

D&L

D&L

“Perception & Live reality”

D&L

D&L



Ground Rules

Participate fully!

Stretch your comfort zone

"Everything you want is just outside your comfort zone."

Robert Allan, coauthor of *The One Minute Millionaire*

YOU are 100% responsible for what you'll get from today. So, Make the bridge to your world and how you are going to implement learnings.

Have fun!

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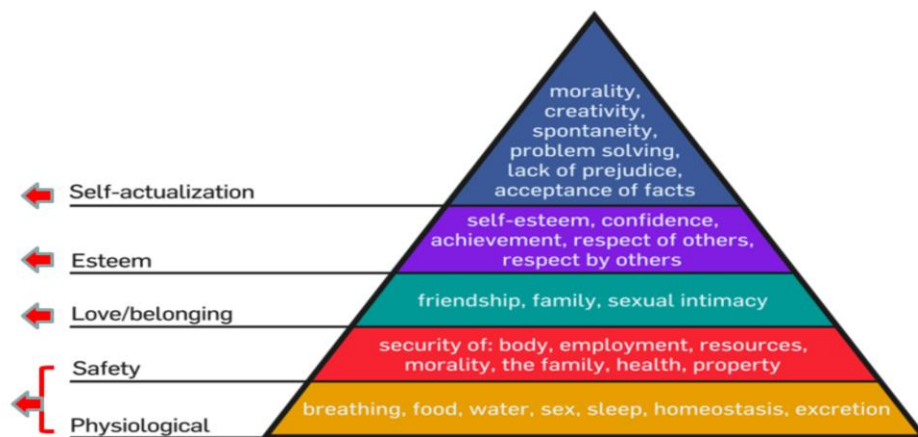
First, we would like you to participate fully.

Discuss "stretch your comfort zone". Review the quote.

You are officially 100% responsible for what you get from the day. This is another key concept in the course and in developing your leadership skills.



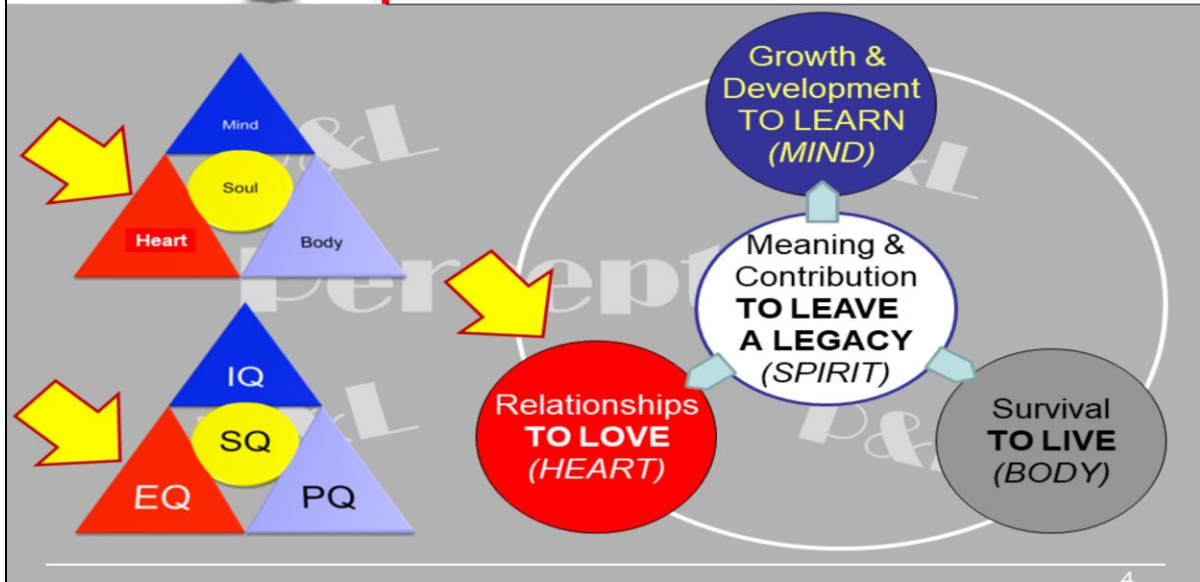
Whole Self

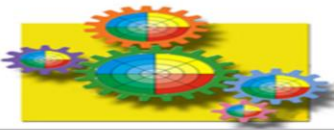


MASLOW'S HIERARCHY OF NEEDS



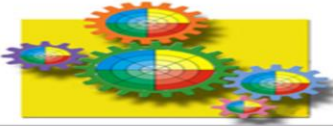
***4 Needs of People
Vs.
4 Dimensions of power***





**I NEED What?
When?**





I NEED What? When?



Why Emotional Intelligence!

- We definitely need our IQ to be hired. But to **communicate appropriately** with colleagues, managers or customers we need a different type of intelligence.
- Emotional intelligent person contributes more to team/organization success. He finds easy ways to **convince teammates with his idea or solution**.
- Emotional intelligent person gets better chances for promotion and playing bigger role that really **contributes to his organization achievement**.

IQ



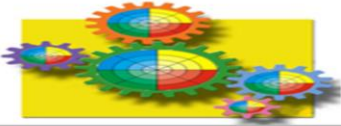
Get You
Hired

EQ



Gets You
promoted

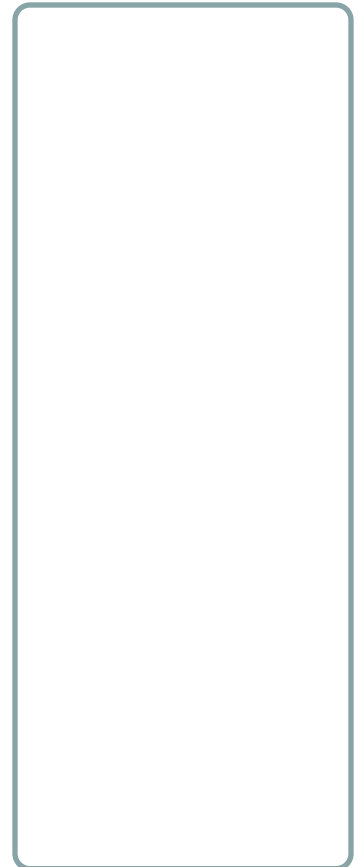
The Professional Success



Why is it Important to Develop My Own Emotional Intelligence?

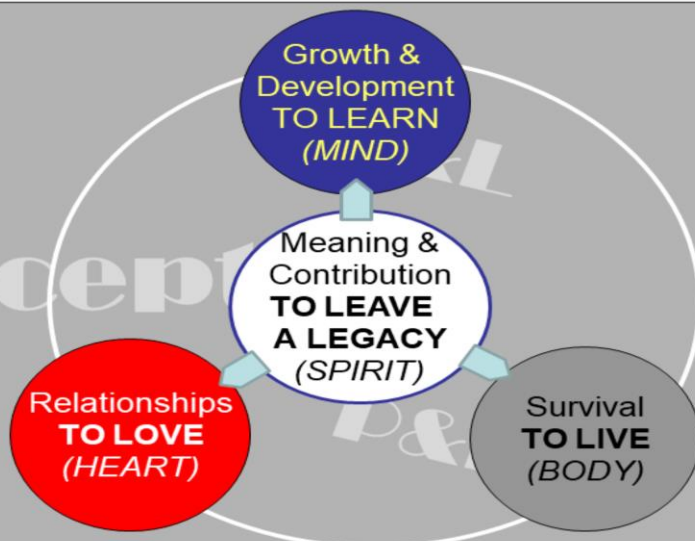
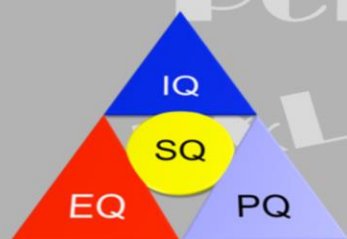
- Recent research suggests that the competencies associated with emotional intelligence are not set in stone at birth, but that the emotional competencies can indeed be learned and developed.
- There are many **benefits associated** with developing your own emotional intelligence capabilities, and those benefits range from the personal to the organizational.
 - The higher your emotional intelligence, the more likely you are to succeed in **personal and professional relationships**.
 - There is a strong correlation between well-developed emotional intelligence and **personal self-satisfaction and overall self-confidence**.
 - Having a good understanding of yourself, your strengths, and your weaknesses is **essential to superior performance** when on the job.
 - When your emotional intelligence is fully developed, it is easier to **work well under constantly changing circumstances** and to act on your ideas in ways that benefit the organization.

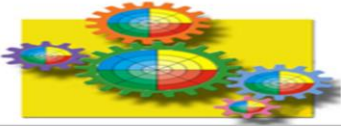
Okay so now we have all of these tools to help us to develop and improve the difference competencies of emotional intelligence, why is that important?





***4 Needs of People
Vs.
4 Dimensions of power***





What is Emotional Intelligence?

Emotional Intelligence

is the "capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships"

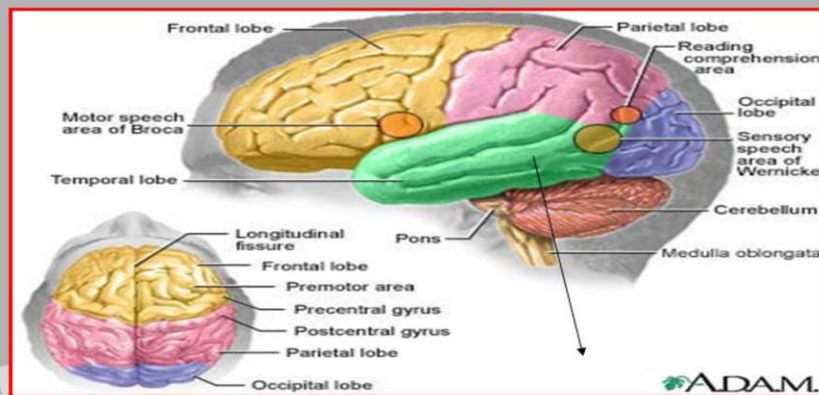
Goleman (1998).

EDUCATING THE HEART IS AS IMPORTANT AS EDUCATING THE MIND

E.I. is the set of abilities that helps us get along in life with other people in all kinds of situations



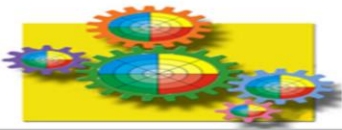
Neuroscience of Emotions.



Amygdala is deep within the most elemental parts of the brain.

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Part of the brain and nervous-system called Amygdala is the seat of all emotions. It leads to patterns of physiological change which pause when emotion occurs. Its connection to thalamus and cortex explains why may have an emotional reaction/response before we're aware what's going on.



How Emotions Work!!

A visual signal goes from Retina to Thalamus which translates into brain language

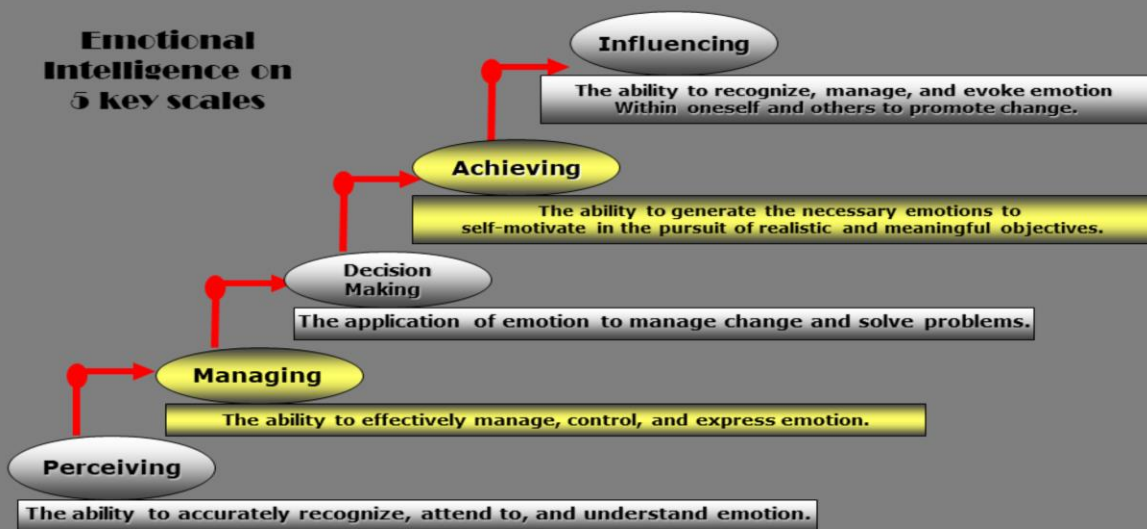
Most of the message goes to visual cortex for analysis and appropriate response

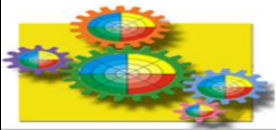
A small part of the original signal goes to the Amygdala for a quick, less precise response

The Amygdala can trigger an emotional response before the cortical centers understand what is happening



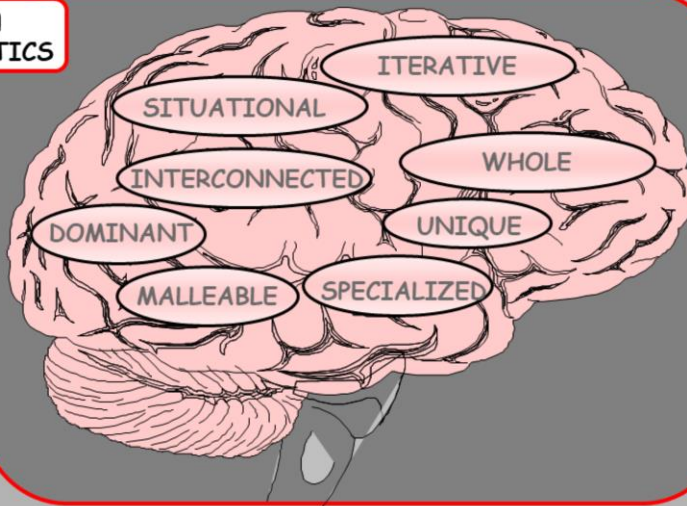
Emotional Intelligence on 5 key scales



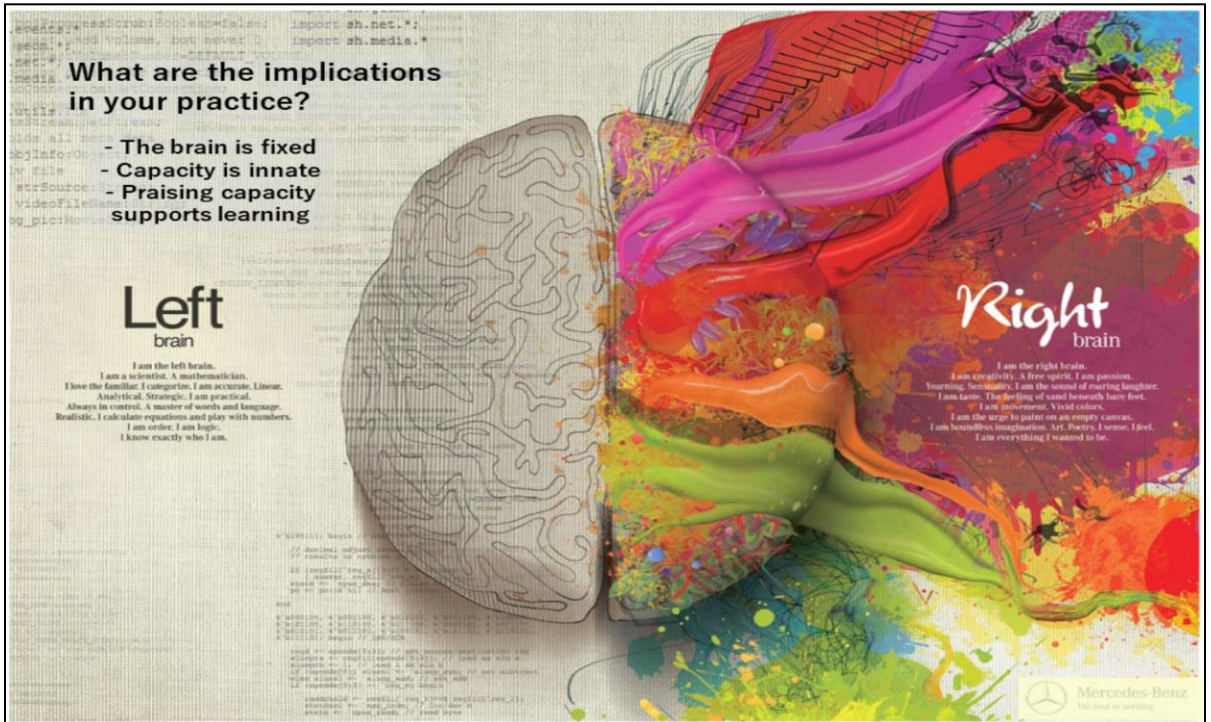


KEY BRAIN CHARACTERISTICS

The **BRAIN** is
the **Source** of:
Who we are
What we do
How we do it



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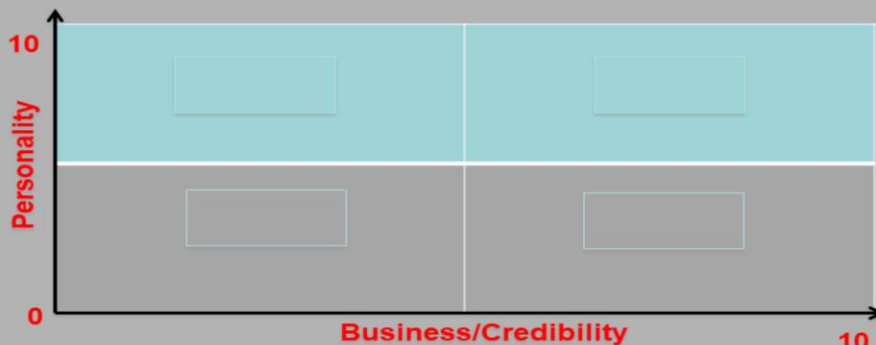




Coworker perception

How do others perceive you?

- On a scale from 0 to 10 how coworker position you as person
- On a scale from 0 to 10 how coworker position you as business consultant



list 10 colleagues' names

Then position each name on the graph according how each of them perceive YOU on personality and business support from 0-10

Confirm that position will be from his/her perspective.



The Importance of Comfort

- It is essential that coworkers gain **trust** in you during interactions.
- One way to develop trust is to **help** coworkers feel comfortable.
- coworkers feel comfortable when you adapt to their **needs**.
- coworkers feel comfortable when you **adapt to their styles**.

People buy/get convinced from someone they feel comfortable being around.





Premises for Brain Dominance Communication/Thinking Styles

- We are creatures of habit, but we can work with others more effectively by recognizing their comfort zones and making changes in our own behavior that meets their needs and expectations.
- We are judgmental; we base our reactions to others on our own comfort zone.
- Remember, **WE** deal only with perceptions of behavior.



1. we are only human and as humans we are judgmental. We all have habits and biases.
2. "We are in the habit of being judgmental. We are not always right about the judgment that we make.

These judgments may come from a perception of someone's behavior.



The Ladder of Perception

Actions I took

Beliefs I formed

**Emotional and physical
responses**

Logical conclusions I drew

**Interpretations and
meanings I gave**

Value judgements I made

**My perception
(selected data)**

**The event (as a camera
would capture it)**

The Diversity Game

1. One dealer at your table.
2. Shuffle the cards and deal 10 cards to each person. Put remaining cards aside.
3. Each person ranks their hand from “most like me” to “least like me” (as you really are today).



Game Set-up

1 Diversity deck per table

Game played at each table

Dealer selected at each table to facilitate game

1. Each table to select a dealer.
2. Instruct dealers to shuffle and deal decks,
3. Once that is completed, have players start to rank their cards.

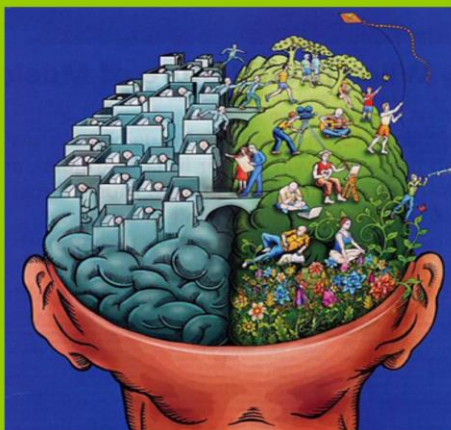




What about Left and Right Brain!!!

Left Brain

Logical
Sequential
Rational
Analytical
Objective
Looks at
parts



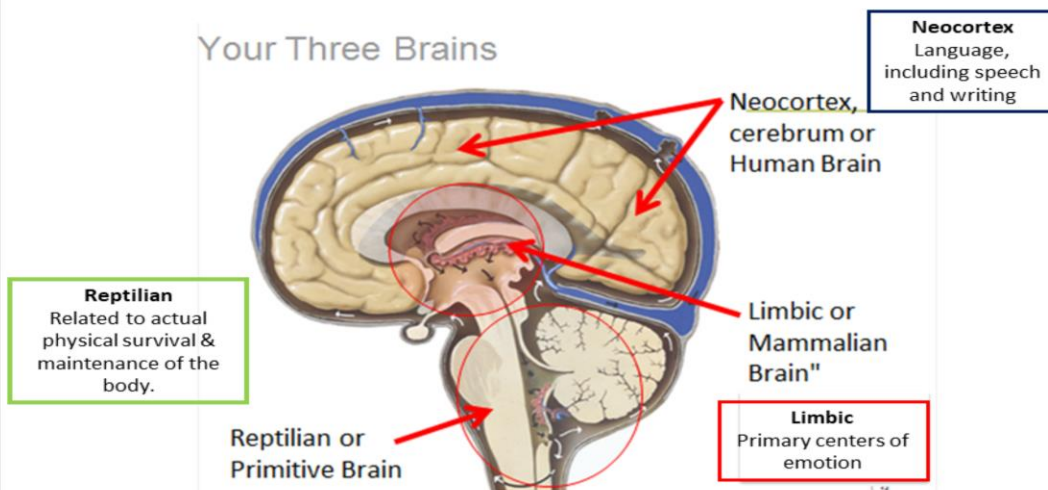
Right Brain

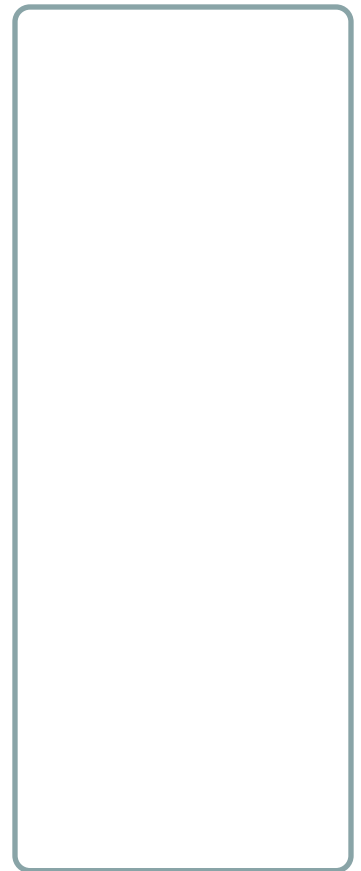
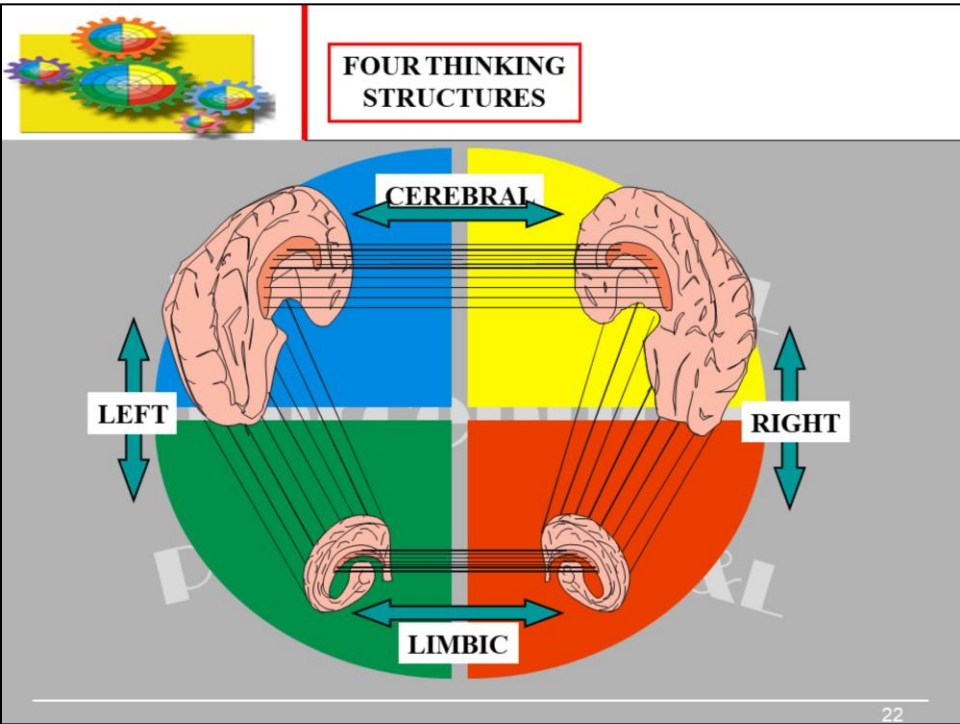
Random
Intuitive
Holistic
Synthesizing
Subjective
Looks at
wholes



Three Brains Anatomically

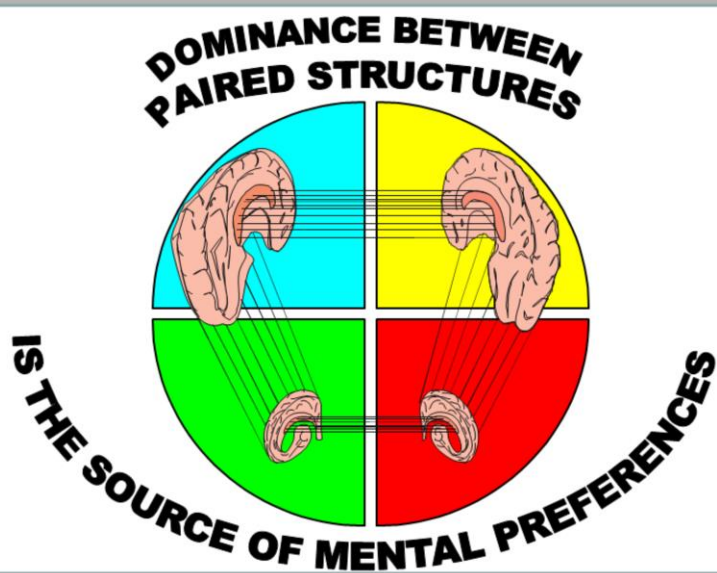
Your Three Brains





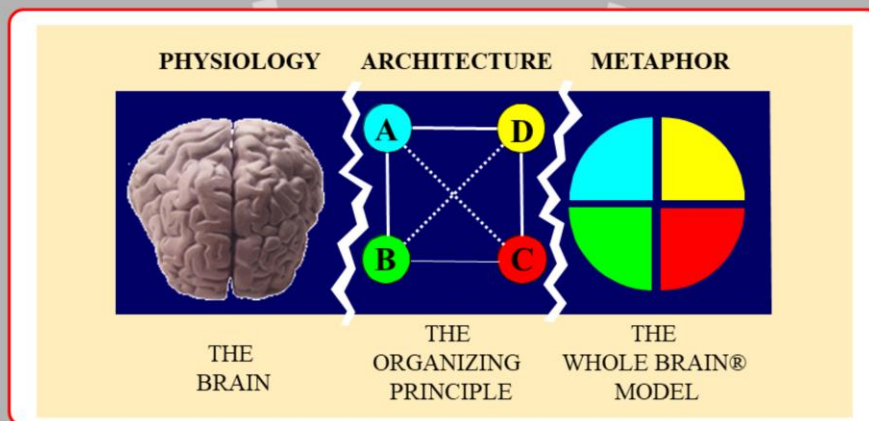


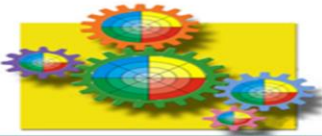
BRAIN DOMINANCE



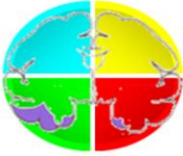


THE ORGANIZING PRINCIPLE



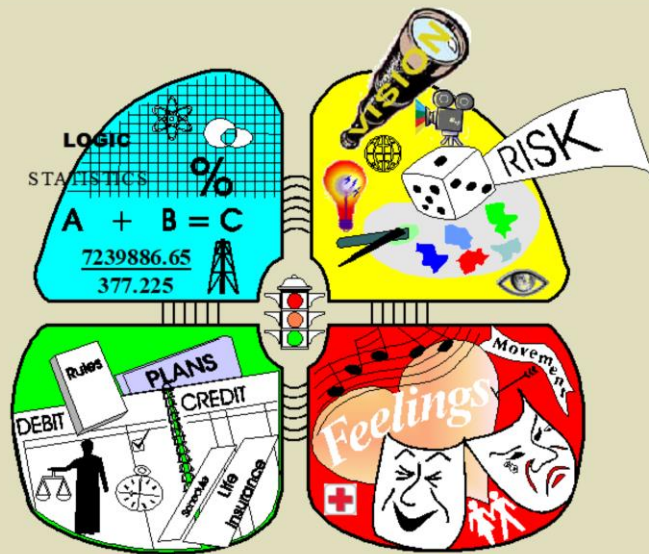


Thinking Preferences



- Just as most people favor their right or left hand, so also do we have “Thinking Preferences.”
 - Some people are **fact and data** oriented.
 - Others are **detail** oriented and want to arrange things in a **step-by-step sequence**.
 - Some people are **big picture thinkers** and actually get **overwhelmed with too many details**.
 - And still others are **mostly feeling and relationship oriented**.

Understanding Whole Brain Model Concepts

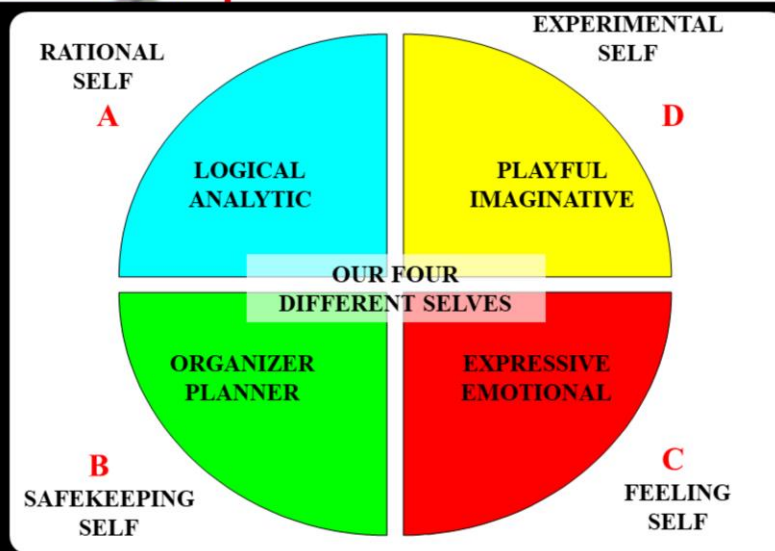


Recall from pre-work: Interconnections and Mental Defaults

© 1987-2001 The Ned Hermann Group



WHOLE BRAIN® THINKING MODEL



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A
A

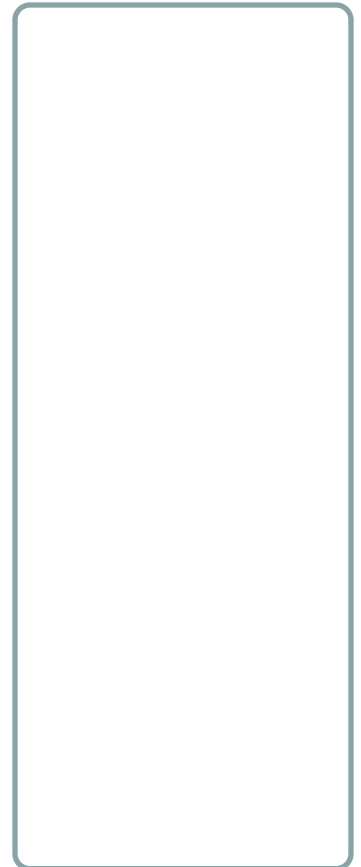
RATIONAL SELF

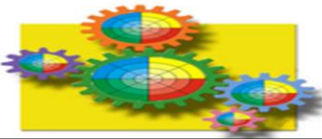
Analyzes
Quantifies
Is logical
Is critical
Is realistic
Likes numbers
Knows about money
Knows how things work

Example

Is sensitive to others
Likes to teach
Touches a lot
Is supportive
Is expressive
Is emotional
Talks a lot
Feels

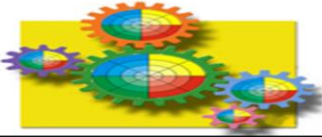
FEELING SELF
C





SAFEKEEPING SELF

Takes preventive action
Establishes procedures
Gets things done
Is reliable
Organizes
Is neat
Timely
Plans



FEELING SELF

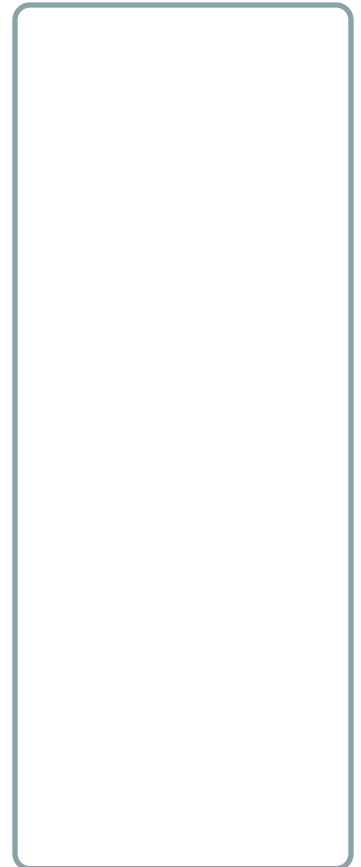
Is sensitive to others
Likes to teach
Touches a lot
Is supportive
Is expressive
Is emotional
Talks a lot
Feels

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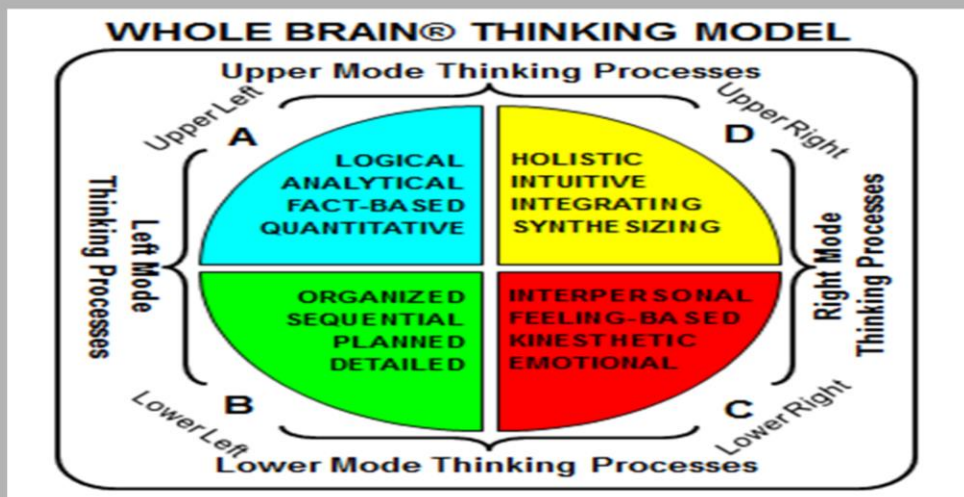
EXPERIMENTAL SELF

Infers
Imagines
Speculates
Takes risks
Is impetuous
Breaks rules
Likes surprises
Is curious / Plays



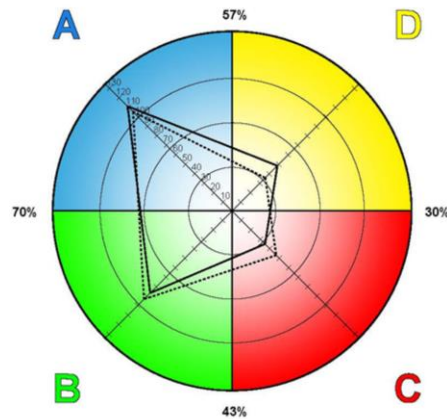


WHOLE BRAIN® THINKING





Quadrant:	A	B	C	D
Preference Code:	1	1	2	2
Adjective Pairs:	9	8	4	3
Profile Score:	111	87	35	48

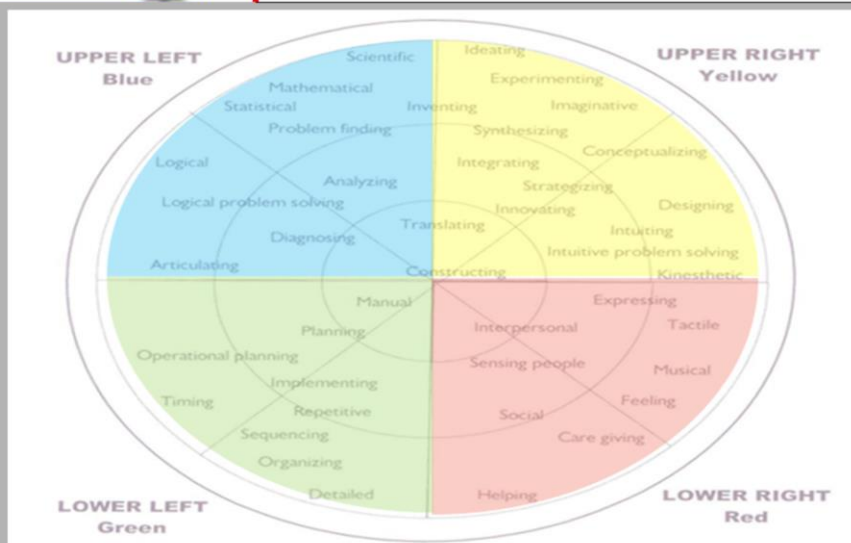


INDIVIDUAL PROFILES
ARE NEITHER
GOOD NOR BAD
RIGHT NOR WRONG
BUT THERE ARE
SITUATIONAL CONSEQUENCES

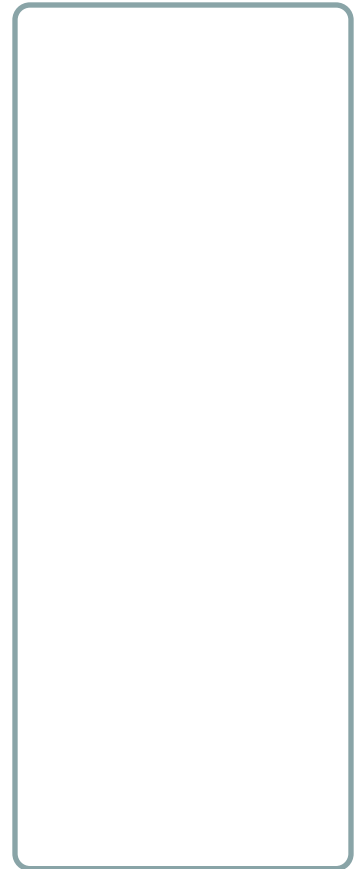
©2003 The Neal Hermann Group

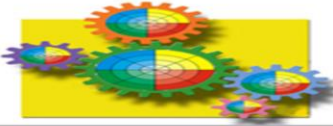


WHOLE BRAIN THINKING MAP



Versatility



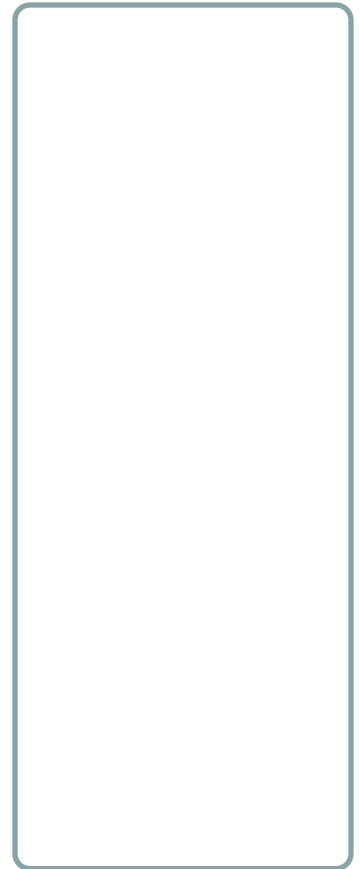
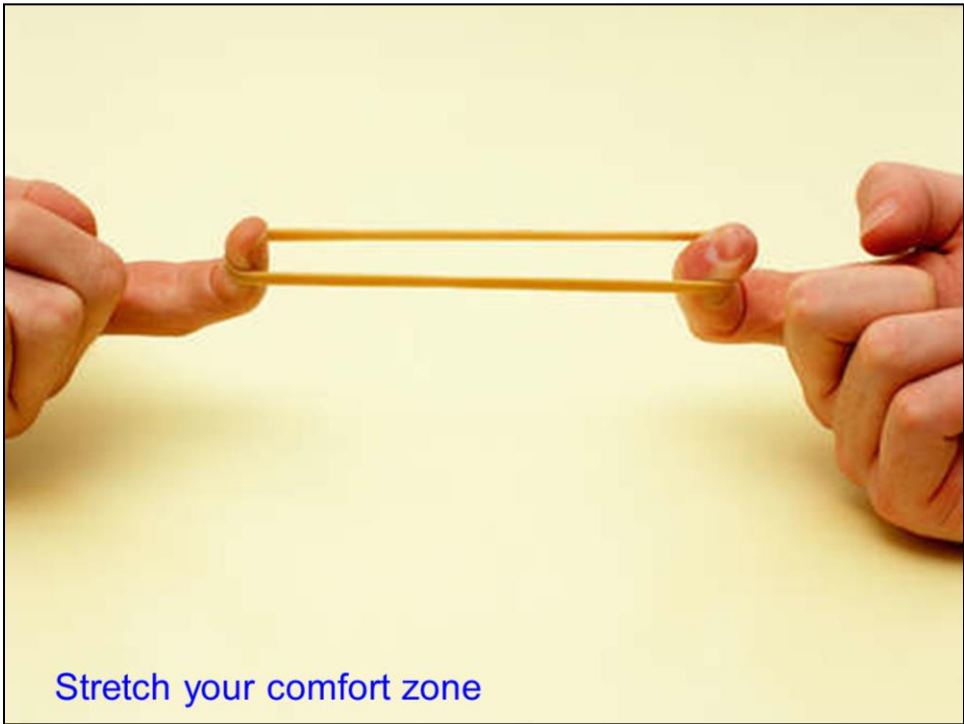


Versatility

To conclude: Creating and maintaining coworkers comfort and the benefits this brings to your business is the essence of **versatility**.

- **A low versatility** A high versatility person readily adapts to the needs of the partner they are dealing with, whether they are in their comfort zone or not.
- It takes a conscious stretch (out of your comfort zone) to mirror the behaviors of someone of a different Thinking Style.







Versatility

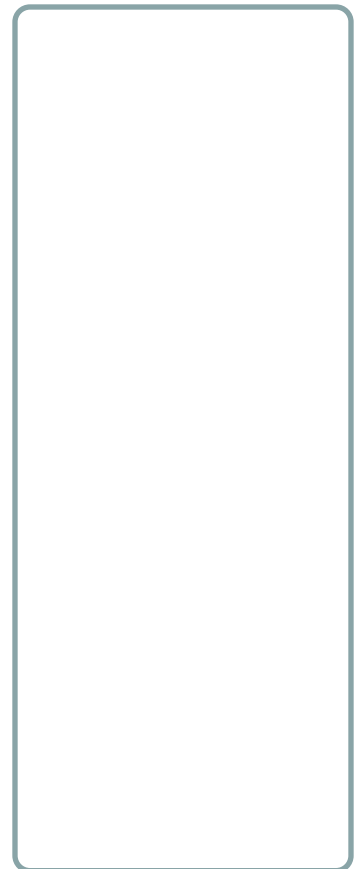
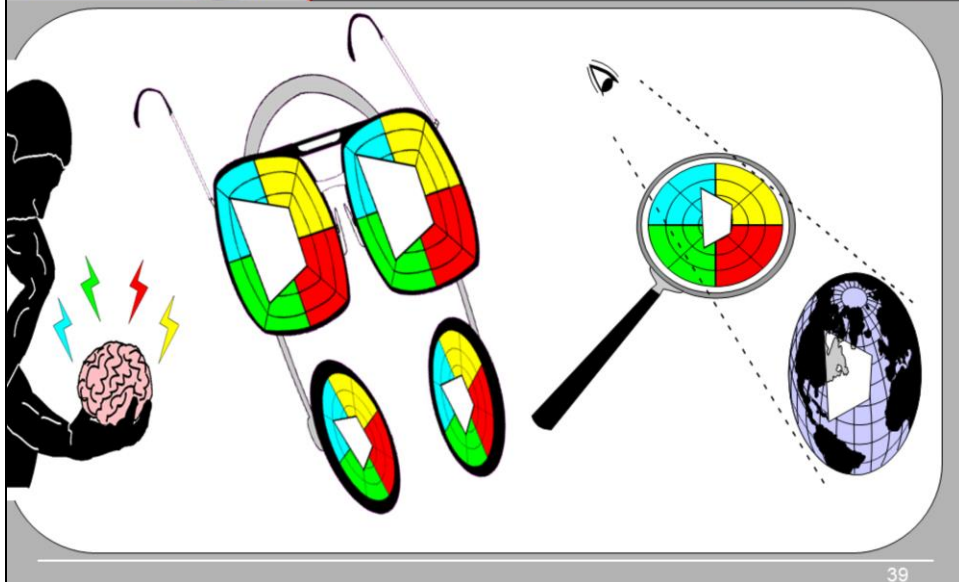
Remember these points on Versatility:

- We are all versatile to some degree in our communications with others.
- Some people are more versatile than others.
- Versatility is situational.
- All of us can improve versatility.
- The more versatile we are, the greater is our ability to communicate effectively.
- Versatility can be learned- it is a skill.





IMPACT OF DOMINANCE ON HOW WE SEE THE WORLD





QUESTIONS ?



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