

Crescendo Connect Conversation – July 8, 2013

Presented by: Becky Gorman, PA, Coach

EMOTIONAL INTELLIGENCE AND RESILIENCE

Dial in Information:

- Tel: 1-267-507-0240
- Passcode: 657872

Materials for call:

- Slides Handout

Call Etiquette:

- Your phone line will be muted during the presentation.

- To ask a question,

PRESS 5*.

Thank you!

Unleash Your Resilience!



Live True. Lead True™ Leadership

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OBJECTIVES

- Understand the intimate dance between Emotional Intelligence and Resilience
- Learn signs to identify your red flags
- Learn tools for building resilience
- Begin your journey
- Awaken opportunities for community support



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Design Your Resilient Life

Living Your Best

Surely joy is the condition of life.

Henry David Thoreau



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Man never made any
material as
resilient as the human spirit.

--Bern William



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Emotional Intelligence matters.

What does the EQ-i^{2.0} measure?

- **Self-Perception** — Self regard, Self-Actualization & Emotional Self-Awareness
- **Self-Expression** — Emotional Expression, Assertiveness & Independence
- **Interpersonal** — Interpersonal Relationships, Empathy & Social Responsibility
- **Decision Making** — Problem Solving, Reality Testing & Impulse Control
- **Stress Management** — Flexibility, Stress Tolerance & Impulse Control

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Emotional Intelligence and Resilience

Crescendo Inc. asks –

Emotional Intelligence ...

What is it?

Why is it relevant?

Can it be cultivated?

And, Resilience ...

What is it?

Why is it relevant?

Can it be cultivated?



RESILIENCE is....

re·sil·ience –noun

1. the power or ability to return to the original form, position, etc., after being bent, compressed, or stretched; elasticity.
2. ability to recover readily from illness, depression, adversity, or the like; buoyancy.

Origin: 1620–30

“to spring back, rebound, to rebound, recoil



Resilience is our original state.

Buoyancy is our natural state.

A state of

Softness

Receptivity

+ we nurture it.

Openness

Alertness

Trust



Resilience is

Nature

Ability to:

- Be flexible**
- Recover**
- Rebound**
- Adjust easily**

Nurture

Requires:

- Determination**
- Patience**
- Capacity**
- Tenacity**
- Commitment**



Qualities of Resilience

- Persistence
- Endurance
- Innovation
- Capacity
- Agility



- Courage
- Patience
- Adaptability
- Centeredness
- Visionary



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Resilience also is.....

- A Mindset.
- Trust. An internal state of trust in oneself on all levels - mind, heart, body, being.
- A practice.
- A choice of perspective or viewpoint.
- Available to everyone.
- Showing up.
- Ability to give and receive.
- Loving, kind, and receptive.



WHY IT MATTERS.....

- *You're Human !:* Makes you a happier, healthier human being, a better partner, friend, and fellow human.
- *Mental Clarity:*
 - Increases cortical thinking – People think more clearly (Cortical Facilitation)
 - Enhances clarity and emotional management
 - Optimizes cognitive performance, decreases errors and increases efficiency



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WHY IT MATTERS.....(cont.)

- **Emotional Strength:** Increases emotional buoyancy. Decreases depression, anxiety, and hostility. Stops the cascading into unwanted emotions.
- **Relational Capacity:** Improves communication.
- **Physiological Health:** Reduces overall psychological distress, anger, fatigue, anxiety, and type-A behavior, accompanied by **marked improvements in total cholesterol, glucose, diastolic and systolic blood pressure.**
- **Work Effort:** Increases productivity, motivation, goal clarity, and perceived manager support. Reduces health care and absentee costs.



Emotional Intelligence & Resilience

Emotional Intelligence

- Mindful
- Self-Aware
- Choiceful
- An Ongoing Practice
- Centered
- Self-Listening
- Balance
- Open Receptivity

Resilience

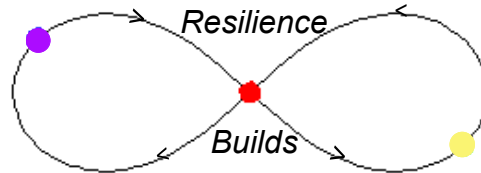
- Emerges from
 - Living Mindfully
 - Living Self-Aware
 - Making Choices, not victim
 - Allowing Buoyancy
 - Acting from Listening
 - Equanimity an balance
 - Being Present



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*As We Cultivate & Increase
Our Emotional Intelligence*



*Action: We make more
Conscious Choices*



And... sometimes things get in the way....

- * Stress and Pressures
 - External: Outside imposed
 - Internal: Self-imposed
- * Beliefs
- * Experiences
- * Messages
- *Our Stories.



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Build a Stronger Self

Before you need it !

Cultivate, Nurture, Nourish,
... Yourself First ...

The rest will follow.

- More Balanced Interpersonal Relationships
- Social Support and Engagement
- Empathy for self and others



Red Flags - Yikes!



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The Path to Home

There's not just one way to build Resilience.
However, there is *YOUR* way.



Brief Exercise: "The Here and Now"

Body & Breath

Mind – Emotion – Being



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Tip #1 *Practice Tuning In*

Develop a *regular* practice of checking in with yourself. Pause, ask, notice....

‘What’s happening in my Mind-Body-Spirit-Emotion?’

- How am I doing right here, right now?
- What’s my state of being, right now?
- What’s happening in my body?
- What emotions are up?
- What is my deepest Self saying to me?



Tools for Tuning In

Pause

Breathe

Allow

Accept

Acknowledge

Notice

Choose



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Tip #2 *Make it real. Get to know yourself.*

Take Home Exercise:

Step 1. *Gather.* Over the next 2 weeks, live with these 2 questions.
Keep a notebook and jot down *everything* you notice for each list.

- *What Energizes You?*
- *What Depletes you?*

Step 2. *Listen.* -- *To your body and heart. What stands out for you!?*
Select 1-2 things from either or both lists that would mean the most to you to shift. What do you care most about right now?

Step 3. *Create.* --*Your practice.*
Select 1-2 approaches that work best for you for shifting each of these



Tip #3 *Create community.*

Transformative change needs support.

- Who do I need in my circle?
- What do I want from my circle?
- What do I need from my circle?
- What can I receive?
- What can I to give?



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Tip #4 Daily Bookends

- **Intention:**

At the beginning of each day, set your intention ...

How do I intend to show up today?

- **Reflection:**

At the end of each day, take a moment to ask and notice...

How was I resilient today?



Areas of Resilience

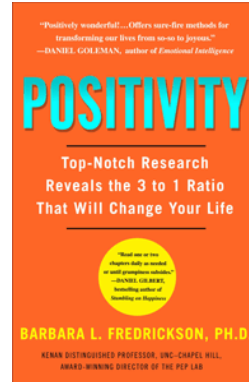


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Role of HAPPINESS & POSITIVITY

- POSITIVITY: 3 to 1
- Positivity is in the Moment or Fleeting
BUT --- It accumulates over time
- Over time, we experience the greater impact
- An upward spiral
- Take a [Positivity Test](#) by Barbara Fredrickson!



--Barbara Fredrickson's work



"Do your little bit of good where you are;
it's those little bits of good put together that
overwhelm the world."

--South African Archbishop Desmond Tutu



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What's Next?

- **Crescendo Connect Conversations**
 - Sept 9 – Visioning Emotionally Intelligent Leadership
 - Nov 12 – EI and Crucial Conversations
- **EQ-i^{2.0}/EQ360 Certification**
 - Sep 10, 12, 17 & 19 (NEW – Virtual Training!)
 - November 5 & 6 (In-person Training)



Thank you for the Conversation!



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