



# **Resiliency for Better Performing Teams**



Personal Leadership Coaching

Corporate Training

Performing Under Pressure

The Three Conversations of Leadership

WORK | LIFE | SPORT | SCHOOL

**Jo-Ann Pawliw**





INSTITUTE *for* HEALTH *and* HUMAN POTENTIAL

 HeartMath<sup>®</sup>

So...

What's getting in the way?

## Change Webinar Pre Survey

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1. **91% of people agreed or strongly agreed** that they are feeling pressure from the amount of change they face
2. **Only 5% of people strongly agreed** they feel equipped to handle the pressure

## IHHP'S RESEARCH

In our study of 12,000 people,  
the bottom 90% performers had a haphazard approach  
for dealing with the pressure of change.

**The top 10% had a plan and strategies to  
perform under pressure**

# Objectives:

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## Managing the “O’s”

- Ourselves
- Others
- Our Communication

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- **Ourselves**
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# The Resilience Advantage™

Skills for Personal  
and Professional  
Effectiveness

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Expanding Heart Connections





# The HeartMath System is Used by:

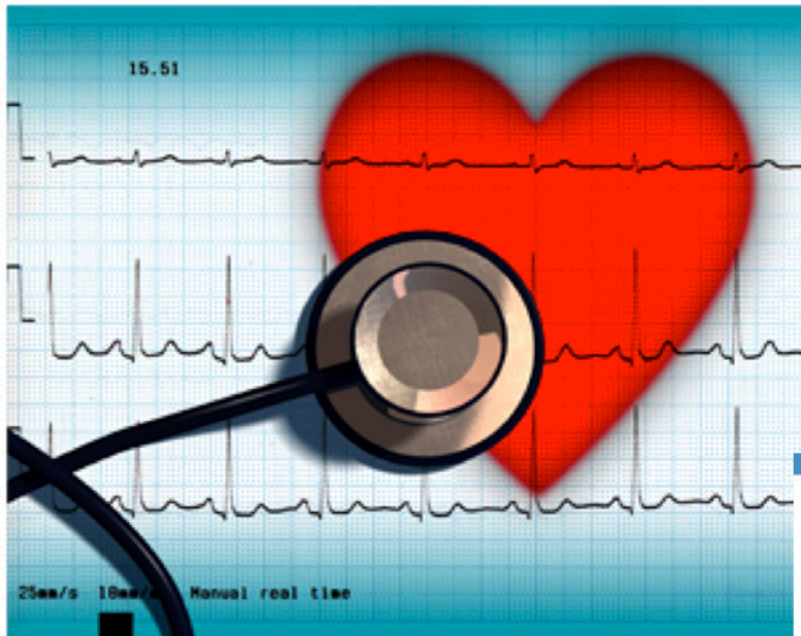
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- Hospitals and Health Professionals
- Businesses
- Police, Fire, Corrections
- Schools, Universities, Nonprofits
- Professional Athletes/Olympic Teams
- Military, Special Forces





# Published Research



AMERICAN  
COLLEGE of  
CARDIOLOGY

ALTERNATIVE THERAPIES  
IN HEALTH AND MEDICINE  
A PEER-REVIEWED JOURNAL • JUL/AUG 2010 • VOL. 36, NO. 4  
FOUNDATIONS OF HEALTH AND WELLNESS A SPECIAL ISSUE ON COHERENCE  
COHERENCE: BRIDGING PERSONAL, SOCIAL AND GLOBAL HEALTH • A REVIEW  
COST EFFECTIVENESS/COHERENCE • PTSD/COHERENCE • ADHD/COHERENCE  
COHERENCE OF COHERENCE • CONVERSATIONS/MAI-WAN HO, PHD

The  
American  
Journal  
of  
Cardiology



Edited by  
Bengt B. Arnetz, Rolf Ekman  
**Stress  
in Health and Disease**



NOVEMBER 15, 1995

Primary Artery Disease	993	Staffs	1009
Rhythmics and Conduction Disturbances	1040	Brief Reports	1064
Isolated Heart Failure	1045		
Isolated Heart Disease	1049	Case Reports	1099

Elsevier Health, Inc., a Reed Elsevier Company, Philadelphia, PA

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# Resilience



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# Resilience

The capacity to prepare for, recover from and adapt in the face of stress, challenge or adversity.

*You can learn to build your resilience capacity and sustain your energy.*




# One Word

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**What word describes you when you are at your best at work?**

**What does it feel like when you are at your best?**

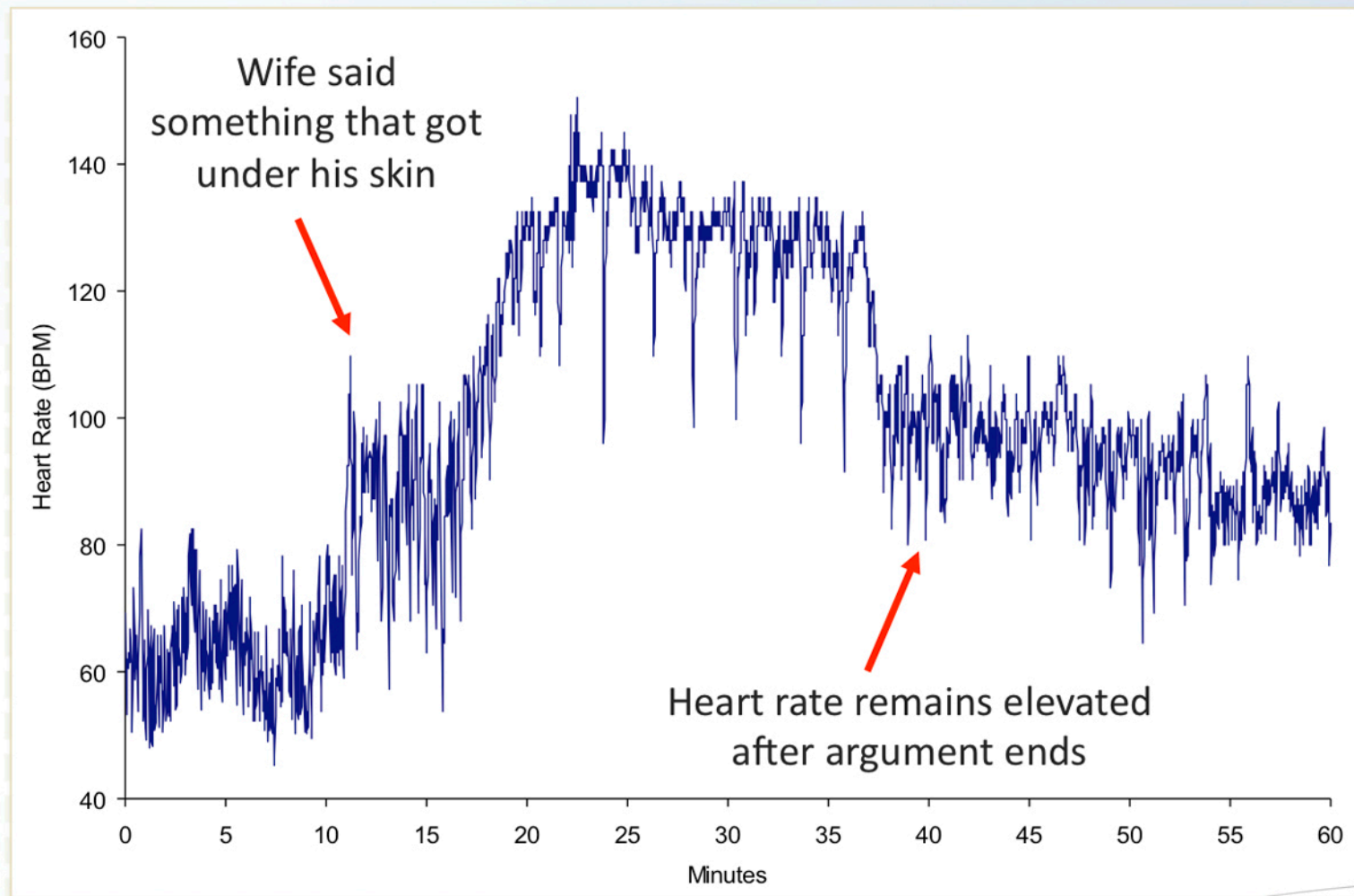




Basically, we are “energy systems”  
that expend and renew energy.



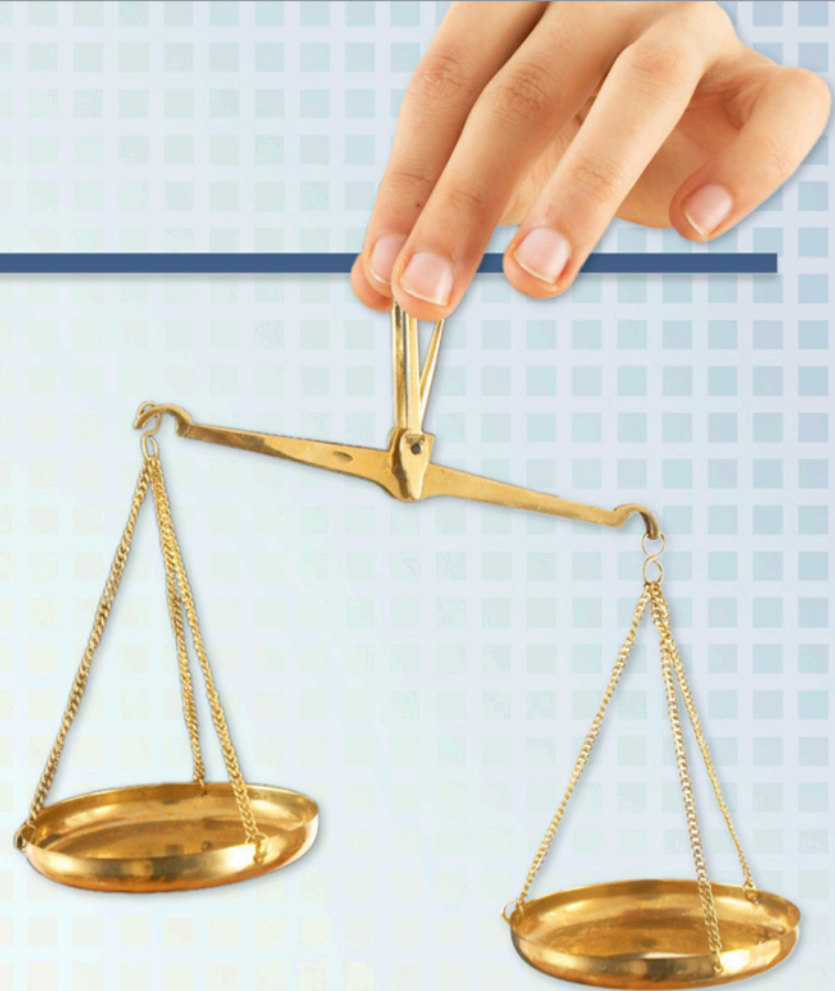
# Husband and Wife Arguing



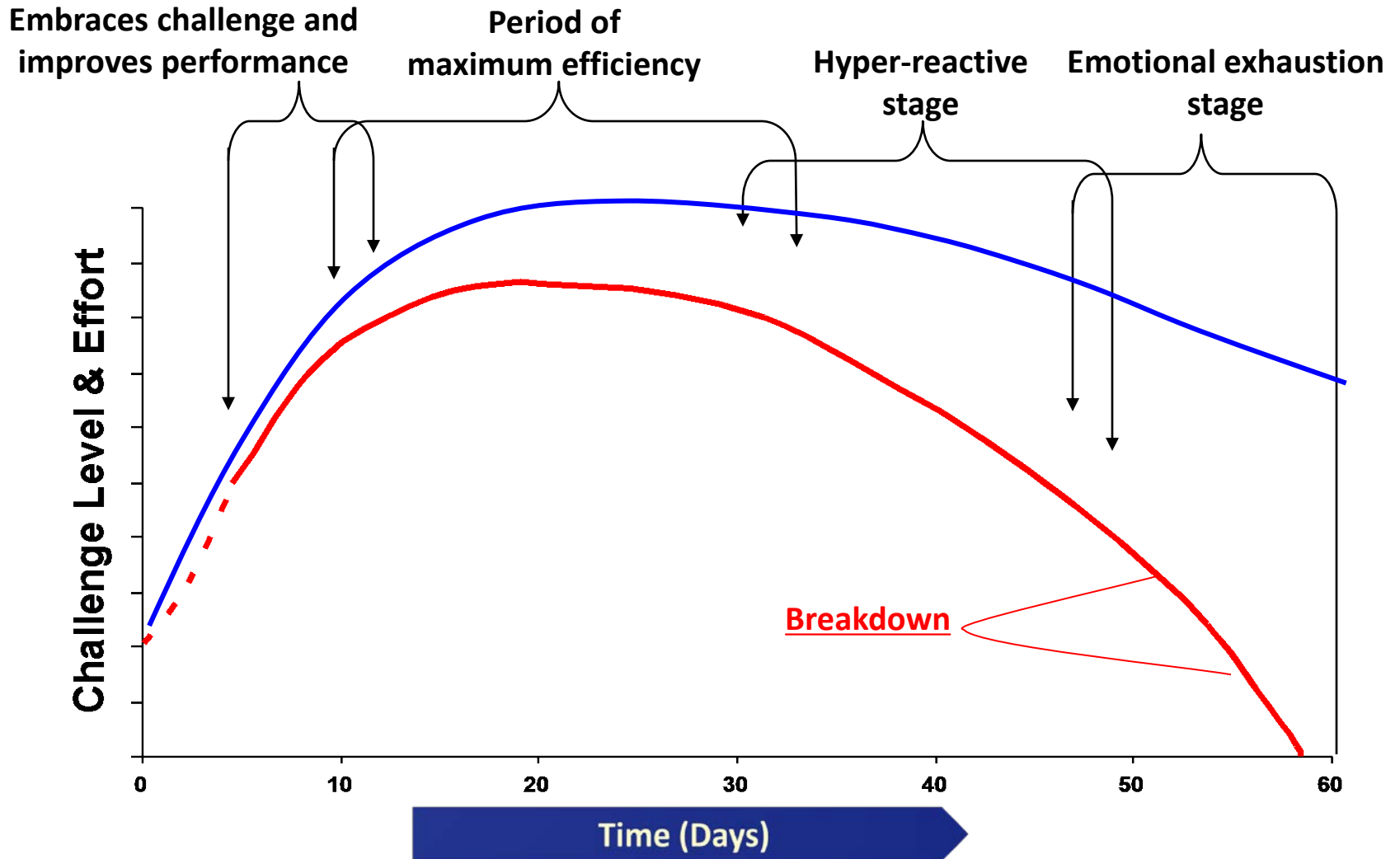


# Energy Balance

Constant energy expenditures without the balance of adequate rest and recovery lead to burnout, errors, health challenges and diminished performance.



# Stress, Resilience and Performance







# A Short Movie



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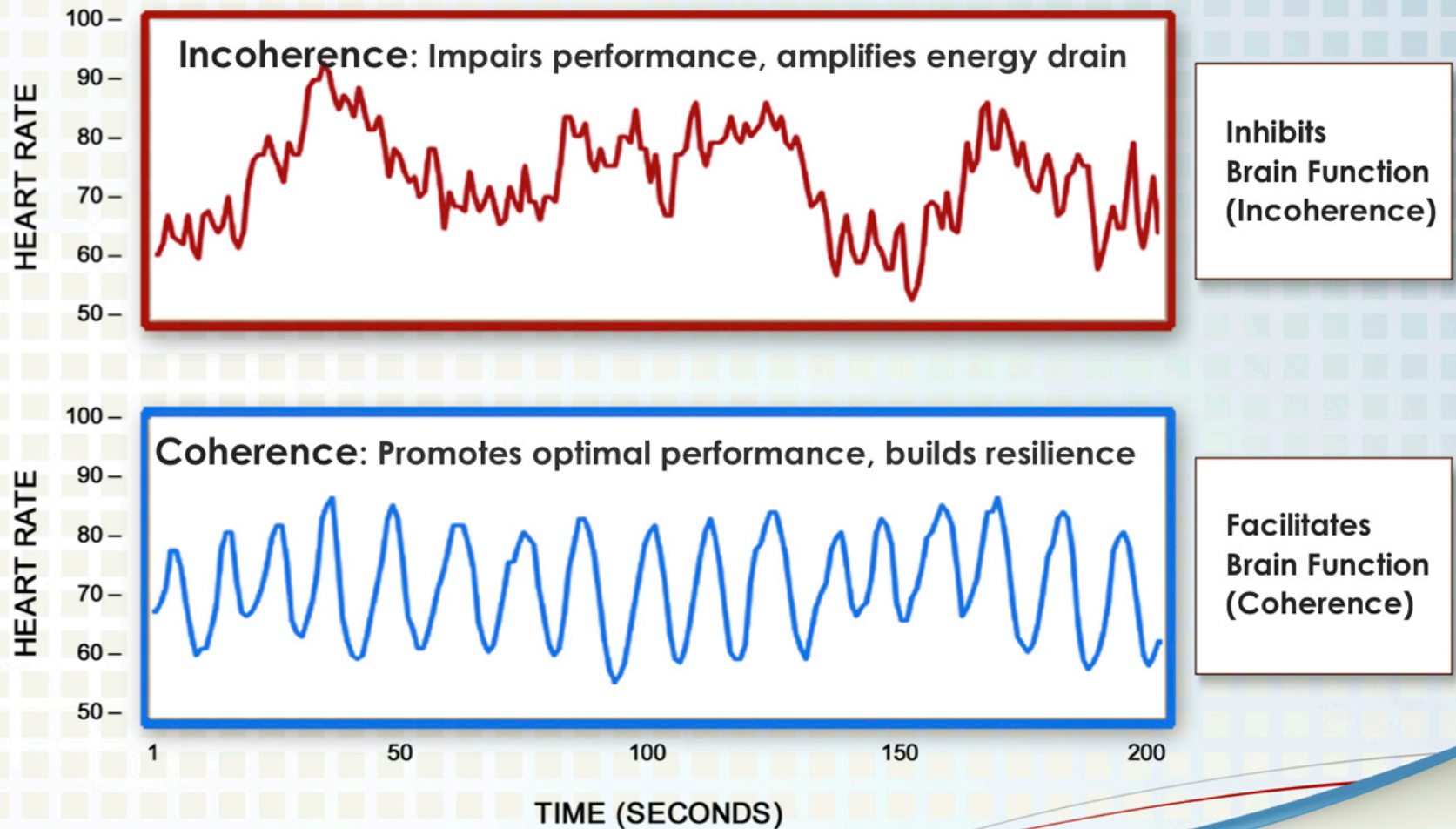


# Emotional Soundtracks



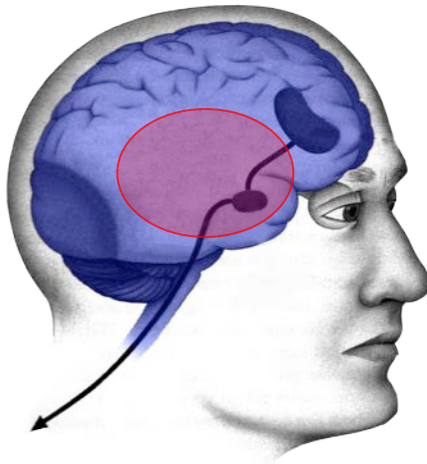


# Emotions and Heart Rhythms



# TWO SYSTEMS

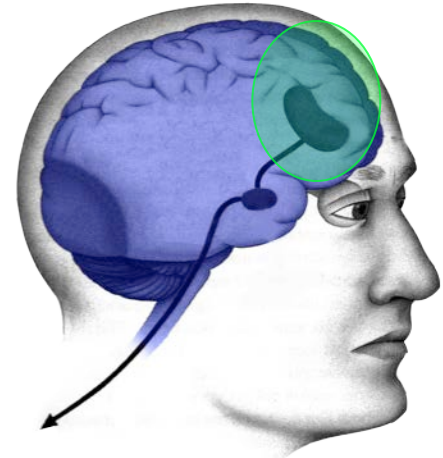
Limbic  
System



Feeling  
Mind



Cognitive  
System

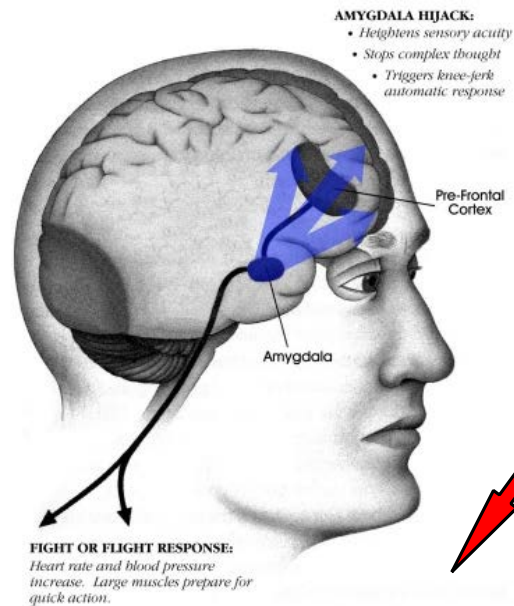


Thinking  
Mind

# An Emotional Hijack Results In...

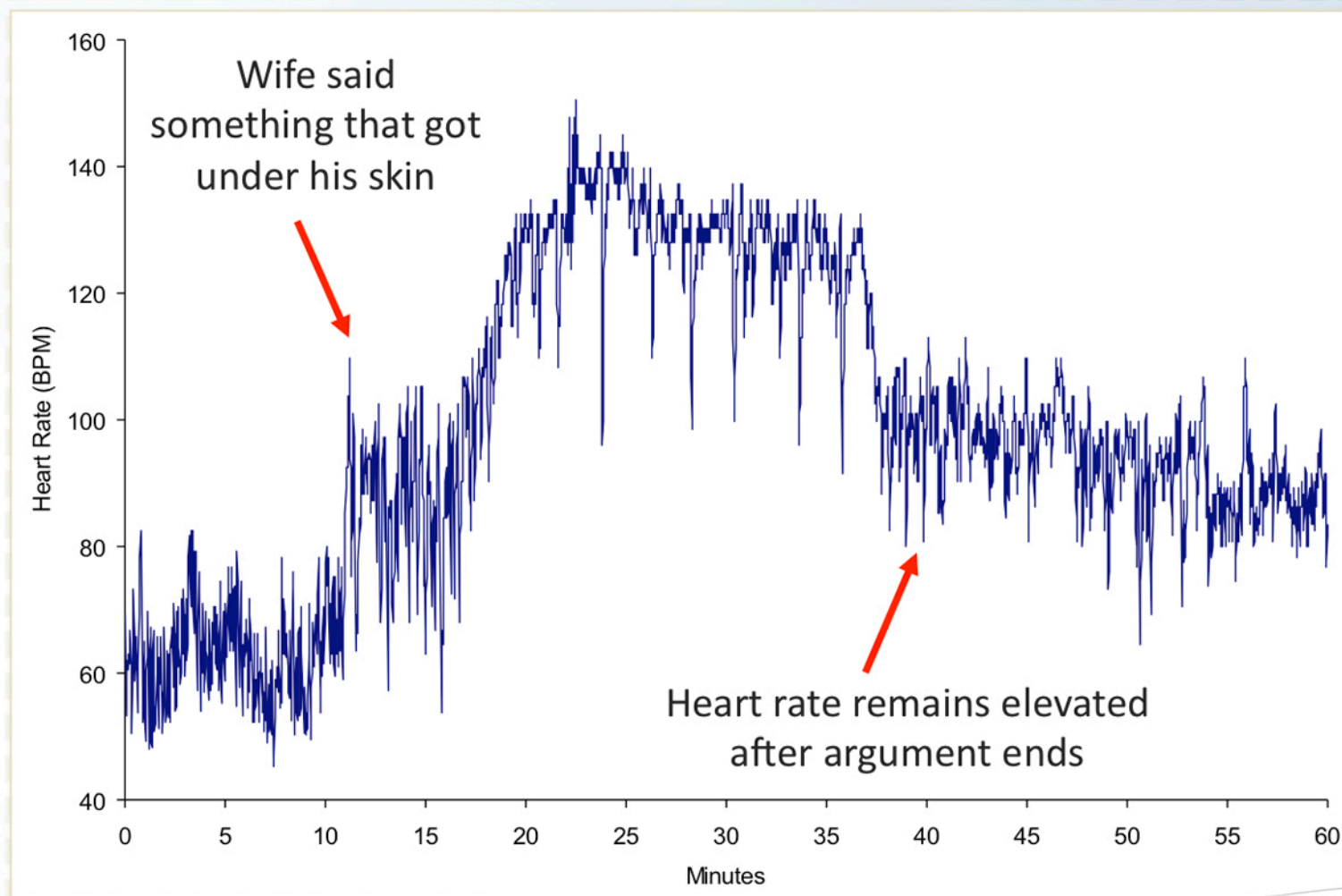
## 2. *Decrease in working memory*

Decreases decision making ability  
Lose our higher reasoning  
Impairs short term memory  
Narrows our focus – become mentally rigid



ase reflexes

# Husband and Wife Arguing





# Depletion to Renewal



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# Self-Awareness

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One of the most important steps in being able to stop energy drains and increase resilience is to identify unnecessary energy expenditures.

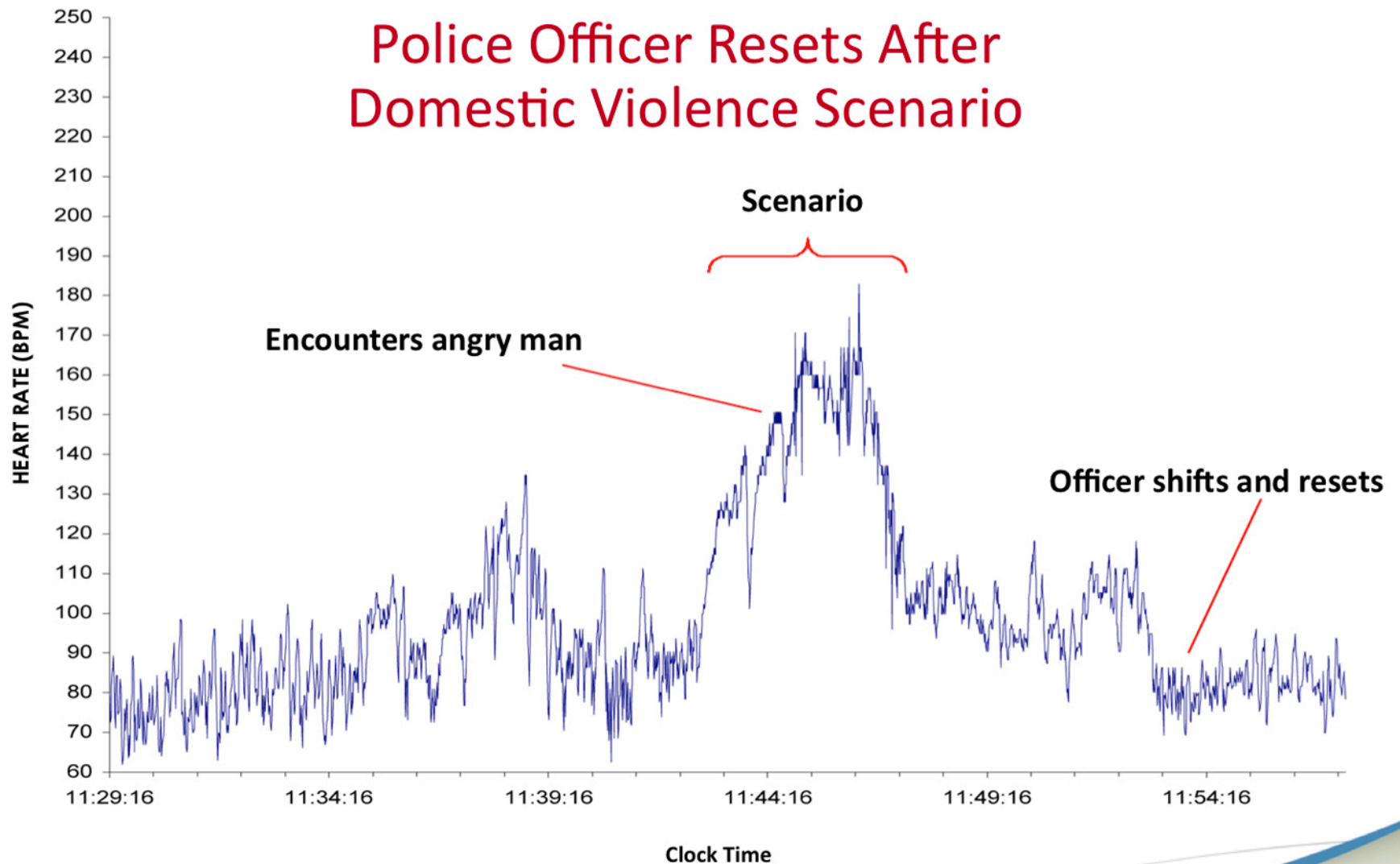


Stand UP

What were your symptoms?

What is a time at ***work*** or ***home***  
that you may feel the same  
symptoms?

# Police Officer Resets After Domestic Violence Scenario







# Heart-Focused Breathing™ Technique

An Intelligent Energy Self-Regulation Technique



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# Heart-Focused Breathing

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- Heart-Focused Breathing is a powerful and effective tool for self-regulation.
- It's the first step in shifting to a more coherent state – you are alert and calm at the same time.
- It can help you maintain your composure in challenging situations.







# Heart-Focused Breathing™ Technique

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Focus your attention in the area of the heart. Imagine your breath is flowing in and out of your heart or chest area, breathing a little slower and deeper than usual.

*Suggestion: Inhale 5 seconds, exhale 5 seconds (or whatever rhythm is comfortable).*

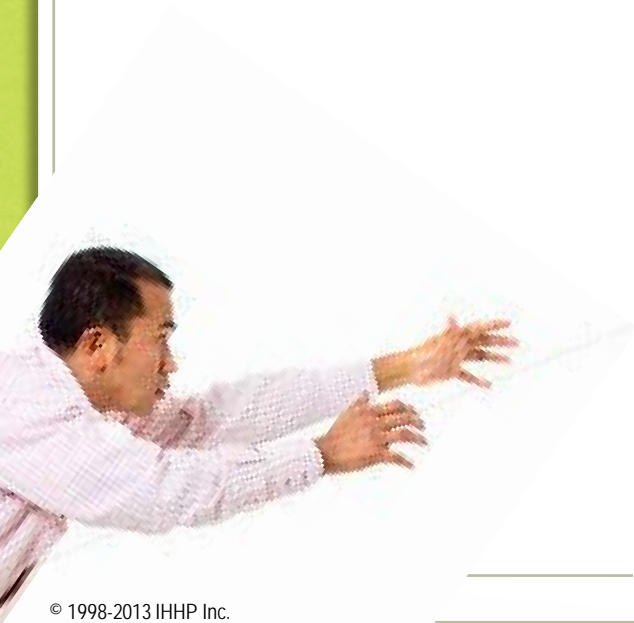
**Quick Step:** Heart-Focused Breathing



**S**TOP

**O**XYGENATE

**S**TRENGTHEN attitude/one word feeling



# Managing the “O’s”

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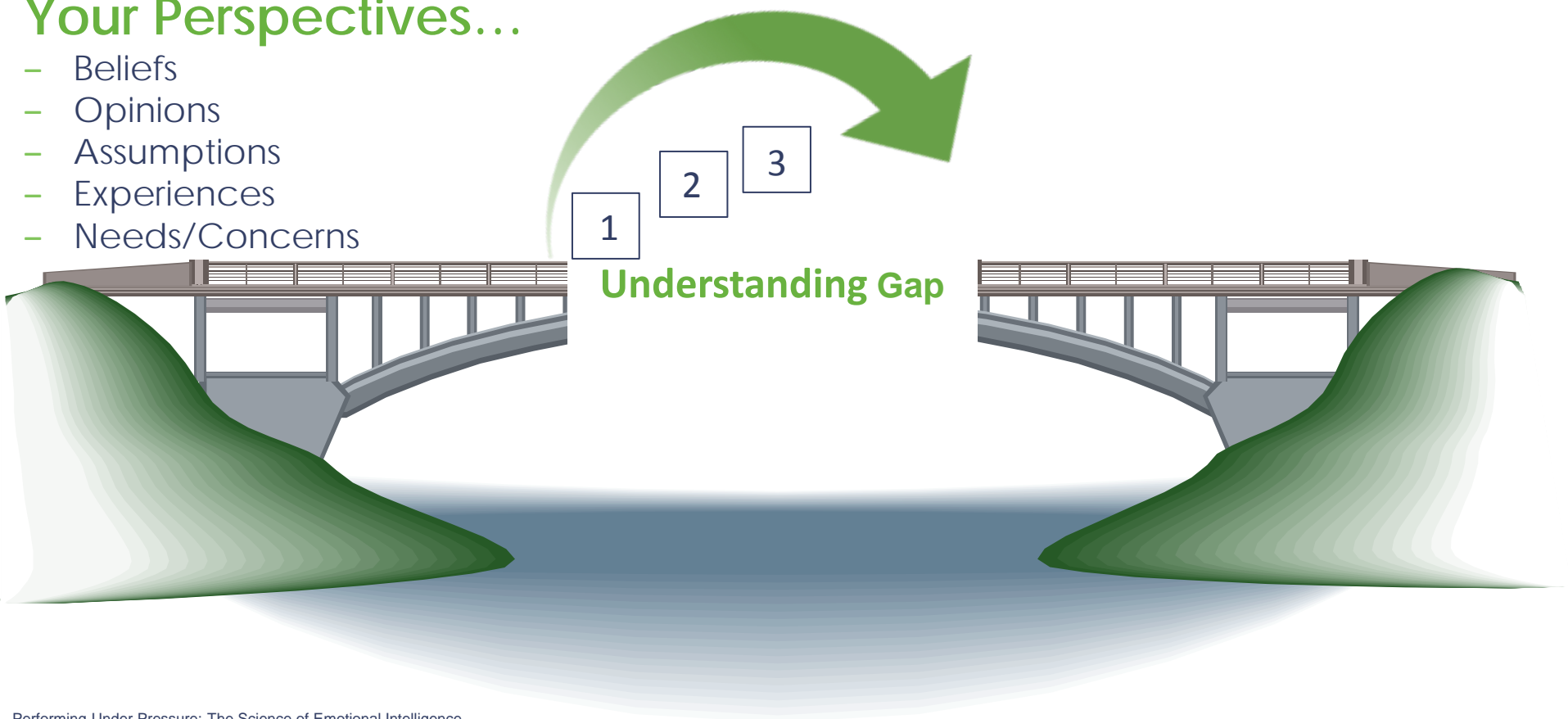


# Building Bridges From Our Side

- We tend to build the bridge from our side based on what we think we have heard, or the conclusions we have jumped to.

## Your Perspectives...

- Beliefs
- Opinions
- Assumptions
- Experiences
- Needs/Concerns

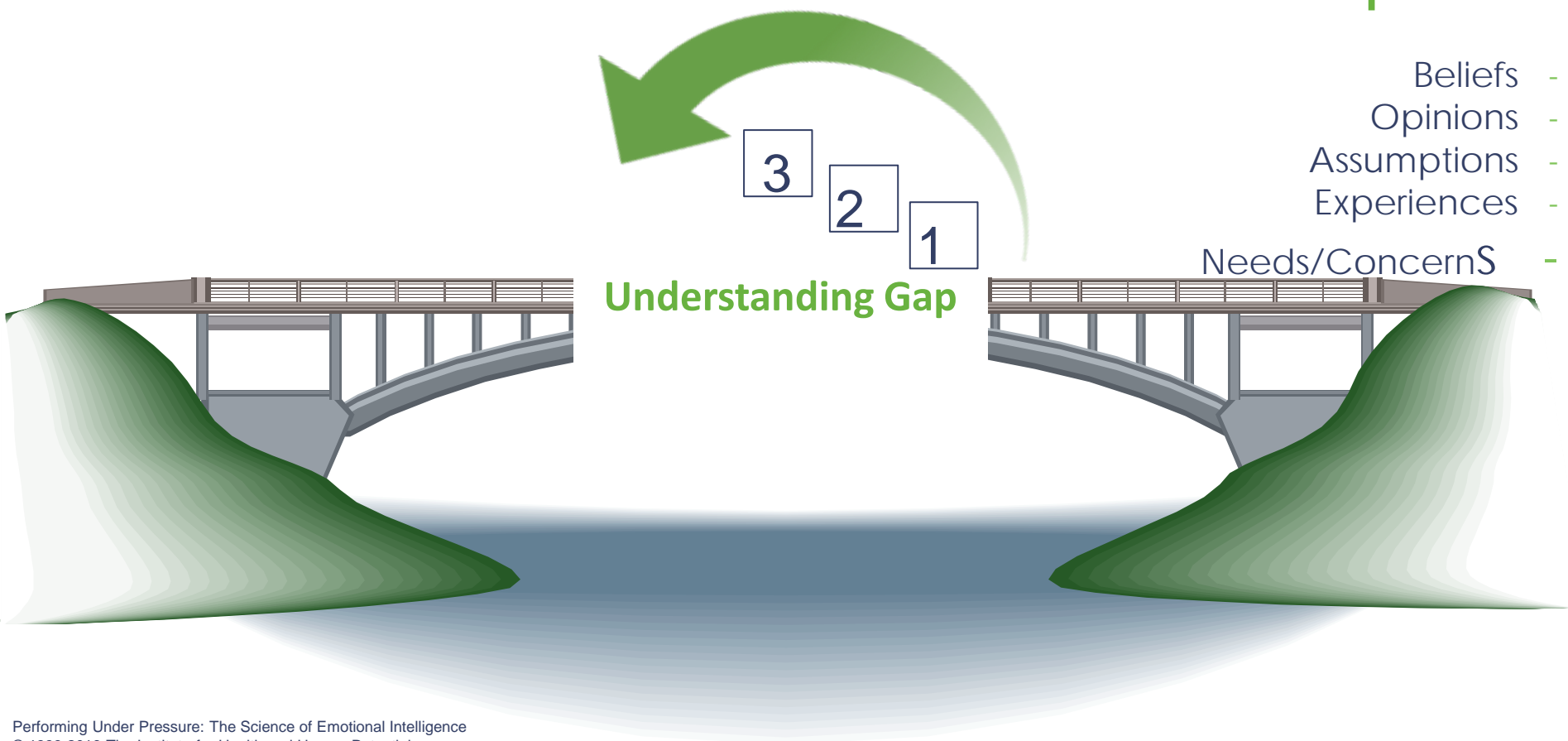




# Building Bridges From Their Side

- If we build the bridge from their side first, we suspend judgement and start looking to understand what they really mean; to understand them first.

## ...Their Perspective



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# Problems in Communication

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An estimated 70% of workplace mistakes can be traced back to problems in communication.

A major study of 2,966 serious medical incidents found that 66% had a root cause of miscommunication.



# Coherent Communication in the Work Environment

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- Shortens meeting times
- Creates more harmonious interactions
- Aligns team members
- Reduces stress, drama and energy drains
- Fosters mutual respect





# Inner Balance™ for iDevices





# Plugging the Energy Leaks



# Building Resilience Capacity

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HeART of PERFORMANCE  
COACHING AND TRAINING

Thank You