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# Flash!

Advice, perspectives & ideas to accelerate the leader in you



I raced into my doctor's office yesterday, responding to emails before my appointment. When she entered, **she was calm, present, and engaged. Suddenly, I found myself calm, present, and engaged.** My frenzy was gone and we hadn't even started.

Moods create behavior, and behavior is contagious.

**Psychologists call this Emotional Contagion.**

It works in 3 stages:

1. **Mimicry:** We unconsciously and subtly imitate each other's nonverbal cues, like posture and facial expressions.
2. **Feedback:** Those expression (ex: smiling) trigger certain emotions (ex: happiness).
3. **Synchronicity:** Our feelings then synchronize with our behaviors.

*Example:* I scowl. You unconsciously mirror me, so you scowl. That scowl triggers angry feelings. Soon you take on angry behaviors that match your angry feelings.

In fact, **negative emotions are more contagious** than positive - we react strongly to pain, fear, sadness, and disgust, as these are directly linked to our survival.

Buy why should we care about Emotional Contagion?

**Research reveals that emotions** don't just spread from one person to another; they **influence group dynamics, especially those involved in a shared effort**, like a project.

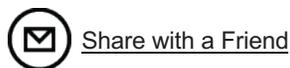
Even hostage negotiators are trained in Emotional Contagion. They learn to create empathy and trust so perpetrators *want* to work with them.

Hostage negotiators rely on 3 principle behaviors that we can employ too:

1. **The Late Night FM-DJ Voice:** Use a calm, soothing, assertive voice, even as someone is screaming at you.
2. **Self-Control:** Control your own emotions. Don't get triggered by someone's anger.
3. **Dynamic Inactivity:** Silence can de-escalate a situation. Be quiet, do nothing, and allow the other person to have the last word - let them feel in control.

If we want to successfully connect and engage with others, **we need to be intentional and responsible for the influence of our moods and behaviors.**

*Ann Tardy*



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(1) Is your organization using our MentorLead platform to create an impactful mentoring program? You'll want to join us for our next [Success @ Mentoring Webinar on Wed, Dec 5: Mentoring for Career Success: How to Apply the Experience to Drive your Aspirations](#). Check your mentoring platform for details on how to attend.

(2) Do you need to become a better boss? You'll want to join me in [NYC on Thurs Dec 6](#). For my **Manage AND Lead program** that I'm delivering for the **Institute for Management Studies (IMS)**. Click here for more details: [www.ims-online.com](http://www.ims-online.com)

(3) Are you architecting a mentoring solution or preparing to launch or re-launch a mentoring program? I'll be delivering my webinar on Thurs Mar 28: **The Formula for Powerful Mentoring Programs: Discover the Secrets to Launching and Leading Mentoring Programs that Matter to People and Organizations**. To save your spot, email [rebecca@lifemoxie.com](mailto:rebecca@lifemoxie.com).