



## Managing Self & Managing Others

A workshop series combining the science of brain-based skills to improve self-management & the science of psychology and communication to improve the management of others.

# Managing Self & Managing Others

The following are some of the key-elements that form the solid foundation of behaviors expected from managers:

- effectively handling stress before it becomes distress
- being present & approachable
- encouraging open and frequent dialogue
- clearly communicating and managing expectations
- being predictable and consistent
- being decisive and following through in a timely manner
- building and maintaining working relationships



The objective of this workshop series is to translate these leadership principles into concrete and actionable skills.

## Managing Self

Part one of the workshop teaches self-management skills that are based on recent scientific discoveries about the human brain and how it can be effectively applied to management and handling stress. Some of the stressors that are common amongst working professionals are looming deadlines, work overload, being unorganized, unclear expectations or the anticipation of having a difficult conversation with a colleague.

Participants will:

- learn how to optimally use their minds for decision-making and problem-solving
- understand the difference between the survival mind and executive

mind and how each has a direct influence on behavior, perceptions, decision-making, reasoning, clarity of thought, and the ability or inability to have insights and to recognize options

- learn more effectively to deal with stress and how to gain a sense of control and oversight
- learn to have greater self-control in stressful situations and to lessen the chance of getting emotionally hijacked
- learn to be more focused and attentive and less distracted
- become better at making choices that are more proactive and considered, and less reactive and irrational

# Managing Self (continued)

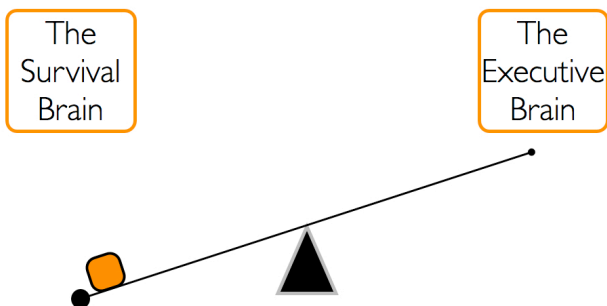
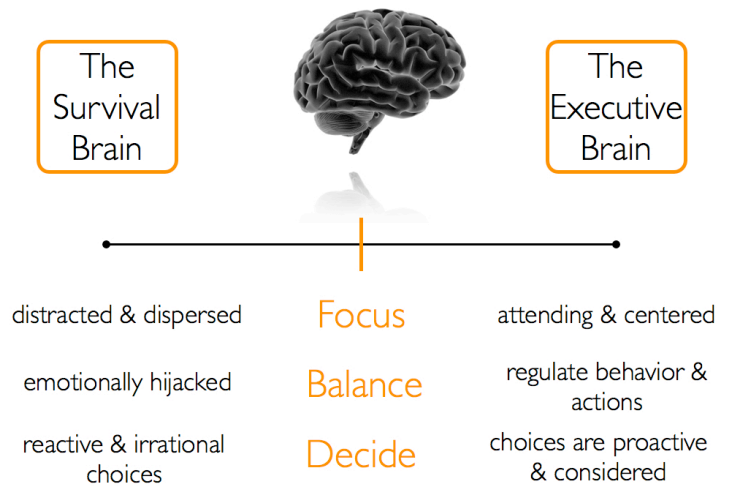
There is a disconnect between what science knows and how people use their brains. MINDtalk's goal is to bridge this gap by teaching concrete, actionable *MINDskills* based on the most current discoveries in brain-science in order to effectively manage yourself and others.

Stress and performance go hand-in-hand. Positive stress motivates us to perform at our best. It is when stress turns into distress that performance suffers significantly. Distress is triggered by feelings such as uncertainty, loss of control, being overwhelmed, frustrated, treated unfairly, lack of meaning, little or no development and mind-numbing routine.

## There are *two* brain states.

In the *Survival Brain State* your focus is distracted and dispersed, you're emotionally hijacked, and decisions are hasty and reactive.

In the *Executive Brain State* your focus is centered, you have emotional control, and your decisions are reflective and considered.



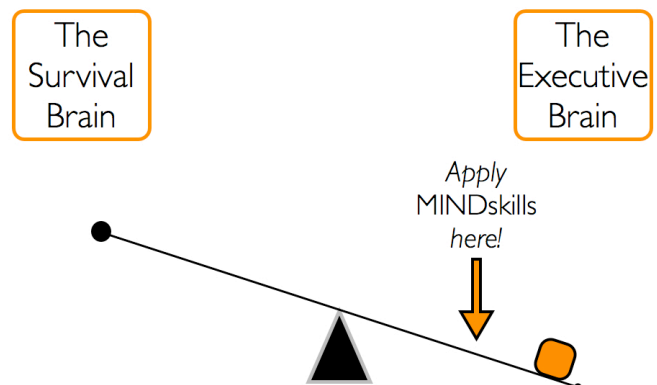
## The Challenge

Imagine a see-saw with an orange square sitting in the middle. Since the *Survival Brain* is a product of our evolution, anytime we feel even the slightest distress the square will slide effortlessly toward it. This *Survival Brain State* is the preferred state since it requires little energy and effort.

## The Solution

In order to be motivated and productive we need to be in an *Executive Brain State*. The *MINDskills* learned in this workshop provide the leverage needed to shift into a productive brain-state.

*MINDskills* are designed to give you control over your brain allowing you to optimize your concentration, emotional regulation and decision-making.



# Managing Others

## GIVING AND RECEIVING FEEDBACK

Feedback is critical for any type of interpersonal relationship.

Without strong, clear feedback to use as a reference point, people are incapable of functioning fully and productively. Yet, as important as it is, most people lack the skill to consistently deliver good, constructive feedback.

Participants learn a clear and concise, step-by-step technique to consistently give both constructive and supportive feedback.

They will also learn how feedback affects a person's identity, how to prepare to give feedback; the four distinct types of feedback; and when to use certain types of feedback and when to avoid others.



## COACHING

Participants are introduced to the working concept of the one-to-one meeting as a means to build and maintain strong working relationships. It is a structured meeting that is dedicated to developing and communicating with each of the participants directly.

Participants will also learn the following coaching skills:

- to ask more targeted questions to help people focus more on their thinking and less on their behavior and the details of the problem
- to use strategies to help people see the bigger picture instead of being preoccupied and lost in the details
- to structure questions that are more solution oriented and future focused
- to motivate people based on the principles of social rewards and social pain

## COMMUNICATING AND MANAGING EXPECTATIONS

A majority of conflict and problems arise from misunderstanding of what is expected. Between the message that is communicated and the message that is understood lies the potential gap for this misunderstanding.

This section teaches a number of simple and straight-forward communication skills that can significantly reduce the gap of misunderstanding.

- understanding people have different perspectives
- the ability to ask targeted questions and to listen reflectively
- knowing the difference between positions and intentions
- being clear, concise and coherent with expectations
- defining who does what by when
- mutually establishing and agreeing on Rules of Engagement, which behaviors are considered acceptable and unacceptable during meetings (e.g. it is allowed to question the reasoning behind a decision)



**Jason W. Liem**  
Communication Coach

Vestbrynet 19c  
1160 Oslo  
Norway  
mob: +47 957 66 460  
e-mail: [mindtalk@email.com](mailto:mindtalk@email.com)  
web: [www.mindtalk.no](http://www.mindtalk.no)