


Emotional Intelligence and Resiliency

Crescendo Connect – June 10, 2020

Presented by Shannon Murphy Robinson, CEO BrainSkills@Work



Emotional Intelligence and Resiliency:
Helping Your Brain Navigate Uncertainty

Presented by:
Shannon Murphy Robinson
CEO, BrainSkills@Work
smr@brainskillsatwork.com
June 10, 2020

Zoom Conference

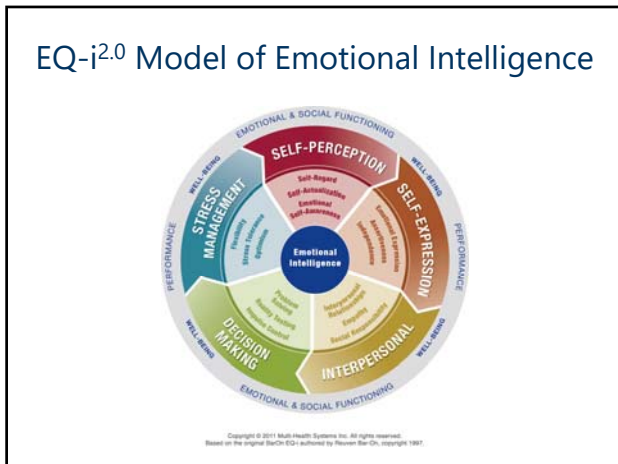
- See Calendar Invite for Login information
- Materials for call
- Slides Handout
- EQ-i2.0 Model

Thank you!




RESILIENCE

- Building skills to manage emotions and thoughts in the moment
- Consistently making in the moment choices helps build new neuropathways that improve our overall ability to be resilient



What can make it challenging to be resilient for you personally?

- A. Fear
- B. Uncertainty/Lack of Predictability
- C. Lack of Control
- D. Feeling Depleted/Low Reserves



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The Defensive Brain



→ **DEEPLY WIRED FEAR CIRCUITRY**




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SOCIAL THREATS

SAFETY CONTROL CERTAINTY STATUS FAIRNESS


Adapted D. Rock



UNEXPECTED CHANGE



WORRY



TURBULENT TIMES

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Lower Brain Reactions

- Reduced access to prefrontal cortex
- Perceptual narrowing and decreased ability to see options
- Increased "automatic" reactions
- Increased confidence that you are right
- Amygdala low resolution & accidental connections
- Increased defensiveness and tendency toward negativity

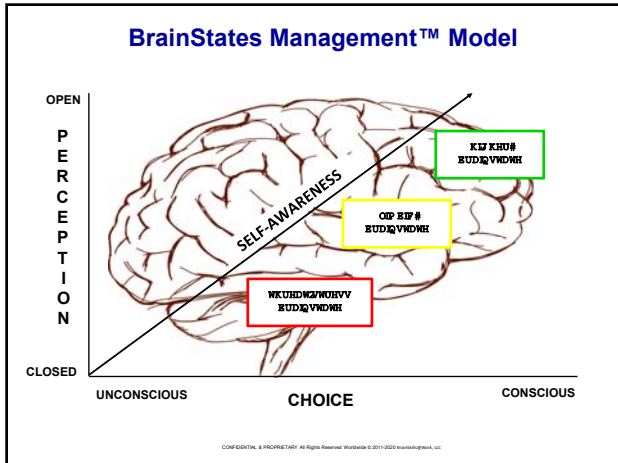
What's the impact on our emotional state and ability to be resilient?

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2 Key BrainSkills

Skill # 1
Recognize Your BrainState

Skill # 2
Shift to the Higher Brain

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#1. Recognize Your BrainState

Learn to Notice Cues:

- Physical Cues
- Emotional Cues
- Thinking Cues

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BrainStates Awareness Cues Chart

Threat/Stress BrainState	Limbic BrainState	Higher BrainState
Physical Body Cues Increased heart rate Rapid breathing Sweating Clenched jaw and teeth Tight gut Tense shoulders / neck Tense facial muscles	Physical Body Cues Similar to threat stress but less intensity Breathing is more shallow Talking more than listening Tight gut Tense shoulders / neck Inconsistent facial expression	Physical Body Cues Relaxed muscles Even breathing, lower diaphragm Calm demeanor Normal heart rate Relaxed facial expression
Emotional Cues Strong "negative" emotions such as anger, resentments Blame feelings on others Feel victimized	Emotional Cues Increasing negativity Uncertainty Low level anxiety, worry or fear Feel overwhelmed Lots of different feelings at once	Emotional Cues Happy Contentment Motivated Peaceful Sense of well being
Thinking Cues See things as others' fault See few if any options Either / or thinking Judgments and blaming Negative reactions to opposing views	Thinking Cues Unaware of negative thoughts and judgements Tendency to caught in thought/feeling loops Tendency to focus on the negative	Thinking Cues Open minded Look for new possibilities Positive, goal oriented Proactive Curious Encourage and appreciate multiple perspectives

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#2. Shift Your BrainState

Tools and Strategies

In the Moment

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In the Moment Tools

- Pause and breathe intentionally
- Engage short term memory
- Ask yourself questions that can help shift
- Consciously engage appreciation and positive emotions


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"Positive emotions fuel brain processes that build resilience, broaden thinking, and increase overall health."
- Dr. Marco Iacoboni



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Latest Findings: Positive Emotions

- Stabilize the Higher Brain
- Improve Cognitive Functioning
- Support Optimism and Curiosity
- Increase Empathy and Compassion
- Open-mindedness
- Support Motivation and Engagement
- Are Particularly Contagious
- Health and Vitality
 - lower blood pressure
 - immune system health
 - cortisol reduction
- Reduces Depression



Quiets the fear circuitry in the brain

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Strengthening Our Ability to Sustain Positive Emotions

Exercise: Lock-In

1. Relaxed Position
2. Take 3 Slow Inhales and Exhales
3. Draw Attention to Heart Area
4. Recall a Positive Experience / Feeling

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Resources



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Thank you!

*You are strong.
You are resilient.
You CAN handle it.*

Shannon Murphy Robinson, CEO
BrainSkills@Work
612.803.7853 • smr@brainskillsatwork.com

Lisa Griebel, President
Crescendo Inc.
612.718.4389 • lgriebel@crescendoinc.com
www.crescendoinc.com

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