

Eliminate Your Management Frustrations

Using Your Mind NOW!

terri@TerriNorvell.com ... 303.475.5456

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1



2

Science Based Leadership

1. Why you care
2. Your brain
3. Tools
 - Amygdala Hijack
 - Away & Toward Language
 - Solution Thinking

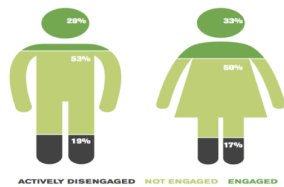


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3

Current Reality @ Work

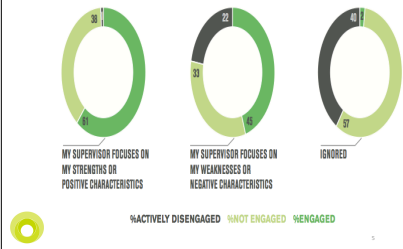
70% of Workers are Not or Actively Disengaged



2016 Gallup Survey Results

4

Supervisor Impact on Engagement



5

WHEN ORGANIZATIONS SUCCESSFULLY ENGAGE THEIR CUSTOMERS AND THEIR EMPLOYEES, THEY EXPERIENCE A

240%

BOOST IN PERFORMANCE-RELATED BUSINESS OUTCOMES COMPARED WITH AN ORGANIZATION WITH NEITHER ENGAGED EMPLOYEES NOR ENGAGED CUSTOMERS.

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3 Drivers of Motivation Daniel Pink - 'Drive'



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7

Your Brain: A Miracle of Creation



- Process over 400 billion bits of info every second!
- Aware of about 2000 bits of data
- What you focus on matters
- Essential understanding for business & life

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8

Your Brain in ACTION!



NeuroPlasticity: The brain is always changing...has the ability to rewire and create new circuits

NeuroRigidity: only using memories, never learning from experience, same thoughts and actions... expecting different results

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9

Neocortex - Thinking Brain



- **Crowning Achievement – 40% of the brain**
- Conscious Thinking - 5% Free Will
- Executive decision maker - Intention!
- Limited processing capacity: 1-3 events at a time
- **Aware of yourself - if you take the time to notice**

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Cerebellum - Hind Brain



- **HABITS** - learned, memorized by repetition
- Servant that executes thought from Neocortex
- Takes over the body for natural 'subconscious processes'
- Multi-tasking

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11

Midbrain - Feeling Brain



- 80 times faster than Neocortex - why feelings are important
- Regulates many internal states - body temperature, blood pressure, digestion, hormone levels...
- **Dopamine**/pleasure - move toward
- **Adrenaline**/fight - move away

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12

TOOL 1: Amygdala Hijack - Survival *Impedes & Sabotages Performance*

Signs:

1. Strong emotional reaction
2. Sudden onset
3. Post realization if reaction inappropriate
4. Period of time to regain composure



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13

Amygdala Triggers @ Work

1. When did you or someone in your life have an **Amygdala Hijack**?
2. What was the situation?
3. What were your/their actions?
4. What was the outcome?



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14

5 Top Amygdala Triggers @ Work

1. Condescending & lack of respect
2. Being treated unfairly
3. Being unappreciated
4. Feeling that you are not being listened to or heard
5. Being held to unrealistic deadlines



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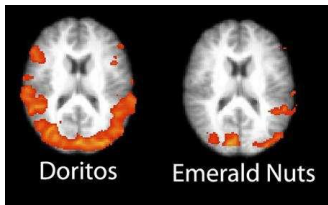
15

Amygdala is Hijacked to Survive!



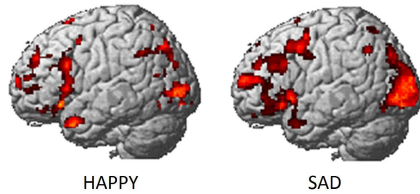
16

fMRIs show what's going on in the brain:



17

The Brain Responds to Emotions & Thoughts



18

Human Performance Curve



19

Situations Don't Cause Feelings or Stress

Situations – even dramatic ones like a car coming through a wall, bankruptcy, divorce, death, economic recession...cannot directly cause a feeling of any kind until the brain interprets and creates a story about the situation. So we can only be overwhelmed by our THOUGHTS about something...never the thing itself.

'If you are distressed by anything external, the pain is not due to the thing itself, but rather to your own estimate of it. And this you have the power to revoke at any moment.'
Marcus Aurelius (121-180)



STRESS is optional!

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20

Amygdala Hijack

Regaining Composure Tools

Awareness #1

1. **Breath** - deep, full breaths
2. **Wiggle** - wiggle your toes & fingers
3. **Move** - get to a different space
4. **Thoughts** - positive mantra
5. **Repeat** - over & over...



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21

Single Focus



- | | |
|---|--|
| <p>Survive</p> <ul style="list-style-type: none"> • Frustration • Protection • Pain • Fear/Anger • Sadness • Selfish • Arrogance <p><i>Adrenaline</i>
<i>Cortisol</i></p> | <p>Thrive</p> <ul style="list-style-type: none"> • Freedom • Growth • Pleasure • Joy • Happiness • Selfless • Compassion <p><i>Serotonin</i>
<i>Dopamine</i></p> |
|---|--|

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22

Mind can Only Focus on 1 Thing!



Focused Attention - is key to making neural connections from data to remembering

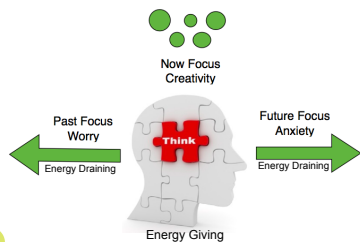
Present Moment - awareness and attention or no brain connections & no stored memory

Multi-Tasking is not your brain's friend!

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23

Focus is Key



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24



25

**Performance Drivers:
Toward or Away Language**

SCARF Model of Social Threats & Rewards by David Rock

26

Away Language:
threat response

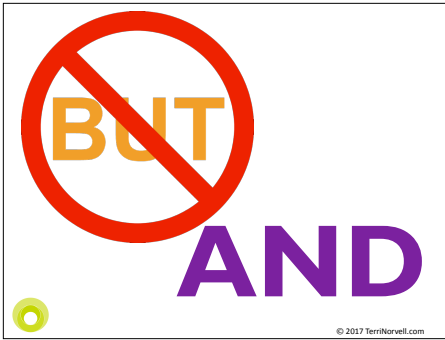
1. What were you thinking?
2. No....
3. Really?
4. Why...
5. ...but...
6. Can't
7. Don't
8. Should / shouldn't
9. That was stupid
10. ...

27

Toward Language:
desired, reward response

1. That's great
2. Please...Thank You
3. Nice idea
4. Good job
5. Consider it done
6. Let's think this through
7. How can I assist you?
8. I appreciate YOU

28



29



30

Teach Solution Thinking

1. What's the situation?
2. What are your possible solutions?
3. What do you recommend?
4. What happened? Report back...

A small green circle is in the bottom left corner.

31

THINKING
(thoughts & beliefs)
+ Feelings
+ Actions =
RESULTS/LIFE.

A small green circle is in the bottom left corner.

32

Activity: Your Mind in Action

Identify one thing in your current reality to change.



1. What **thoughts** do you have about this? What are you saying to yourself?
2. What **feelings** do you have?
3. How do you **act**?
4. How do you **show up** in life? How do others see you in relation to this?
6. What are your **results**?



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33

Using Your Mind to *Understand & Inspire* yourself & others!



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34

What would help you now?

Feed-Forward vs. Feed-Back

1. I would like to be a better _____.
2. Thank You!



35

Benefits of Feed Forward

1. We can change the future...not the past
2. Focuses on solutions...not problems
3. Not taken as personally...focus on the performance not the person
4. Reinforces the possibility of change vs. feeling of failure
5. Most hate getting and giving negative feedback

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36

My ACTION Plan!

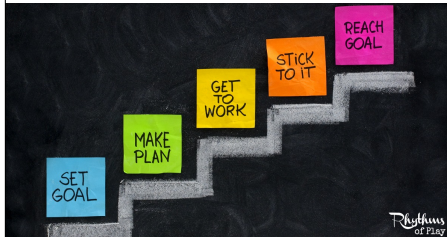
1. How will you use your mind differently?
2. How will you change your words?
3. How will you teach thinking?



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37

21 Days - Awareness
40 Days - Habit
90 Days - Behavior



38



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39
