

公司文化講座第24講 成功不在乎你做了多少？而在你的敵人有多少：

<https://youtu.be/BeKabqVx-1Q>

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好的情緒管理：

對事不對人地表達憤怒，請求他人合作和理解

用感性溝通，避免貼標籤和譏諷

注意讚美的危險

情緒管理與工作習慣：

星巴克員工培訓的例子，教會員工以公司形象對待客戶

良好的工作習慣有助於情緒管理

處理負面情緒：

正向創造良好印象，使用"情緒臉譜"

認識壓力源，利用時間充實自己，必要時尋求他人幫助

情緒管理與人際關係：

遇到憤怒時，先請求對方解釋，嘗試溝通

情緒管理決定他人對你的看法，是成功的關鍵

情緒管理的重要性：

情緒管理比智商和專業技能更重要

是決定個人命運的關鍵因素

情緒管理是一個需要長期練習的過程，但卻是通往成功的關鍵所在。

良好的情緒管理

和諧適切傳達訊息，對事不對人 義
憤怒可以用講的，別人也會懂 仁
請他合作，也許他還有別的選項 智
了解他的感受，進而處理他的問題 感性+理性
開放眼光，不要把他貼標籤 信
避免使用譏諷、注意讚美的危險 禮

以工作習慣的訓練，建立情緒管理

這是情緒講座的第十二講，希望可以把這個情緒管理講完，也就是文化講座的禮節這一部分，

首先看看良好的情緒管理，當然這是對事不對人，用講的表達的憤怒，請他合作，哀求別人，瞭解他的感受，處理他的問題。瞭解他的感受，也是用感性溝通，開放眼光，不要把他貼標籤，好人/壞人就一杆子打死，避免使用譏諷，注意讚美的危險，下面又講到，這個星巴克的故事。

這個又是說來話長，美國人對小孩子的教育，是只有負責到18歲。其實18歲以前都是國民教育，父母親基本上，對小孩子就是管吃/管住/還有一些零用錢，如果你像猶太人的話，小孩子的零用錢，都還是要什麼自己在家裡掃地/洗碗/剪草皮，才能夠賺到。18歲以後就看你的命好?還是命壞?一般來講就不是父母親的責任，當然有錢的人也是會把他的小孩送去私立大學去深造，弄個良好的出身，不管他是考試及格不及格，就是把他弄進去。然後窮人就要自己去打工，有一位大哥他去打工，可是情緒管理不好，每次到店裡面就亂發脾氣，然後有一次更嚴重的，就是在櫃檯點餐跟客人發生爭執，客人說你這個人蠻不講理，我不買了要走走可以吧，他就從櫃檯裡面衝出去到店門口，對著人家大罵，你這個奧客啦，你這個以後不要來了，這裡不缺你啦，如果你是店裡面的經理，請問你怎麼辦?當然，每次做不到兩個禮拜，他就被人家炒魷魚了。這個麥當勞/溫蒂漢堡他不能做，我們說:人有沒有瞧不起自己的人?絕對沒有瞧不起自己的，他就到最高級的去打工，去了星巴克，

進了星巴克，當然都有一個員工訓練，完了就發一本員工手冊，上面就寫了一條，你身上的星巴圍裙，就代表星巴克公司，從此以後，他去星巴克上班，是不是會問遇到一些這個無理要求的客人，當然也是有的，情緒也是會上來，這個時候，這條名言就開始發揮作用了，

因為你身上穿著星巴克的制服，人家向你抱怨，這個薯條太少/或者是咖啡太冷，他講的是不是你，他講的是星巴克這家公司，是你身上的星巴圍裙，既然是公司的問題，當然要怎麼樣解決?用公司的資源來解決，薯條太少/太冷，這是說公司的咖啡太冷，沒關係倒掉重煮，當然這也是，我們說公司義氣文化的一環。總之，這一條星巴克的圍裙，就是你的擋箭牌，前面我們說每一個人，都要準備一張和藹可親的情緒臉譜，要把一張你和藹可親的照片，放在你的手機上面，做你手機的封面，隨時提醒自己，如果遇到不講理的奧客，不管是對事還是對你本人，就把手機的情緒臉譜拿出來做擋箭牌，這個是我們在社會上所必須具備的工具之一，我們說，這就是以工作習慣的訓練來建立的情緒管理。所以有了良好的工作習慣，情緒管理自然就迎刃而解，當然要養成慣性是需要經過反復的練習，這個就是自己的功課之一。

好下面看處理負面的情緒，要正向創造別人良好的印象，使用我們的情緒臉譜，遇到負面的情緒，就要有正確的認識，每當你覺得壓力來的時候，這個就是你潛意識告訴你，你的專業/技術經驗還不足，所以頭腦沒有辦法提供你足夠的解答，你就會覺得壓力很大，尤其是對新進行業的年輕人，更是一問三不知，壓力比山還要高，沒有時間就會面對壓力，這個就要把它當作是我們的動力，利用時間/好好充實充實自己/補足自己的不足。

如果沒有時間處理這些壓力的時候，就要請求別人的幫忙。我們經常在說:學問。學問，你要去問別人，才能夠加速你這個學習的進程，當然人家跟你講的多?還是講的少?也是看你的態度

問題。壓力可以當作是動力，也可以當做是我們需要別人說明的原因之一。

處理負面情緒

當壓力來時：是潛意識告訴你，你的專業不夠
先檢討是生理身體不舒服，還是專業知識不足？
有時間面對壓力，就告訴自己：「這就是動力。」
沒有時間準備，就告訴別人：「我需要幫助。」

當憤怒來時：是潛意識告訴你，你被否定了，先不要急，看看他也沒多好。
試著做情緒轉碼，從心理否定她，再做反省檢討。
練習“主張”，讓他的口水淹死他，再取得口頭承諾。

憤怒：憤怒是什麼？憤怒是被人家否定。所以我們被人家否定的時候，也就是別人的做法可能跟自己心裡的想法不一樣，我們從心裡面否定他，當然也不一定是對的。總之，就是別人跟我們有差異，所以，應先去請求別人的解釋，為什麼？他的做法讓你覺得沒有辦法接受。當然，如果他是長官，我們也是一樣，就是要練習主張，把我們想要的東西，而不是我們需要的東西跟他講出來，這樣子，就可以聽聽他的解釋，如果他有道理的話，我們可能會欣然接受，如果他沒有道理的話，就讓他去辦吧，讓他去瞎編/反正謊話講久了，他也是會講幾句真話，也是會向我們做出一些讓步，他也要自圓其說是不是？所以多跟人家溝通，就比較好的。

如果實在沒有辦法跟上級溝通，就要用請求的。我們說，跨部門領導要借力使力，如果沒有辦法直接溝通，就繞過去用跟他同一掛的人來下手。也許事情就比較好解決？當然最好，是假借後面的總公司的旨意(外部公司)，不要說是你個人的意見就好。

情緒管理：享受掌握自己的命運

SUCCESS **SUCCESS**

好好壞壞隨時有，八風不動心淡定。
真真假假誰知道，或哭或笑任我行。

我們看情緒管理，就是享受掌握自己的命運，好好壞壞隨時有？就是說我們的情緒起伏，是自己也沒有辦法掌握的，有時候就是莫名其妙的憂鬱，八風不動心淡定，情緒雖然會來，可是要怎麼樣？淡然處之。是在說自己不要被情緒牽著走。

真真假假誰知道，就是說我們的情緒管理，誰知道我們現在是不是戴的假面具？或哭或笑任我行，有的人成功，有的人失敗。success 和 failure 不在你的智商，在於你的情緒管理，讓人

家願不願意跟你在一起共事，這才是掌握命運的關鍵，其他的專業技能/經驗，都可以慢慢培養，只有情緒是最習而不察，這個我們

最不瞭解自己的地方，也是我們最大的敗筆。所以要做一個成功人士，就要做好情緒管理，你看街上有管理學的課程，有心理學的課程，反而對人類的情緒著墨不多，好像只是一個很小的課題，其實這是決定我們成敗最大的關鍵。好下面的其他開悟不開悟，青海無上師還是上海無青師都不講，今天就到這裡做個結束。

這個 國父說移山填海之難/終如反掌折之易，前提是什麼?吾心信其可成。小弟在社會上打滾了三十幾年，總結成功的教訓，就是不在乎你做了多少?而在你的敵人有多少?不在乎你的能力有多少?而在乎人家對你的看法是如何? 所以搞好我們的人際關係，把我們的情緒/管理好。孔子說的:克己復禮之為仁，能夠克制自己注重禮節，才是人跟人之間相處的長久之道。好，情緒管理就講到這裡。

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Detailed summary

The lecture is summarized as follows:

Good emotional management:

Expressing anger towards actions, not individuals, and requesting cooperation and understanding

Communicating emotionally, avoiding labeling and sarcasm

Being cautious about giving compliments

Emotional management and work habits:

Using the example of Starbucks staff training to teach employees to treat customers in line with the company's image

Good work habits contribute to emotional management

Dealing with negative emotions:

Creating a positive impression, using an "emotional mask"

Identifying sources of stress, utilizing time to enrich oneself, seeking help from others when necessary

Emotional management and interpersonal relationships:

When encountering anger, first request an explanation from the other party and attempt

communication

Emotional management determines how others view you and is key to success

The importance of emotional management:

Emotional management is more important than IQ and professional skills

It is a crucial factor in determining personal destiny

In conclusion, good emotional management is essential for an individual's work and life, requiring the cultivation of good work habits and interpersonal skills.

Emotional management is a process that requires long-term practice but is crucial to success.

Okay, this is the twelfth lecture of our emotional seminar. We hope to finish this emotional management part, which is the etiquette section of our cultural seminar. First, let's look at good emotional management. Of course, this is about expressing our anger in a way that is not directed at the person, asking for cooperation, begging others to understand his feelings, dealing with his problems and understanding his feelings. Using emotional communication with an open mind, avoiding labeling people as good or bad and refraining from sarcasm. Be aware of the dangers of praise. Next, let's talk about the story of Starbucks. Oh, this is a long story. In the United States, parents are only responsible for educating their children until they reach 18 years old.

Before the age of 18, parents are basically in charge of providing food and shelter for their children, as well as some pocket money. However, if you are like Jewish people, children have to do chores like sweeping, washing dishes, or picking up grass in order to earn their pocket money at home. After turning 18, it depends on whether you have good or bad luck, in general, the responsibility is no longer on the parents. Of course, wealthy people will also send their children to school. Go to a private university for further studies and improve your social status. Whether he passes the exam or not, just get him in. As for poor people, they have to work hard. There is a big brother who goes to work, but he can't control his emotions.

Every time he goes to the store, he loses his temper and one time it escalated with a customer while ordering at the counter. The customer said, "You are unreasonable, I won't buy anything and will leave." Then he rushed out from the counter to the door, facing people and cursing loudly, "You're a bad customer, don't come here again, we don't need you here." So if you were the manager of the store, what would you do? Of course, if he couldn't last for two weeks, he would be fired. He can't make Wendy's burgers, so we're saying that people don't look down on themselves. They just go to the highest level to work, and get a job at Starbucks. That entered Starbucks, of course,

after an employee training is completed, a copy of this employee handbook is issued. On it is written a rule that says, the Starbucks scarf you are wearing represents our Starbucks company. From then on, when he goes to work at Starbucks, will he encounter some unreasonable requests from customers, of course, yes. Emotions will also rise, and at this time, this motto will begin to take effect. Because you are wearing a Starbucks uniform, when someone complains to you that the fries are too few or the coffee is too cold, are they talking about you? No, they are not talking about you, they are talking about the company Starbucks. So, if it's a company issue, then of course we need to solve it using the company's resources. It's okay if the fries are too cold or too few, I will consider it further.

If they don't give it to you, it's the company's resources. If the coffee is too cold, we will discard it and reorganize. This is also part of our company's culture, in short, it is about the spirit of the company. This Starbucks scarf, is your shield. We said earlier that every person needs to prepare a kind and friendly emotional mask. You need to put this photo as your phone's cover to remind yourself at any time. When encountering unreasonable and arrogant customers, regardless of the situation or towards us personally, we take out our gentle emotional mask as a shield. This is one of the necessary tools we must have in society. We say, this is established through training our work habits. Emotional management, so that good work habits, our emotional management naturally should be resolved by ourselves.

Of course, we need to cultivate habits through repeated practice. This is one of our own tasks. Now let's look at dealing with negative emotions. We should create positive impressions and use our emotional masks. When facing negative emotions, we must also have the correct understanding. Whenever you feel pressure coming, it is your subconscious telling you that your professional skills and experience are insufficient. Your mind cannot provide you with adequate answers; hence, you will feel a great amount of pressure. Especially for young people in emerging industries, not knowing enough causes even greater pressure. Therefore, when facing pressure, we should treat it as our motivation, utilize the time well, enrich ourselves, and make up for our shortcomings. If we don't have time to deal with these pressures, then we have to ask for help from others.

We often talk about the need to learn. You have to ask others in order to accelerate your learning process. Of course, whether others tell you a lot or a little depends on your attitude. Pressure can be seen as motivation or as one of the reasons we need help from others. What is anger?" What is anger? When we are negated by others, it means that their actions may not align with our own thoughts, so we negate them from our hearts. Of course, this may not necessarily be right. In any case, it is because others are different from us, so we should first ask for an explanation from others.

When their actions make you feel unable to accept, of course, if it is a superior, we should also exercise advocating for what we want, rather than what we need, and tell them.

In this way, we listen to their explanation. If he is right, then what about us? We might gladly accept it. If he is not right, then let him go and twist the facts, let him fabricate lies. After all, if lies are told for a long time, he will also say a few true words and make necessary concessions to us. He also needs to justify himself, right? So, it's better to communicate more with others. If there is really no way to communicate with the boss, then? It is requested that we should say that we need to work across departments and seek support. If there is no way to communicate directly, then go around and use someone who is on the same side as him. Is it possible to take action next?

Things are easier to solve, of course, it's best to follow the wishes of the parent company behind Party A, not your personal opinion. Let's see how to manage our emotions, it's about enjoying controlling our own destiny. Ups and downs are always there, that means our emotions fluctuate, we can't control them ourselves, sometimes we feel inexplicably melancholic, unstable or calm. Although emotions may come and go, how do we stay calm? It's up to us, don't let your emotions lead the way. Genuine or fake, who knows if we are wearing a mask with our emotions? Smiling with tears or crying with laughter, let it be. Some succeed, some fail. Success and failure do not depend on your intelligence but on your emotional management. Whether people are willing to work with you depends on how you handle your emotions.

This is the key to controlling our destiny. Other skills and experiences can be developed over time, but emotions are what we need to be most cautious about. Highest? Not understanding oneself is also our biggest failure, so in order to become a successful person, we must manage our emotions well. Have you seen courses on management and psychology on the streets? Ironically, when it comes to human emotions, there seems to be very few, perhaps only a small topic. In fact, this is the most important key that determines our success or failure. Whether other enlightenment is enlightened or not, whether it is the supreme teacher of Qinghai or the one of Shanghai, we will not mention it. So let's end it here today.

The founding father said that the difficulty of filling the Yishan sea is as easy as turning one's hand over, implying what the premise is. It is that without ambitions, one can achieve success easily. As for me, after rolling in society for more than thirty years, the lesson learned is not caring about how much you have done, but caring about how many enemies you have; not caring about how capable you are, but caring about how others view you. So, we should focus on building good interpersonal relationships and manage our emotions well. Confucius said that self-restraint and emphasis on etiquette

are what make a person able to control themselves and focus on human relationships. This is the key to long-term relationships between people. Good emotional management is what we have talked about here.