

Introduction

What is the distinction Mood?

Mood is one's orientation to the world.

The skill of managing moods is relevant for every part of your life:

Business

Marriage

Parenting ...

Have you studied:

Social Construction Theory

The Biology of Emotion

Linguistics

Emotional IQ

Language Action Theory

Managing Mood as a Leader

SELF (Today's conversation)

Observing your own mood

Assessing an appropriate mood for your goals

Shifting your own mood

Somatic (Posture, movement, food, temperature, visual, ...)

Linguistic (what is your story for the future)

CUSTOMER

Observing your customer's mood

Assessing appropriate moods for your customer and their personal or organizational ambitions

Designing and crafting moods for your customer's goals

Shifting your customer's mood

Somatic

Linguistic

TEAM

Observing your team's mood

Assessing appropriate moods for your team members and their personal ambitions

Designing and crafting moods for each team and each goal

Shifting your team's mood

Somatic

Linguistic

ORGANIZATION

Observing the organization's mood

Assessing an appropriate mood for attaining organizational goals

Designing moods for your organization within the marketplace

Shifting your organization's mood to hold or gain market share

Somatic

Linguistic

The Skill of Mood Management

The power of the skill for understanding, assessing, and shifting moods is that we can then change our actions!!!

The **mood** we are in, or orientation we personally have to the world, produces a certain set of **emotions** which then makes a set of **actions** available to us.

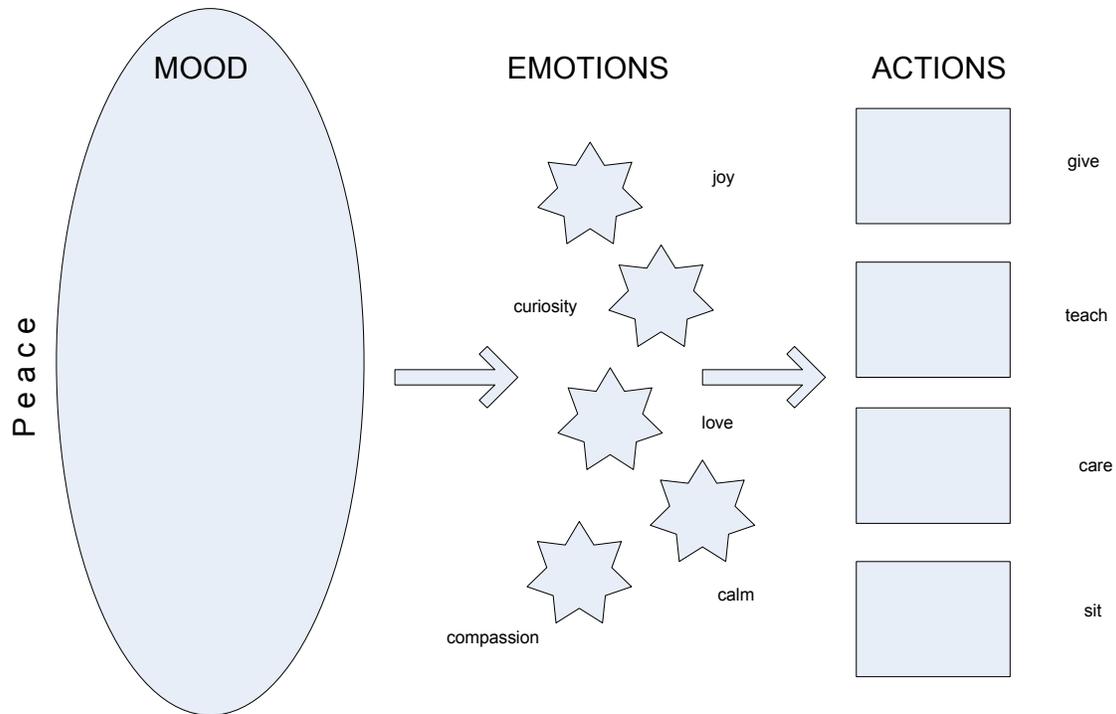


Figure – Mood (What is it?)

- 1 - **Observe** your Mood (Remember, your view of the world is subjective.)
- 2 – **Assess and choose** a Mood appropriate for what you want to accomplish
Do you know what you want right now out of your life.

Figure – Observing and Influencing Mood

- 3 - **Shift** your Mood (Mood buddies are great and very effective)
 - Somatic (Pre-Linguistic going from outside environment in)
 - What physical practices can you think of?
 - Linguistic (going from your insides out)
 - What stories are powerful for you?

Home work: Meeting review and design

Figure – Leading through Structured Emergence™

Before every meeting, especially if you are the leader of the meeting, ask yourself:

- 1 – What is the purpose of the meeting?
- 2 – What mood for the meeting is most appropriate?
- 3 – What do I need to shift myself into that mood?

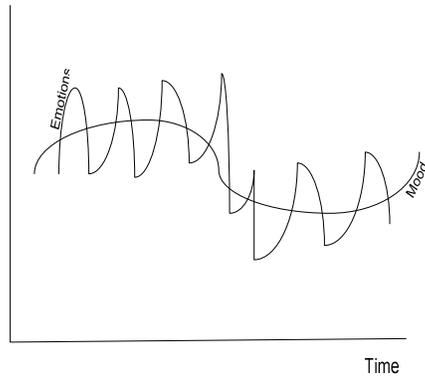
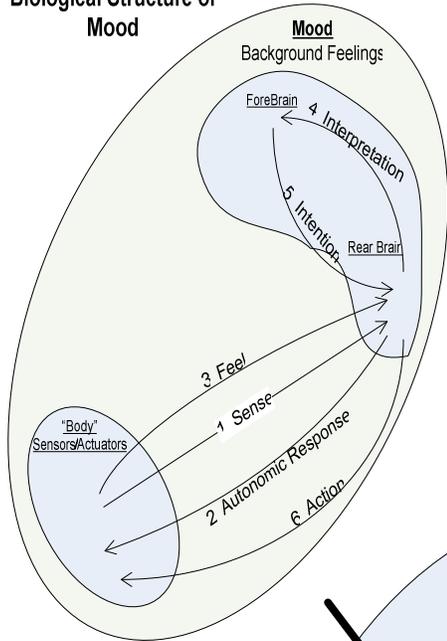
Extra credit:

Ask yourself what is the most effective mood for the other participants to be in?
How can you shift their moods? (Remember, somatic and linguistic!)

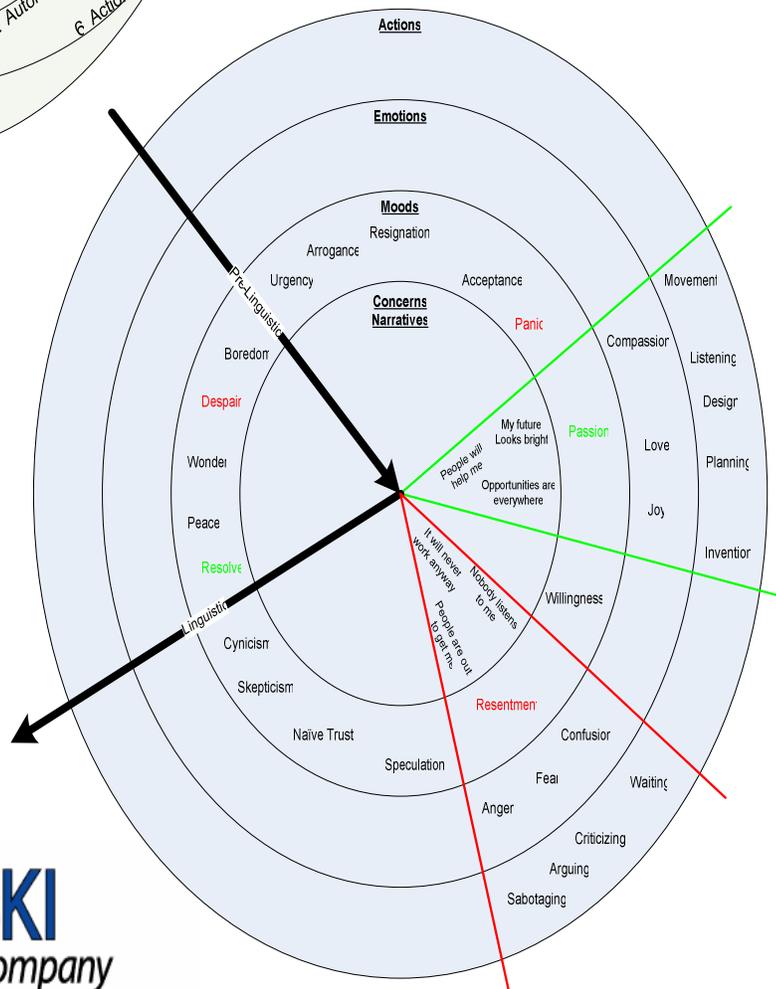
Mood (What is it?)

A persistent grounded or ungrounded embodied interpretation of future possibilities that opens and closes possibilities for emotions and actions
 Biological background hum or orientation to the world

Biological Structure of Mood



From *Descartes's Error* by Antonio Damasio



Observing and Influencing Mood

Assessing Peoples Moods (Observe)

Mood is observed indirectly. People are generally ineffective at reporting moods. People encounter the world differently depending upon their mood – they are different observers and actors. Observe

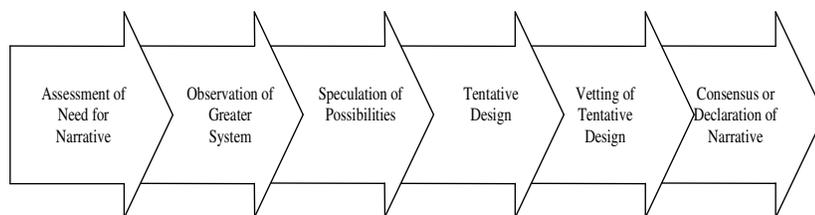
- 1) Which narratives are seductive to them and which don't "stick"
- 2) Listen to their narratives and look for incoherencies
- 3) Posture and general body language and motion
- 4) Their emotions
- 5) Predispositions to action
- 6) Learn their concerns and ambition to assess coherency with their narratives

Prelinguistic Triggers to Influence Mood (Examples)

- Modeling
- Posture
- Movement
- Food
- Music/Sounds
- Colors/Images/Visual
- Temperature
- "Texture" of environment (e.g. soft/hard chairs, type of table)

Linguistic Strategy for Influencing Mood

1. Design Action
2. Design mood to enable action
3. Assess current mood
4. Listen to their assessment of future and situation (through observing posture, action and narratives as well as their story)
5. Seek to deeply understand their narrative before offering help.
6. Connect with them their story of the future with their concerns/ambition
7. Ask for grounding for their story (be open) ideally let them work through grounding.
8. If ungrounded offer alternative grounding
9. Look for alternative well-grounded positive stories that match their facts or alternative facts
10. If well-grounded invent alternative concerns, ambition.
11. Develop plan for action
12. Remind later of action plan and ambition/concerns



Invention of a Narrative

Leading through Structured Emergence™

Structures for Mood and Narrative (What do you do?)

An excerpt

Conversation Design

This template is intended for use as a planning aid in designing conversations and meetings. The point is not that the template be filled out and every section complete. In fact, the only real document that may result is an agenda. However, if you consider each section of this template when planning, your conversation will be more meaningful, it will be more likely to produce the results you desire, and the people involved will be more satisfied.

1. Conversation Centering

Which Project/Initiative/Objective does the conversation support?

Objectives for the Conversation:

The conversation will produce (Circle relevant effects):

- Invented Narrative (Opening, World, Speculation, Tentative design, Vetting, Declaration),
- Embodied Narrative (Familiarity, Understanding, Knowledge),
- Mood,
- Action

Customer for the conversation's outcome:

Leader of the conversation:

Type of Conversation:

Disclosure, Orientation, Clarification, Speculation, Specification, Design, Action

Mood planned for the conversation:

Concerns you are holding in the meeting:

5. Holding the Conversation

Is the meeting on track to produce the planned/stated objective(s)?

Is the mood appropriate?

6. After Conversation Review

What action was committed to where you are provider or customer?

Where you accurate in your assessment of the moods coming in?

Did you achieve your objectives?

What might you do differently next time?