

# PRACTITIONER EXPERIENCE

Experience an Embedded Practice in real work.

Emotional Intelligence



## PRACTICE: The Two-Second Pause

Two seconds is the distance between the response that helps and the one you spend the day managing.

## THE HOOK

The impulse isn't the problem. Acting from it is. Two seconds is the distance between the response that moves things forward and the one you spend the rest of the day managing.

DEFAULT

BEHAVIOR SPECTRUM

EMBEDDED

01

### SIGNAL

*When does this matter?*

Any moment you notice a reactive impulse — the urge to defend, correct, interrupt, dismiss, or escalate. The signal is internal, before it's external.

A teammate questions your approach in front of the group, and you feel the urge to defend it immediately.

02

### REDIRECT

*What do I do?*

Pause. Count silently to two. Don't suppress the feeling — just don't let it drive. Ask: will this move things forward, or just express how I feel?

You count to two, then say: "Good question — let me walk through why I went this way."

03

### SHIFT

*How will I know it's working?*

You'll know it's clicking when stopping feels like a choice, not a constraint.

The pause stops feeling effortful. You notice the impulse and let it pass without thinking about it.

04

### EMBEDDED

*How do I know it worked?*

Colleagues stop walking on eggshells around difficult topics. You become someone who is safe to push back on.

A teammate says, "I can disagree with you and it doesn't turn into a thing."



REPEAT UNTIL EMBEDDED

## BEFORE (Old Pattern)

- You respond from the heat of the moment.
- The reaction becomes something you spend the day managing.

## AFTER (Embedded)

- You pause two seconds before responding.
- The response moves things forward instead of needing repair.

## THE GOAL

Let the impulse arrive without letting it drive.