouth are up, it feels cheerful. We have already talked about what a real smile is and what a fake smile is. When the corners of the mouth are up, it feels cheerful, but it's fake. A genuine smile is when the eyes smile along with the mouth. The corners of the eyes should go up. When a person is crying, there should be seven muscles working together on the face to cry. Sometimes, children pretend to cry, and they have to scrunch their face first. Only then can sound be made to start crying. If the face is not pressed, it seems that the throat cannot cry. If you want to laugh, there are only two muscles in the face, one is the corner of the mouth and the other is the corner of the eye.

The corners of the mouth should be lifted upwards to represent a smile. To truly laugh, the corners of the eyes must also be lifted upwards. Therefore, if we want to give people a friendly impression, we need to keep a pleasant mood in our hearts. Think of happy things and present this face to others. Perhaps in everyday life, apart from squeezing acne, people rarely look in the mirror. You should really go and smile at yourself in the mirror and see if it seems bitter. So we say that every morning when we wake up, we should smile at ourselves in the mirror. If you can't even smile at yourself, it means there is a big problem with your emotional management. We need to find a way to solve this.

Training is not just about teaching postures, but about forming good habits, making it a procedure so that we can use it appropriately at any time. Smiling is something we also need to practice, so everyone should practice smiling in the mirror, creating a friendly and approachable smile that they feel is suitable. Always maintain this expression on your face, especially when you are practicing this spell. When you argue with others, you must control your facial expressions. Of course, swearing can be enjoyable, so it shouldn't be difficult. Let's look at this six-character mantra, OmaniBABEHONG, which can resonate with our internal organs. However, you need to pronounce it from your abdomen. How to pronounce it from the abdomen? We should have also mentioned in the previous lecture on how to cultivate our aura.

Below, let's take a look at a fish swimming in the sea having a conversation with itself. The fish says, "The last thing the fish knows about is water." Living in water every day, the fish believes that water is just like that, so it doesn't question it at all, becoming completely accustomed to it. Similarly, we humans also tend to focus solely on our emotions and bodily reactions. We only know to be angry when angry, anxious when anxious. But, what expression do you have on your face when you are angry? In times of anxiety, we may not even be clear about the signals on our faces. Actually, if we have friends or family, they can help us. When you are recording yourself, you can ask them to record it for you to observe.

Then you will know yourself. Some people do not show their emotions on their faces, while others express their emotions very clearly. Generally speaking, we are used to this with outsiders. Hiding one's emotions, one tends to be more open with family. Therefore, the person known by family is actually different from the person known by others outside. So, if we know our emotions, that is, what will happen when emotions come, then we can better control our impulses and irrational behavior before things happen. Usually, we ignore emotional signals, and all emotions are accompanied by physiological changes. Some people have cold hands and feet, others sweat in their palms, and some have their eyes lifted at the corners. By reading the signals of the body, we can easily understand our own emotions.

After recognizing our emotions, we can use stress relief methods to respond to interactions with others. Remember, your emotions are reflected in the expressions on other people's faces, and you should know what kind of emotions will follow. As the saying goes, when he lifts his butt, I know he's going to fart. This means that we are used to observing others, but not understanding ourselves enough. Below we see that a man is getting angry. In the top left corner, he starts glaring and inhaling through the mouth, indicating that he is getting angry. As he gets more and more upset, he feels a sense of oppression, his mouth opens wider, and he inhales deeply. In the third picture on the right side above, the energy starts focusing on his hands, so his hands open up.

As the emotions intensify, he clasps his hands together, covering his eyes and mouth, revealing his true nature. Ultimately, still very angry, he hugs himself, starts shaking his head, and begins shouting and yelling. So from the first picture to the seventh picture, this is the progression. The gentleman's emotional coding is that he is angry! Just follow this program, first breathe through the corners of your eyes, then start clasping hands, shaking your head and tail, and then start shouting loudly. Therefore, we need to stop his emotional outburst before he starts shouting loudly. We cannot wait until he is already shouting loudly to try to suppress it because by that point, he has completely lost his rationality and cannot receive any external messages, focusing solely on

venting his negative emotions.

So, we need to interrupt him in the middle. Like when he first takes a breath, we ask assuming he is the captain, we ask him, "Captain, do you want some coffee? Do you need me to make you some tea?" If he says he doesn't need it, then how do you use your words at this time? You say, "Captain, I'm sorry, I need to go to the restroom." Then we say that the most effective way to communicate is to express your own feelings. Can you see him, sniffing and glaring, and then starting to say, "Captain, don't be angry, don't be angry" - if you tell him not to be angry, maybe he will calm down a bit. But this anger still continues to brew, possibly. The process is a bit slow.

So we communicate with him based on our own feelings, saying you need to go to the bathroom, or you need to pee, or ask, "Captain, what would you like to do?" We feel the air conditioning is very hot and we might need to cool off a bit, right? By communicating with these feelings, he won't be able to refute. If you wait until he starts yelling and shouting, it's too late to stop him. So, we say other people's emotions also have a gradual progression, and when he shows the initial signs, we need to act before losing control later. Should you pat him on the back or yell at him, or should you remind him in some way? Of course, it depends on your relationship and status with him. What kind of approach can be taken? If we can't beat him, then we should just avoid him. If he starts getting

angry, we'll make an excuse and slip away, so we won't be caught in the storm. Now, let's see what kind of signals the body may send when emotions come. Some people may have sweaty hands, a faster heartbeat, or dizziness. Throat dried up, mind goes blank, body numb, eyebrows raised, head tilting or hands crossed over chest, squinting eyes, holding breath, or feeling limbs icy and eyes slightly blurry are all signals of the body's emotional reactions. Therefore, we need to examine our own emotional processes, so that when symptoms start to appear, we can shift our focus or change our physical state, such as sitting down if we were standing, to alter the course of our emotions and achieve better emotional control.