



3
CLARITY
CONFIDENCE
CREATIVITY

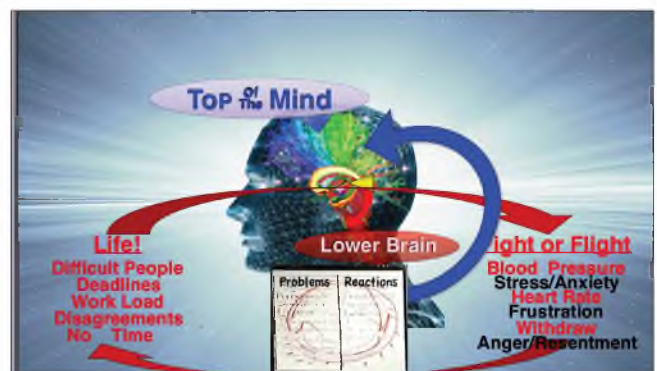
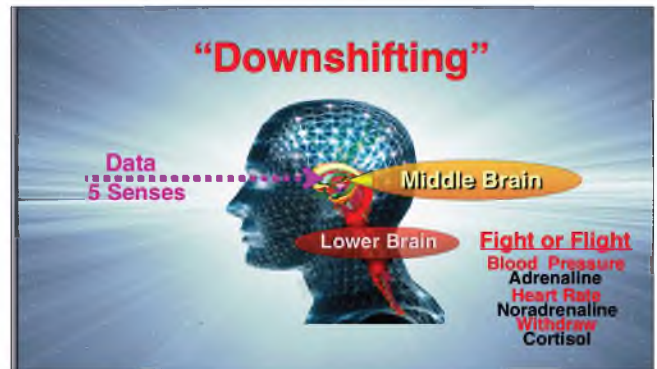
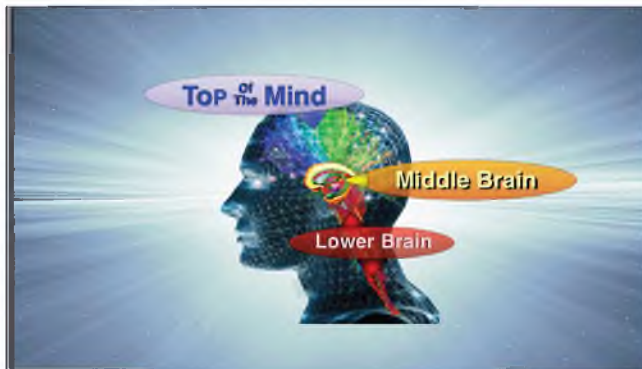
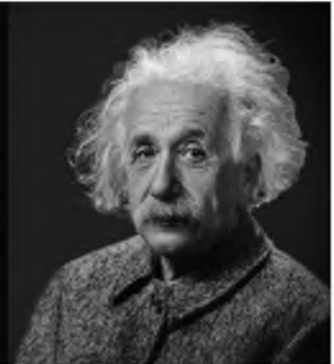


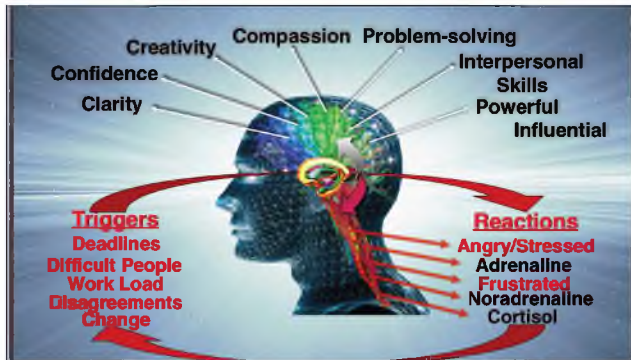
**Getting Others to Get It!
Using Emotional Intelligence
to be Heard & Understood**

Bill Crawford, Ph.D.

*"Problems cannot
be solved at the
same level of
awareness that
created them."*

Albert Einstein





"Until you make the unconscious conscious, it will control your life, but you will call it fate."

Carl Jung

5 Key Elements of EQ (Emotional Intelligence)

1. Self Awareness	} <i>How We Influence Ourselves</i>
2. Self Regulation	
3. Motivation	} <i>Getting others to shift from the resistant brain to the receptive brain</i>
4. Empathy	
5. Social Skills	

"Never tie your peace of mind to another person's state of mind!"

3
CLARITY
CONFIDENCE
CREATIVITY

**Clarity - (Awareness)
Confidence
Creativity**

3
CLARITY
CONFIDENCE
CREATIVITY

Real Problem


Lower Brain: Fight or Flight, Blood Pressure, Stress/Anxiety, Heart Rate, Frustration, Anger, Irritability

Middle Brain: (Labeled in diagram)

Upper Brain: List! Difficult People, Deadlines, Work Load, Disagreements, No Time

**Breathe – 5 by 5 or 4-4-4
Relax – On the exhale**

TOP ^{Of} The Mind



Lower Brain

How to Reduce Stress With Deep Breathing
Easy Instructions for Immediate Stress Relief

Pharma & Healthcare #LiveLong

How Breathing Calms Your Brain, And Other Science-Based Benefits Of Controlled Breathing

Decrease stress by using your breath

Just Breathe: Body Has A Built-In Stress Reliever

Breathing Techniques for Stress Relief

The Science of Slow Deep Breathing

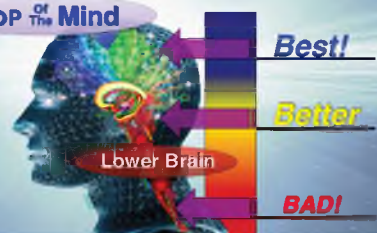
Harvard Health Publishing

frontiers in Psychology

Forbes

**Breathe – 5 by 5 or 4-4-4
Relax – On the exhale**

TOP ^{Of} The Mind



Best!

Better

Lower Brain

BAD!

**Breathe – 5 by 5 or 4-4-4
Relax – On the exhale**

**The Psychological Aspects
of Stress, Anxiety,
Frustration!**

The Power Of Questions!

**Questions Are The “Search Engine”
For The Brain!**

TOP ^{Of} The Mind

Questions!

SEARCH




Middle Brain

Lower Brain

**Our Problem Is That We Have
Been Asking BS Questions!**

Questions!

SEARCH



Brainstem



Breathe – 5 by 5 or 4-4-4
Relax – On the exhale
Ask – Top ^{of} The Mind Questions

TOP ^{of} Mind

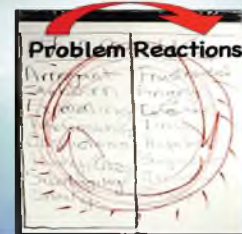


Four Neocortex Questions

- 1 Was this thought, emotion, or action chosen on purpose?
- 2 How's it working for me?
- 3 Is this the way I want to be defined?

**Are We Defining Who We Are?
Or... Are We Being Defined
By The Difficult People
And Situations We
Encounter?**

**When We Say
“ _____ Makes Me _____ ”**



**When We Say
“ _____ Makes Me _____ ”**

**We are giving the difficult
people & situations in
our lives the power
to define us!**

Solution?

**We Define Ourselves
From the Purposeful, Powerful
Part of the Brain!**



Four Neocortex Questions

- 1 Was this thought, emotion, or action chosen on purpose?
- 2 How's it working for me?
- 3 Is this the way I want to be defined?
- 4 Would I teach this way of being to my child, my children, or someone I love?

Breathe – 5 by 5 or 4-4-4

Relax – On the exhale

Ask – Top^{of} The Mind Questions

TOP^{of} The Mind



- Purposeful?
- Effective?
- Defines Me?
- Teach/Recommend?

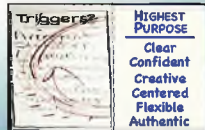
Breathe – 5 by 5 or 4-4-4

Relax – On the exhale

Ask – Top^{of} The Mind Questions

Imagine – Being this way

TOP^{of} The Mind



Breathe – 5 by 5 or 4-4-4

Relax – On the exhale

Ask – Top^{of} The Mind Questions

Imagine – Being this way

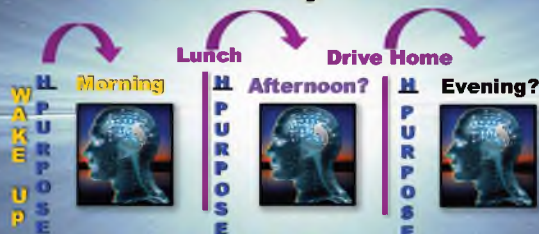
Notice – The Change

The BRAIN Model

TOP^{of} The Mind



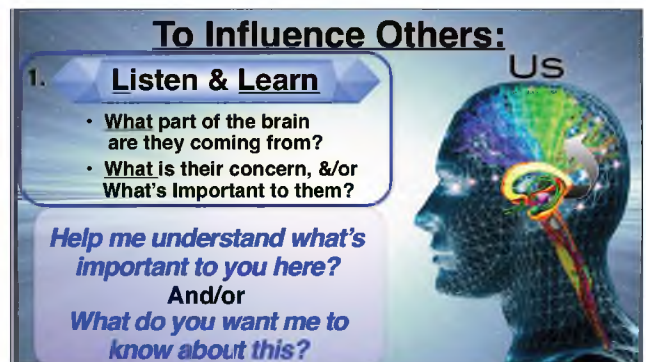
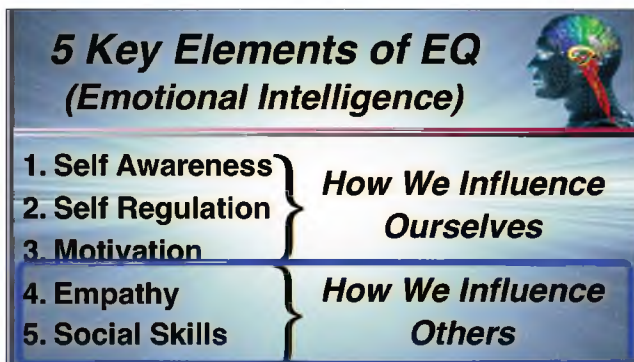
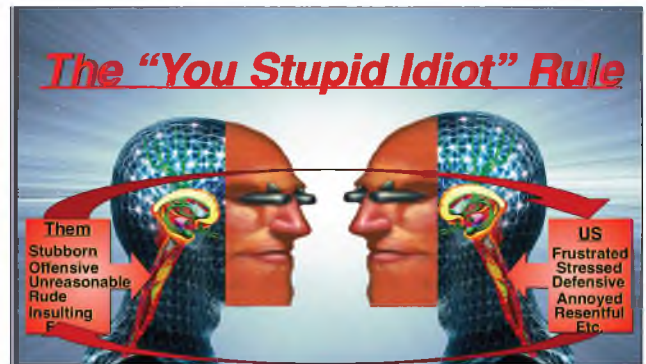
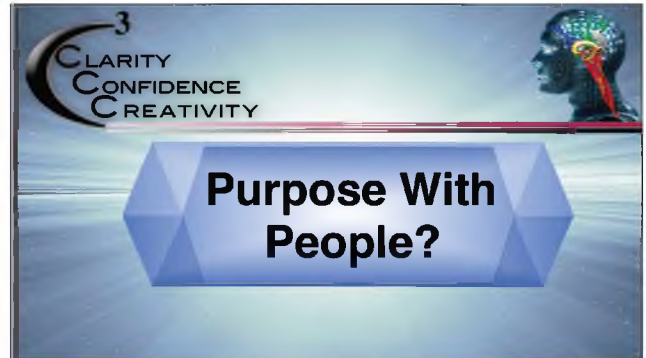
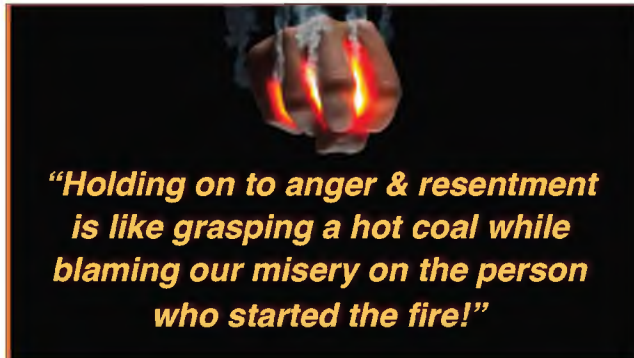
Divide the Day Into Thirds



5 Key Elements of EQ (Emotional Intelligence)

- | | |
|--------------------|------------------------------|
| 1. Self Awareness | } How We Influence Ourselves |
| 2. Self Regulation | |
| 3. Motivation | |
| 4. Empathy | } How We Influence Others |
| 5. Social Skills | |





“Wisdom is the reward we get for listening all those times we would have preferred to talk.”

Adapted from Doug Larson

To Influence Others:

1. **Listen & Learn**
 - What part of the brain are they coming from?
 - What is Important to them?
2. **Empathize**
 - What about this can you understand?

You must then communicate this understanding so that they no longer need to defend their perspective!



Questions Are The “Search Engine” For The Brain!



To Influence Others:

1. **Listen & Learn**
 - What part of the brain are they coming from?
 - What is Important to them?
2. **Empathize**
 - What about this can you understand?
3. **Ask Top Mind Q?**
 - What question about the solution or the future will help them shift?



The LEAP Model

1. **Listen & Learn**
 - What part of the brain are they coming from?
 - What is Important to them?
2. **Empathize**
 - What about this can you understand?
3. **Ask Top Mind Q?**
 - What question will help them shift?
4. **Problem-Solving**



Life from the Top of the Mind & Emotional Intelligence

1. Self Awareness
2. Self Regulation
3. Motivation
4. Empathy
5. Social Skills

