



The Surprise Angry Email

During a morning scrum meeting, you mentioned promising a client that the programming team **WOULD** make specific changes that they requested - without much time or trouble.

You receive an email from a co-worker Todd. He has also CC'd the entire programming team, of which he leads. The email outlines how Todd and several members of the programming team are upset at the extra work that you've volunteered them to take on.

The tone of the email is angry - noting that unlike sales people, programmers are not paid bonuses on client sales.

You initially feel both embarrassed and angry. Doesn't Todd know that without sales there would be no revenue coming in - especially for HIS paycheck? Hitting the reply button, you start to type back a response to exceed Todd's in intensity and shaming.

Just then you notice the Walk the Ridge band on your wrist. Mindfulness comes into play. You push back from the keyboard and take a 3 minute break. You close your eyes and pay attention to your breathing to help cool off your overheated amygdala.

You remember that just last week, Todd and his team were given three key tasks from leadership that they estimate will take 2-3 weeks. You didn't consider it when you spoke with the client. You recognize that you've overstepped your role and made a presumption that has put the company's reputation with a client on the line - at a critical time.

Sitting at the computer, you type out an apology with no excuses - just pure contrition. You also CC the programming team, to share a few empathetic thoughts. You also note awareness on their playing a key role in the company's growth and success - and thank them for their good work.

Later that day, Todd stops by with a smile. He shares his appreciation for your email and let's you know that the team was heartened. Also, that you should stop back at some point, so they can share you on the best way to coordinate changes in the future.

W - You took time to be mindful and figuratively 'listen' to the content of Todd's email.

A - You used empathy + genuine awareness of your actions in forming a contrite apology.

L - You let go of the amygdala hijack and responding with an excuse to make yourself right. Instead, you focused on what **YOU** made a mistake on, and its impact to the coordinated team effort.

K - In keeping track, you are pleased you wore the wristband, which served as a visual reminder.