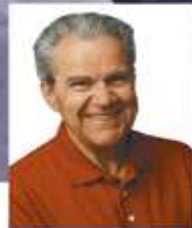
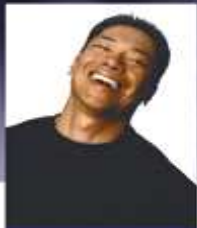




INSTITUTE *for* HEALTH *and* HUMAN POTENTIAL

Redefining Leadership

What Highly Effective Leaders Do



The Institute for Health and Human Potential is a training and development company that focuses on increasing emotional intelligence in individuals and organizations. IHHP's expertise is sought by Fortune 500s, the world's top business schools, professional athletes, and Olympic medalists. This year, IHHP will deliver its programs on four continents using:

- 360 feedback
- Experiential training and development programs
- Powerful keynote addresses

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INSTITUTE *for* HEALTH *and* HUMAN POTENTIAL

Outline

1. How do we move our careers and this organization to the next level?

2. Traps:

3. Tools:

Intention



Self-Evaluation

For each question, please answer according to the following process:

1. Rate yourself (X)
2. Do you think your boss (B) would rate you higher or lower and why?
3. Do you think your spouse (S) (significant other, child or close friend) would rate you higher or lower and why?

Example: I get home from work on time.

1 _____ S _____ X _____ B _____ 10

Why? Given my job I do pretty well, but my spouse still thinks I spend too much time at work, and my boss wouldn't mind if I stuck around a little longer.

1. I freely admit to making mistakes.

1 _____
10 _____
Low _____ High

Why?

2. I pay attention and listen without jumping to conclusions.

1 _____
10 _____
Low _____ High

Why?

3. I engage in difficult conversations.

1 _____
10 _____
Low _____ High

Why?

Relationships: Where We Are Most at Risk

Do you ever face this?

Sometimes you'll get a resource for your team, but in the resource's mind, all they're doing is attending your meetings; they are not really doing any work.

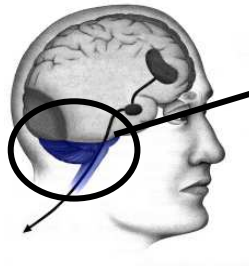
At some point in the project they have to do the work, and that is when they get their head around the project for the first time. That's also when they discover it's not three steps, it's twelve.

You are not the only one who faces this

- **80%** of leaders routinely experience this problem.
- Only **14%** are able to hold a difficult conversation in an effective way.

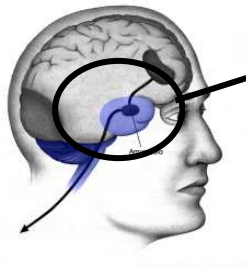
The Consequence:

- **82%** missed their deadline
- **73%** of these projects went over budget
- **77%** failed to meet quality or functionality
- **69%** of the time team morale was damaged



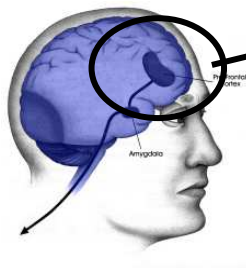
Brain Stem

- Basic Functions
- Breathing
- Heart Rate



Amygdala

- Allowed us to learn for the 1st time
- Site of emotional memory
- Answers the critical question of human survival: Do I eat it, or does it eat me?



Neo-Cortex

- IQ resides here
- Site of working memory

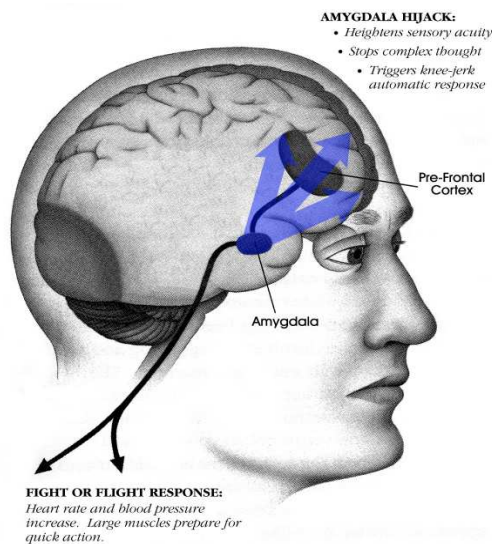
The Law of Hardwiring

Emotion comes before thought.

We feel before we think.

The Effects of Strong Emotions:

An Amygdala Hijack



Hallmarks of an Amygdala Hijack:

1. Sudden/ unexpected
2. Against your will
3. Forceful

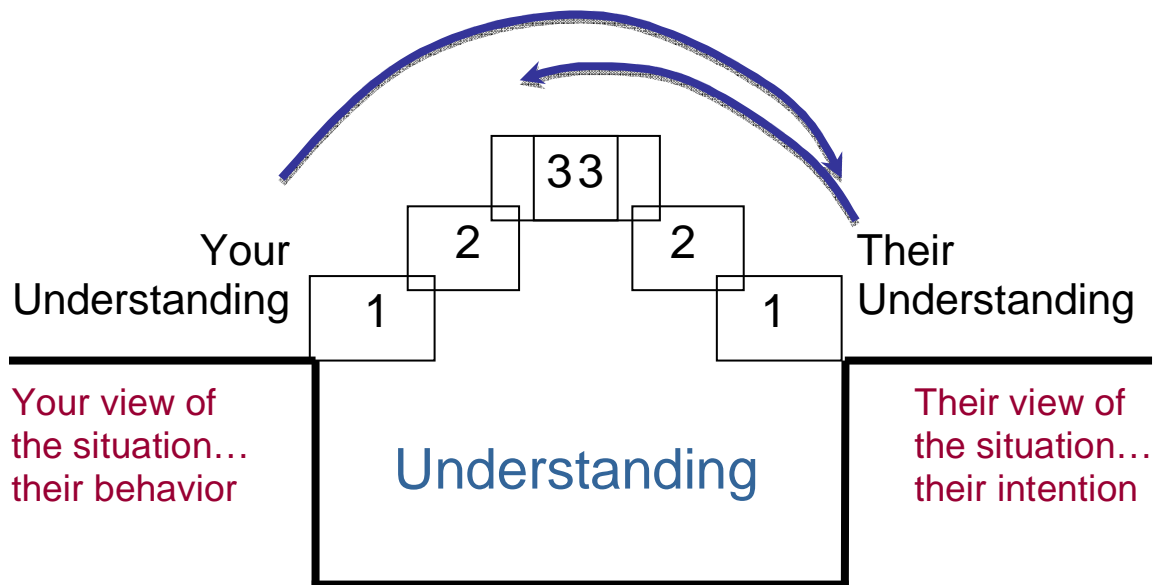
Amygdala Hijack results in:

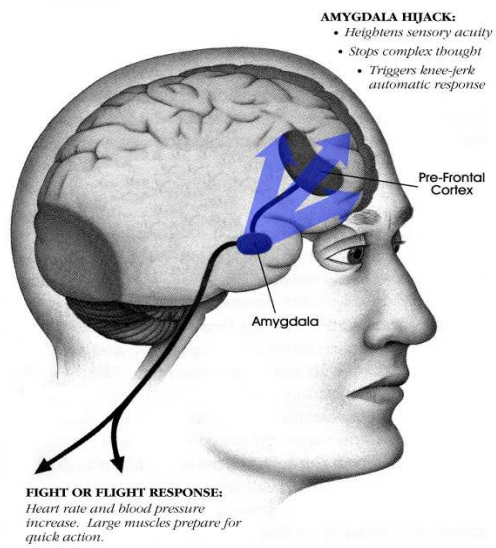
1. Decrease in working memory
2. Toxicity-chemicals released
3. Brain neurons erode



Emotional Connection

Strategy: Building Bridges





S



O

S



Strong Emotions: Effects on Performance

Impulse Control & Destiny – The Marshmallow Test

Age (in years)	The Group That Waited		The Group That Couldn't Wait	
4	<ul style="list-style-type: none"> Exhibited increased impulse control 	<ul style="list-style-type: none"> Exhibited decreased impulse control 		
18	<ul style="list-style-type: none"> Scored 210pts higher in SAT's 	<ul style="list-style-type: none"> Fell apart under stress Picked more fights Less able to resist temptation in pursuit of goals 		
28	<ul style="list-style-type: none"> Better able to concentrate Able to form closer relationships Greater impulse control in the face of frustration 	<ul style="list-style-type: none"> More easily distracted under stress Difficulty delaying gratification Less cognitive ability Poor impulse control 		

Evaluation

Presentation to: International Spa Association **Date:** October 4, 2009

Overall, how would you rate Dr. JP Pawliw-Fry's presentation?

Excellent *Very Good* *Good* *Fair* *Poor*

Do you feel that the information presented was valuable to you?

Yes *No*

Would you recommend this program to others in your organization?

Yes *No* *Name:* _____ *Company:* _____ *e-Mail:* _____

Would you like to attend a more extensive emotional intelligence training and coaching program?

Yes *No*

Do you have any specific comments for JP?

The Institute for Health and Human Potential is a research and learning organization with expertise in the fields of human behavior, performance and leadership. Using a blended learning approach, we provide 360 feedback, training programs, one-on-one coaching and e-learning to create lasting behavior change.

To find out more about IHHP's services and to stay up-to-date on new research and developments in this exciting field, please complete the information below and leave it on your chair or table.

Please send me the following:

- Leaders Update* Newsletter
- Our White Papers
- Information on having JP present at my organization
- Information about our upcoming webinars
- Information and schedule of upcoming public programs in your area
- Information on EQ CD's/Books/e-Learning

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Company: _____

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City: _____ State: _____ Zip: _____

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