



NJ PMI Chapter May 6th Symposium 2013

“Exercise Your Right Brain to Maximize Effectiveness”

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Agenda

- Traditional Project Management Focus
- It's about the PEOPLE!!
- How the brain processes input/response
- What is Emotional Intelligence and can it be improved? What is the value?
- Evolve your EI to be an inspirational leader
- Your Self Coaching Guide to improve EI
- Q&A
- References



Traditional PM Focus

- Follow PMBOK and local Practices
- Focused primarily on the technical practice of Project Management
- Significant focus on the use of PM tools
- Historically, many projects were successful but most fell short
 - Did not meet their goals of timeline or scope
 - Customers not satisfied

WHY?



It's About the PEOPLE!!

- PEOPLE DRIVE PROJECTS!
- Tapping into your Right Brain to manage people can increase success
- Build meaningful and lasting relationships
- Learn to collaborate regularly
- Increase your Emotional Intelligence
 - Avoid judging others
 - Accept them for who they are
 - Hone your intuition

How the Brain Processes Input

Neo-cortex/Rational “Left brain”	Limbic System/Emotions “Right Brain”
Responsible for higher level thought	Consists of amygdala & hippocampus
Problem Solver	Database like; learns & grows constantly
Decision making, storing and analyzing data	Remembers: <ul style="list-style-type: none">•Incident & details of strong emotional events stored in hippocampus•Feelings during event in amygdala

Under normal circumstances

- The Left Brain receives input and communicates to the Right Brain
- The Right Brain will assess and respond to the Left Brain
- The Left Brain decides on an action plan based on the input

HOWEVER.....

When the brain senses an emergency situation

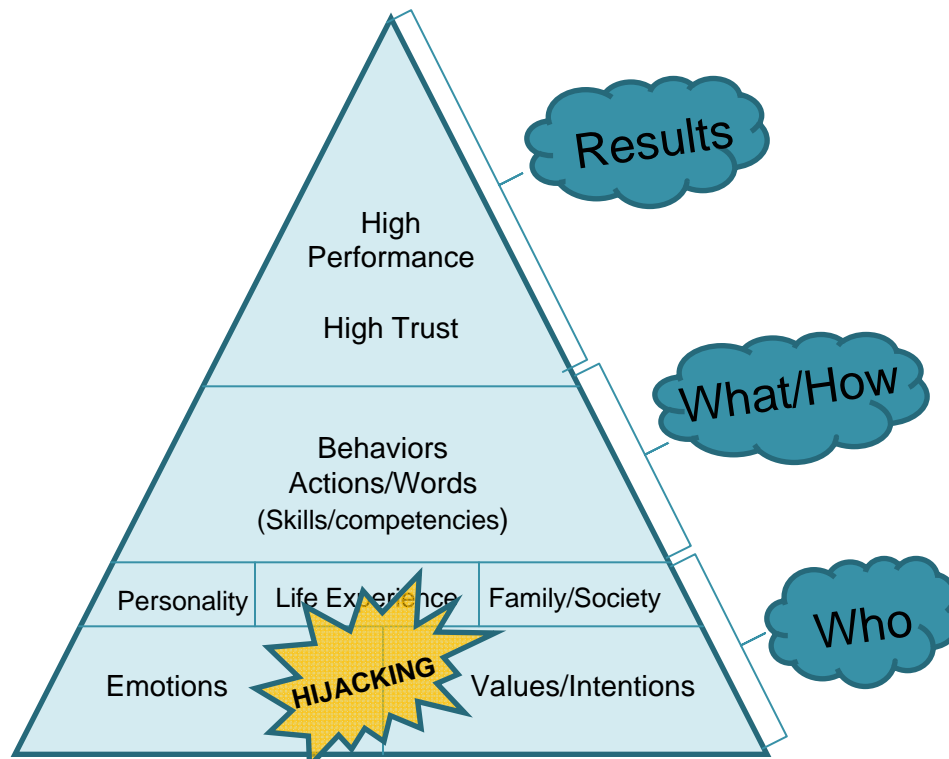
- A message will be sent *directly* to the amygdala
- The amygdala may start to respond, before the Left Brain has fully registered the message



What is Emotional Intelligence (EI) and can it be Improved?

- “EI increases our capacity to discover and express our greatness” so that we can understand our “IDEAL SELVES”¹ or “WHO” we really are, or strive to be
- Emotions are rooted in our brains & body chemistry, not just a matter of heart
- If we can change our thoughts, feelings and actions, we can improve EI

The Value of Improved EI



*Figure and !: Adele B. Lynn; The EQ Difference ; 2005

Unlike IQ...EI does not have a fixed capacity and **CAN BE IMPROVED**

- “By thoughtfully applying what we know about origins of behavior & impact of emotions...”¹
- Breaking unwanted patterns requires that new responses be created and repeated to form new habits.



Be a Conscious Leader

- Be aware of your thoughts, feelings, actions and those of others
- Develop high energy relationships
 - Hone your listening skills
 - Show genuine interest in what is being said
 - Be in the moment and be authentic
- Manage and control your emotional reactions
 - Heighten your awareness to your reactions
 - Develop skills to take action vs reaction



Evolve your Emotional Intelligence

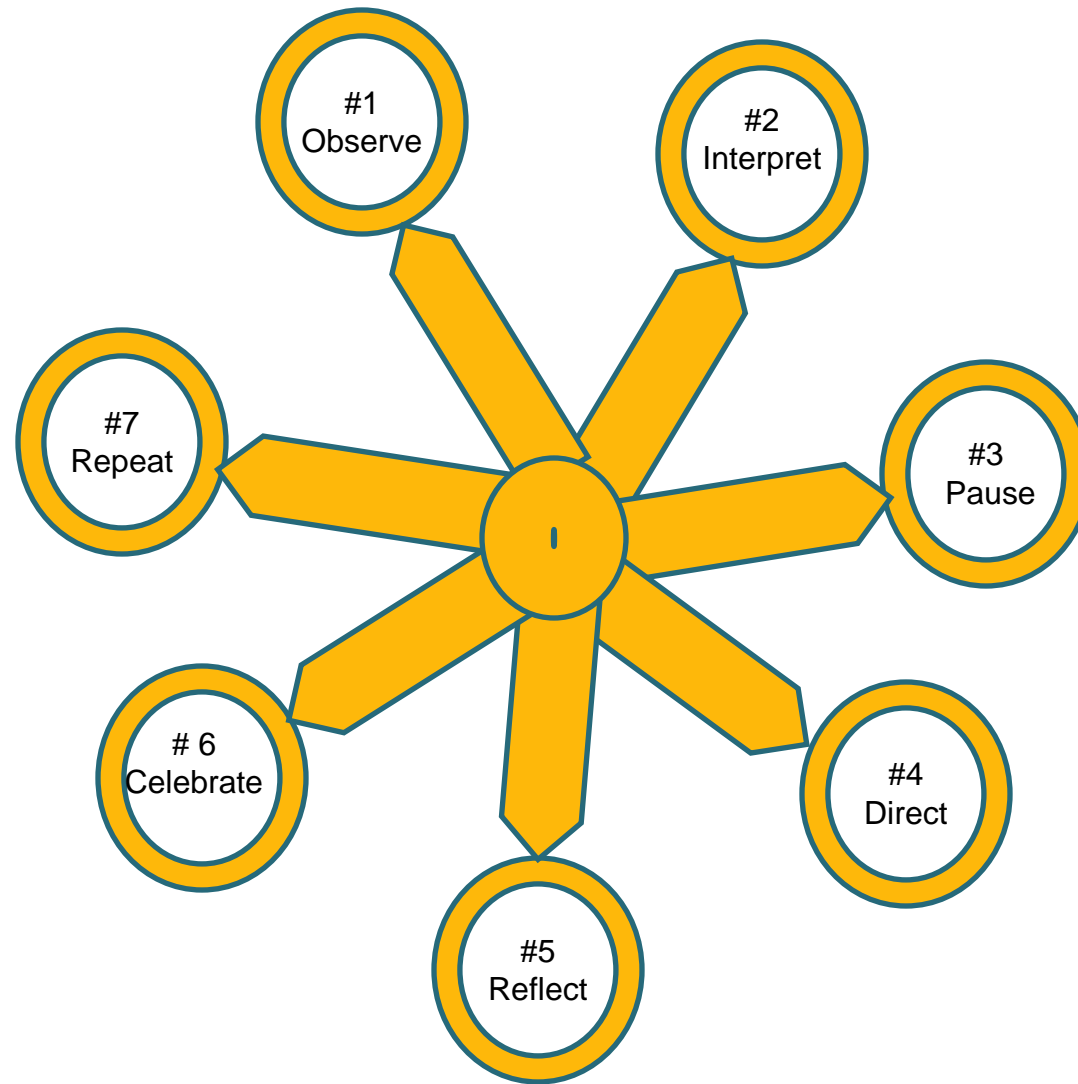
- Do not judge ideas or people as right or wrong
 - Accept them for what/who they are
- Have empathy for others
 - Consider people's feelings and understand their perspectives
- Seek opportunities to form alliances
 - Partner and collaborate often
 - Do not take anything personally



Be an Inspirational Leader

- Capitalize on opportunities and expect greatness from your project team
 - Explain your expectations and hold the team accountable
 - Be powerful, fair and humble
 - See everyone as gifted in some way
 - Develop your intuition and learn to trust it to make decisions

Self Coaching Kit using EI





I - Observe

- Distance yourself (for self coaching)
- Observe yourself in the moment
- Watch self and others' reactions to you
- Notice Voices (Gremlins/Cheerleaders)
- Observe Triggers (factors influencing emotional reactions)
- Hot Buttons (often physical reaction)



2 - Interpret

- Limbic & Rational systems partner to assimilate and analyze information
- Consider
 - Personal MO
 - Triggers (know yours)
 - Your impact on others (filter)
 - Internal Voices
 - Biases and suggestions
- In the moment (eventually)



3- Pause

- In the moment
- Simultaneously
 1. Deep Breath
 2. Mantra
 3. Physical Movement

Allows Rational Brain to catch up to Limbic system, to enable you to express yourself in a manner that will serve you better and align with your intentions.



4 - Direct

- Controlling actions to:
 - Ensure congruence with values/intentions
 - Reduce risk of Hijacking
- Method
 1. Visualize the results (Intended outcome/values)
 2. Strategize Technique to redirect response
 3. Implement in the moment

4- Direct – (continued)

Strategizing Process³

Pre-coaching process- $A + B = C$

- A. Activating event or Circumstance
- B. Belief about event fueled by triggers
- C. Upsetting emotional response & regrettable action

Alternative Approach- $A + B + C = D$

- C. Redirect beliefs & thoughts, finding way to modify emotional response to avoid hijacking
- D. New emotional response & action aligned with values and intended outcomes

³:Adele B. Lynn; The EQ Difference A Powerful Plan for Putting Emotional Intelligence to work; 2005



5 – Reflect

- Reflection is critical to improving Emotional Intelligence

“We need quiet time to examine our lives openly and honestly...spending quiet times alone gives your mind an opportunity to renew itself and create order. – Susan Taylor”⁴

⁴ Adele B. Lynn; The EQ Difference A Powerful Plan for Putting Emotional Intelligence to work; 2005



6- Celebrate and Grow

- Because its fun and creates positive reinforcement
- Stimulates growth of EI and Wisdom
- Some believe growth can be measured by:
 - Life Perspective (what really matters)
 - Self-directed Living- Act on what you want (intentions) vs what others want. Generally leads to better life choices.
 - Greater Skill Level in managing relationships
 - Acceptance
 - Non-judgmental; does not try to control others
 - Enjoys the journey

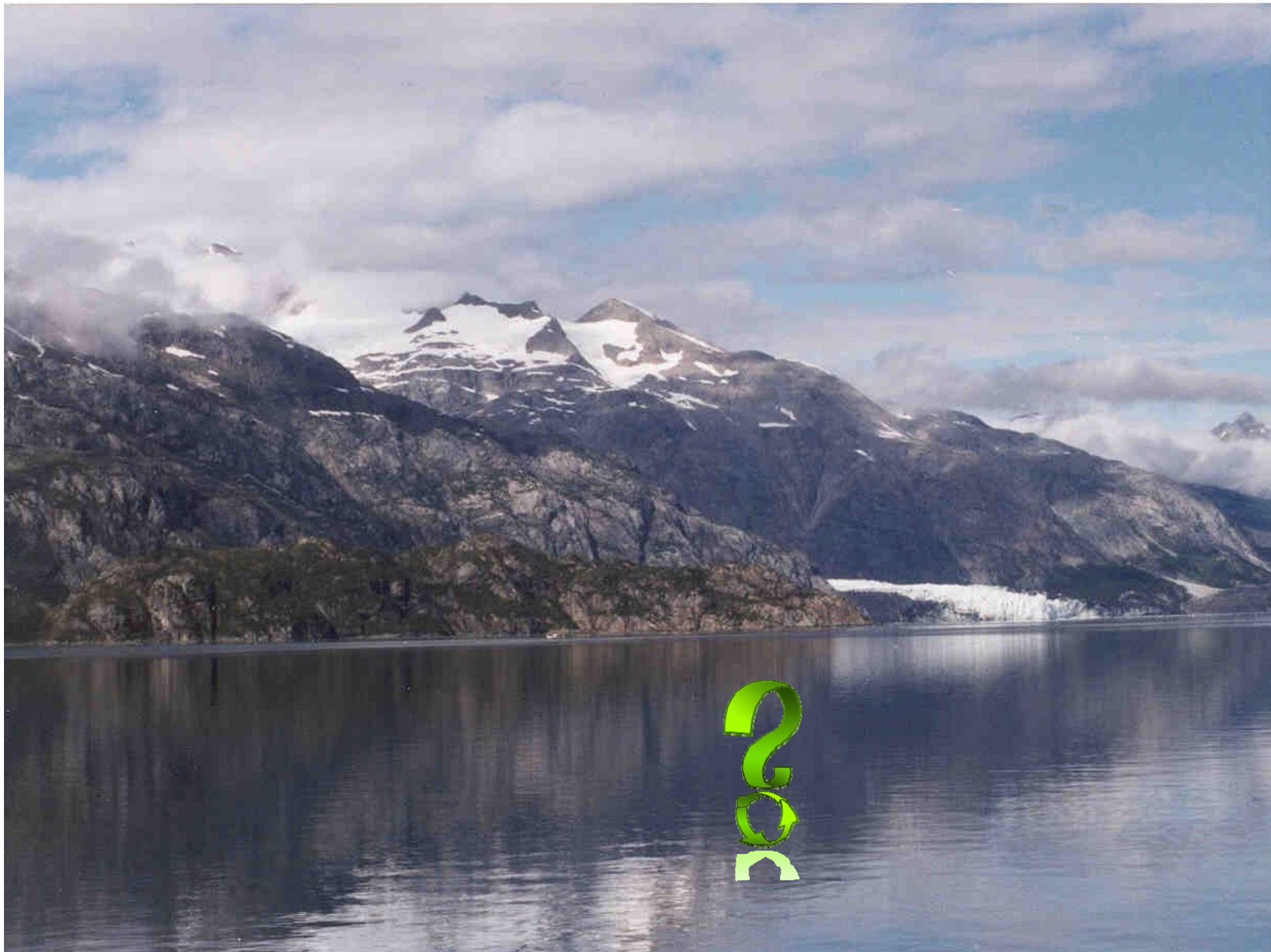


7- Repeat

- Growing Emotional Intelligence requires constant learning
- The more you imagine living your intentions the more you will live them
- Don't focus on being perfect. Instead focus on the path and enjoy the journey
- Meet each encounter with a new mindset

“Each moment describes who you are, and gives you the opportunity to decide if that’s who you want to be”

(iPEC Foundation Principle 2)





References:

- The EQ Difference- A Powerful Plan for Putting Emotional Intelligence to Work by Adele B. Lynn; Copyright AMACOM, a division of American Management Association; 2005
- Coach Training Manual; iPEC Coaching; Copyright 1999-2010
- Emotional Intelligence (10th Anniversary Edition) by Daniel Goleman; Copyright Scientific American, Inc., 2006
- Social Intelligence by Daniel Goleman; Copyright Bantam Dell (Div. of Random House), 2006