

# Emotional Outcroppings

1. Edge behavior. E.g., fidgeting, looking away, speeded-up talking, quivering chin, change in tone of voice.
2. Body language. E.g., closed posture: legs and arms crossed, frowning, hard stare. Open posture: legs apart, arms uncrossed, relaxed expression. Also: slumping, hanging head, closing eyes, wringing hands, making fists.
3. Tell-tale comments. E.g., “and they didn’t even send us a cease-and-desist letter”; “Just tell me what to do.”
4. Reactivity. E.g., angry outbursts, shouting, harsh denials, accusations, storming out.
5. Collapse. E.g., tears, silence, freezing, disengagement.