Leaders Circle online webinar
12th December 2018

BETTER COMMUNICATION, BETTER CHRISTMAS

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Be the change

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80% of success is showing up

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Next webinar: 27th of December 2018, 6pm UK

Next Leaders Circle: 24th January, 6pm, London.

Theme: "New Year, New You 2019!"

My mission for today:

1. To be of service to you and your peaceful festive season
2. Share experience and insights on better communication
3. Q&A / coaching
4. Work I do in this area

Ideas you'll take away from today:

- The Non-Violent Communication Framework and responding creatively
- Empathy guesses and boundaries that create more connection
- Listening with your body to prevent rather than fix
- Practices to help you connect with people you haven't seen in a while
- Tools to help you stay Zen in the midst of chaos

Who am I and why do I do this?

1) I'm a Transformational Coach. I help professionals who are feeling a little stuck and want to transform their career, life or leadership style.

2) I've worked with a range of well known organisations - in medicine, academia and policy like the NHS, MSF, Chatham House, the UN. I'm an Honorary Senior Clinical Lecturer at UCL. I've coached doctors, lawyers, scientists, policy experts, consultants, board-level advisors and corporate leaders on careers and leadership.

3) taken a sudden career leap in 2016 from working as a doctor in the public sector and academia to what I do now which is coaching and consulting through my own business.

4) My aim is to provide people with a pathway into more fulfilling careers and lives; and in the long term to contribute to changing the nature of work into something more creative, joyful and fulfilling for all.

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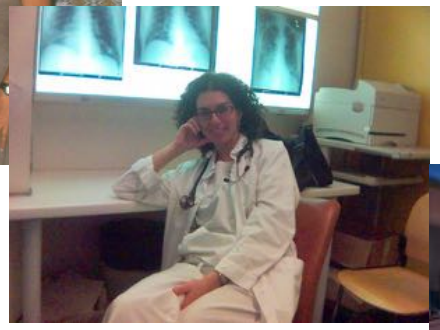
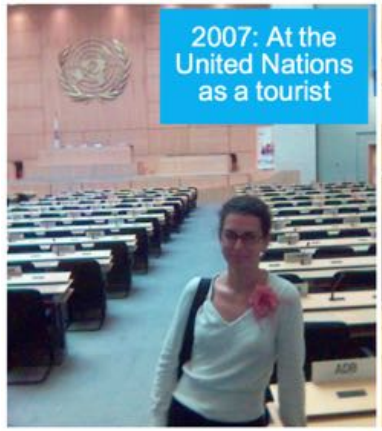
Who am I and why do I do this?





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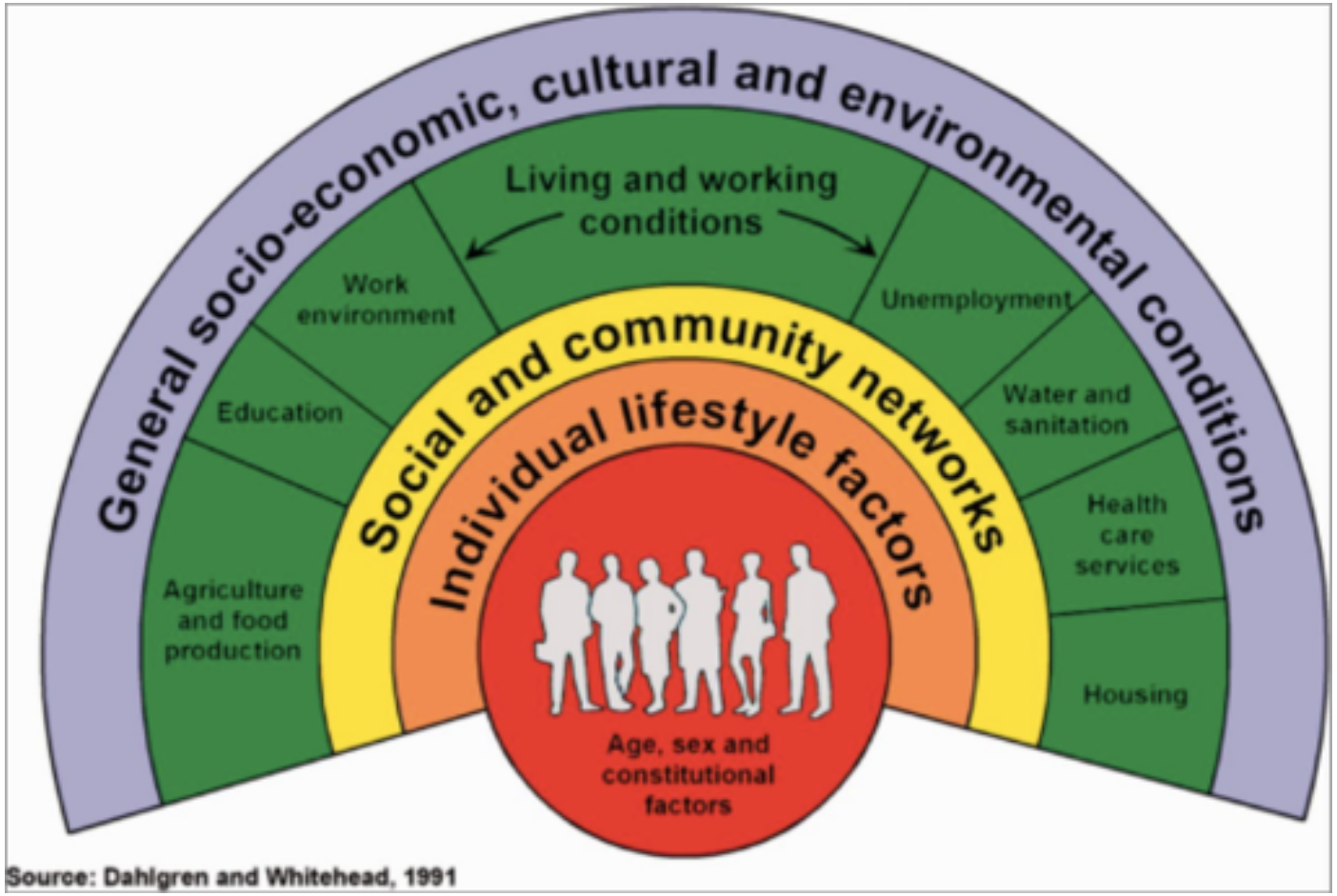
The importance of (good) communication

https://www.youtube.com/watch?v=EMeIe5hgSD0&t=0s

We shape and are shaped by our environment



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You think you're enlightened?
Go spend a week with your family.

Ram Dass

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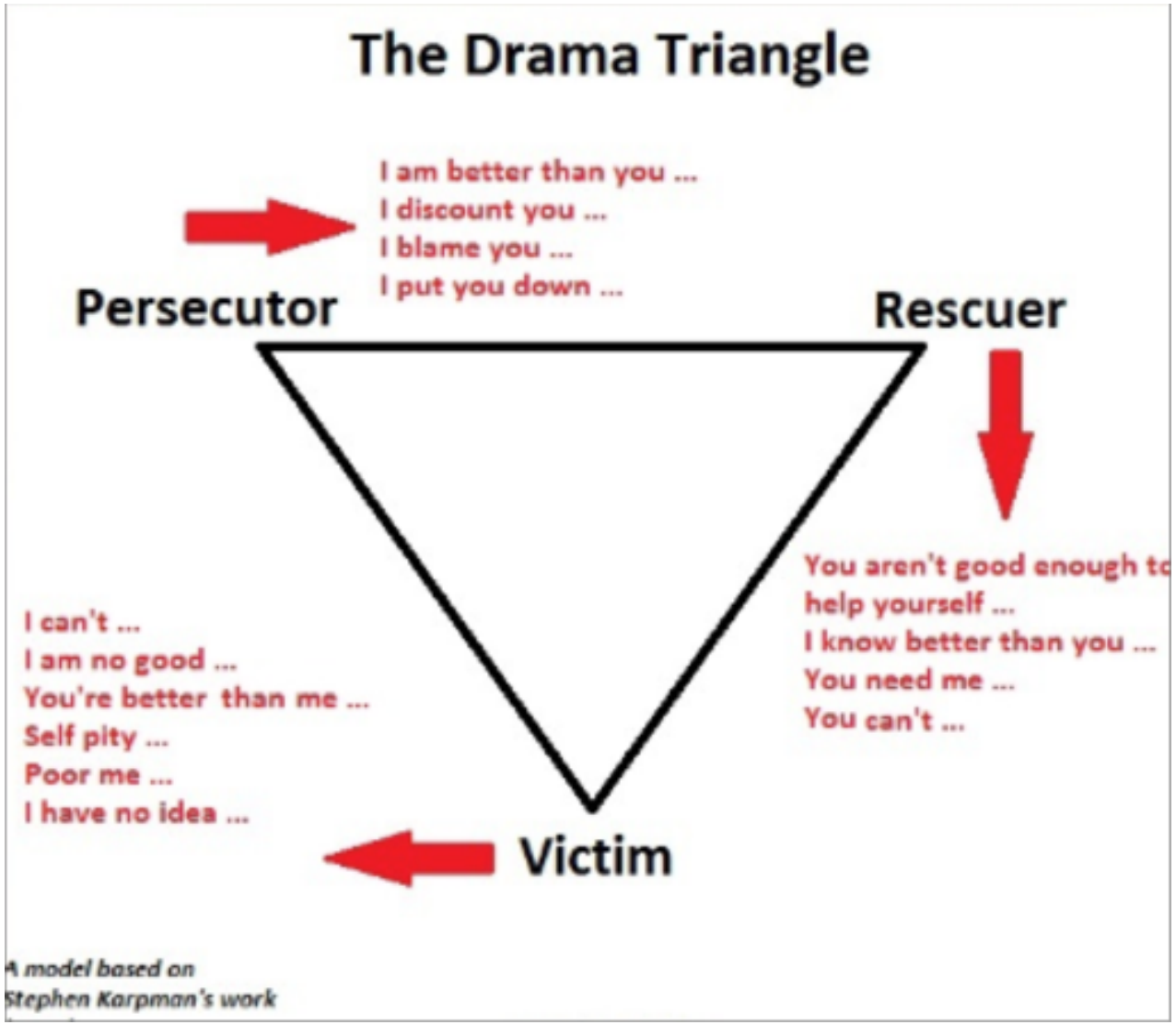

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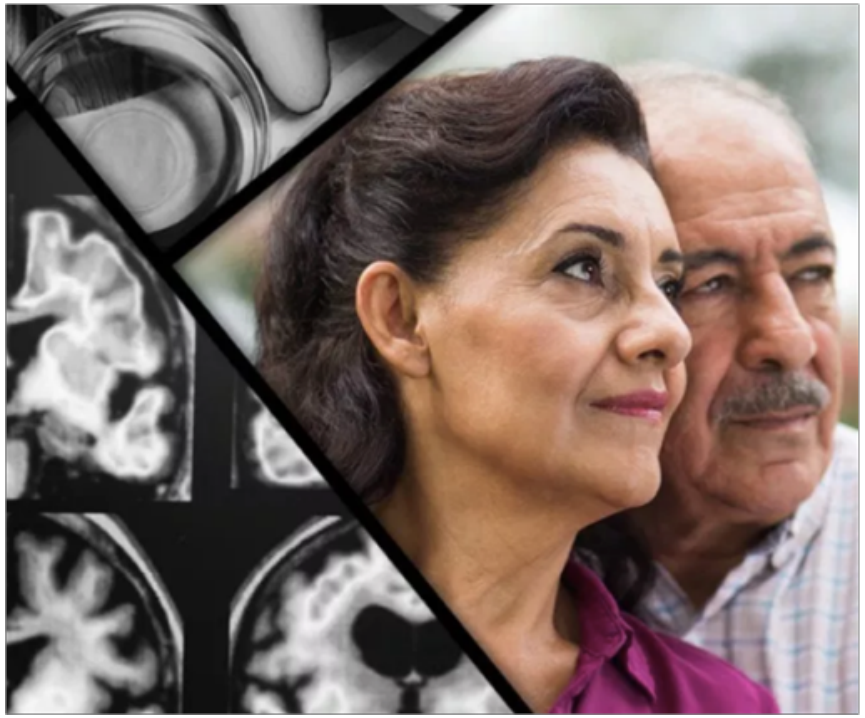
Good relationships promote good health



- Lower mortality
- Lower incidence of heart disease and other chronic illnesses
- Better reported health
- Greater career and financial success

Harvard study. https://news.harvard.edu/gazette/story/2017/04/over-nearly-80-years-harvard-study-has-been-showing-how-to-live-a-healthy-and-happy-life/

The Three-Parted Brain

Lizard Brain
(Brain stem and cerebellum)
Autopilot
Fight & Flight

Mammal Brain
(Limbic System)
Emotions
Memories
Habits
Attachments

Human Brain
(Neo-Cortex)
Language, abstract thought, imagination, consciousness, reasoning, rationalising

(From Paul D. MacLean's model of the "Triune Brain")

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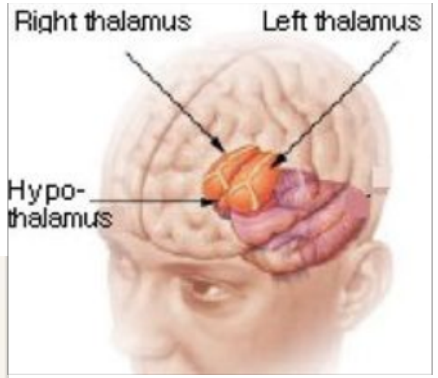
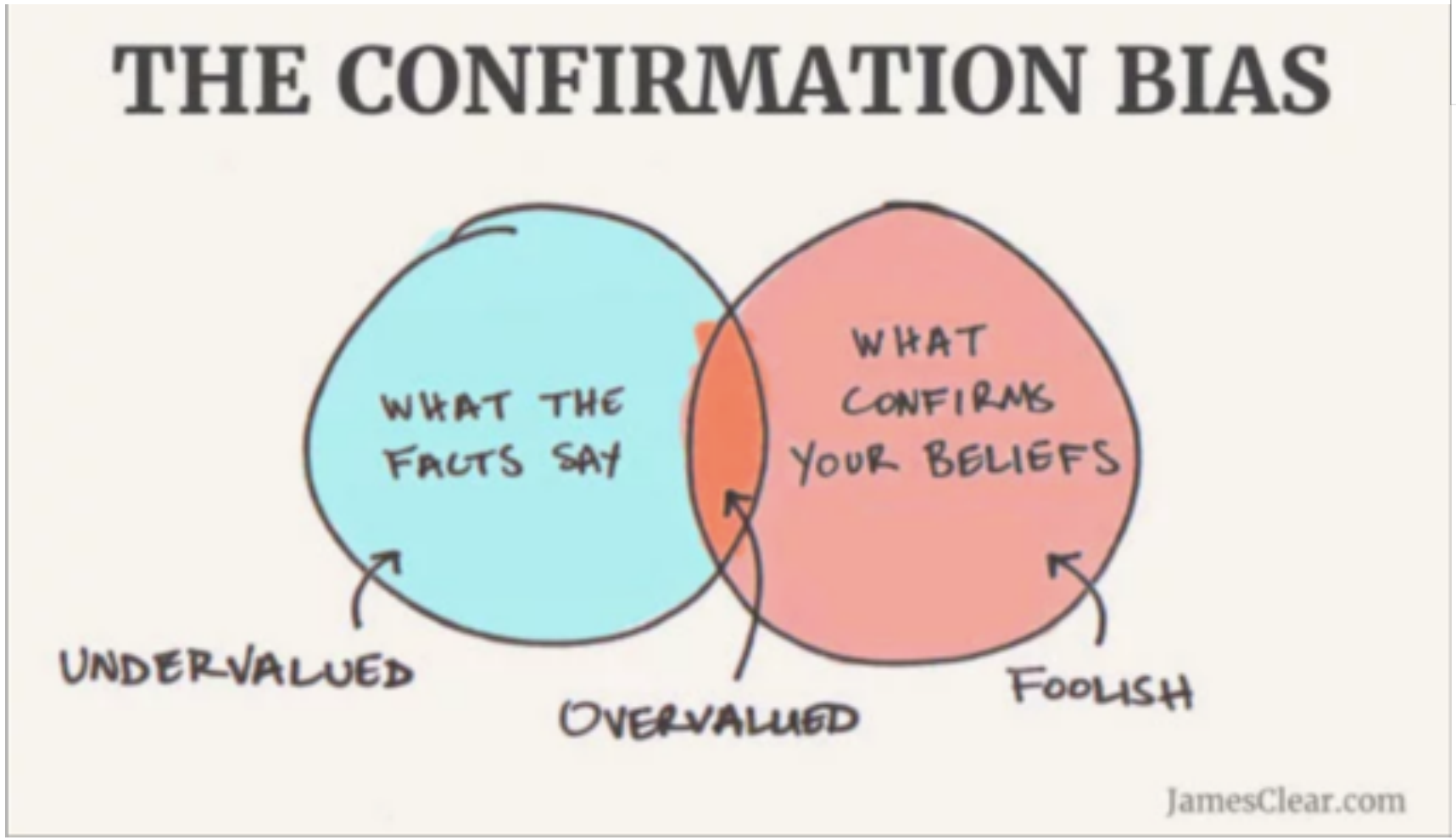
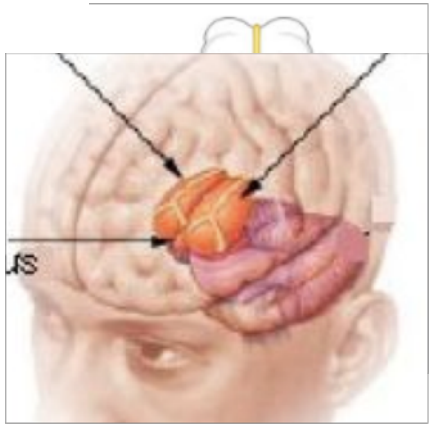
Our perception is always biased





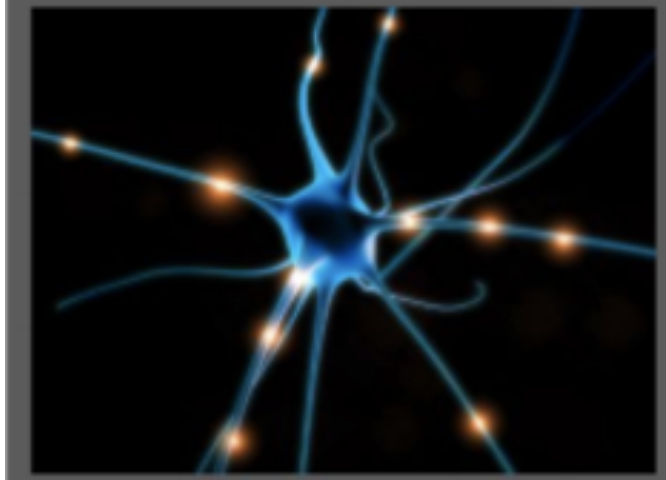
McGurk effect

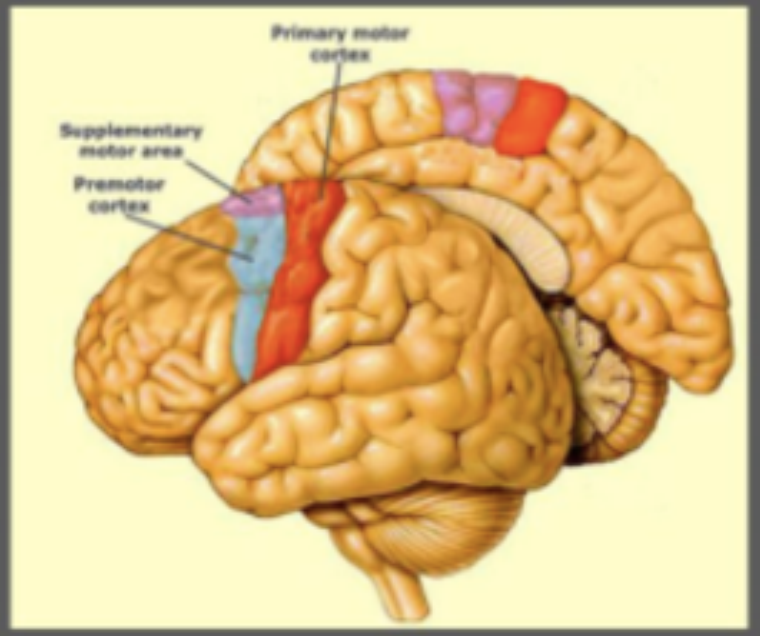


1. https://www.youtube.com/watch?v=yJ81LLxfHY8

What is a Mirror Neuron?

- A specialized cell in the brain





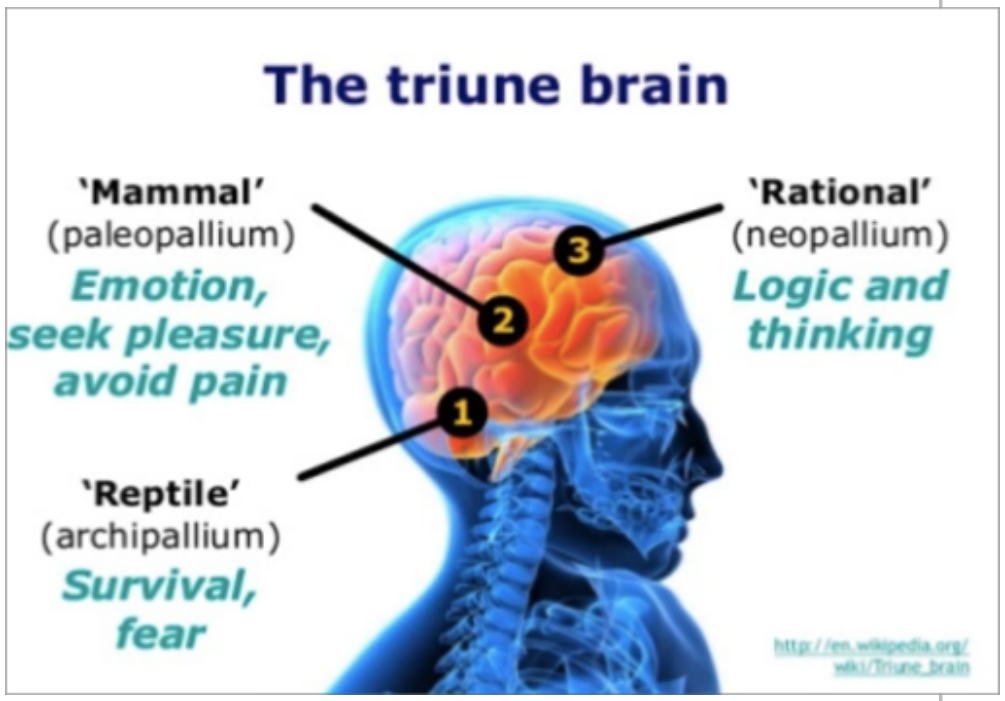
Mirror neurons

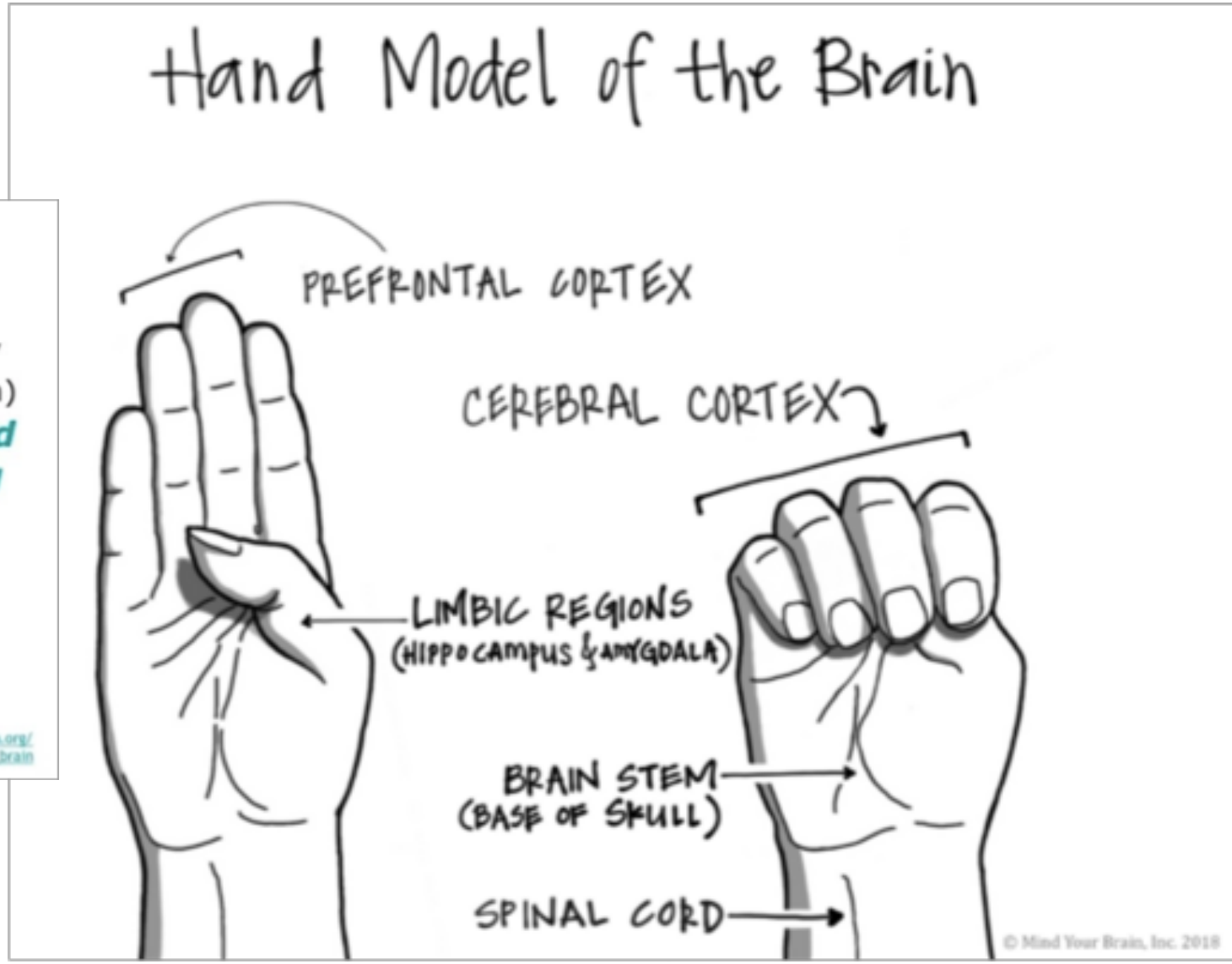
1. Imitation / learning
2. ? Language
3. Emotions
4. Empathy / understanding actions and intentions of others

Your human brain (higher functions)

1. Behaviour-regulation
2. Attuned communication
3. Emotional balance (rigidity/chaos)
4. Response flexibility
5. Calm fear
6. Empathy (Mindsight).
7. Insight or Self-knowing Awareness.
8. Intuition.
9. Morality.

Prof. Dan Siegel





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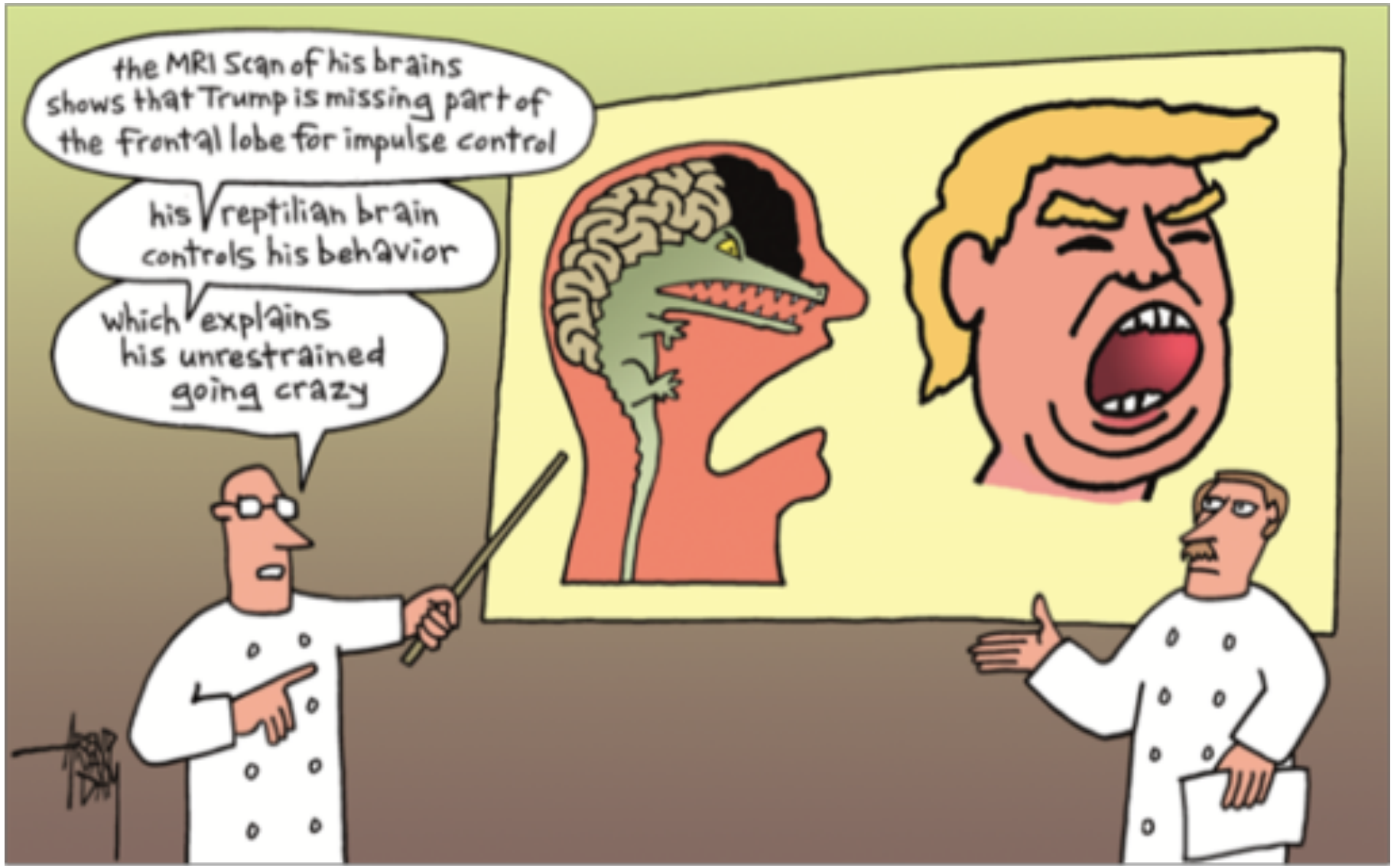

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Responding creatively.

"Between stimulus and response there is a gap.
In that gap lies your power and your freedom"

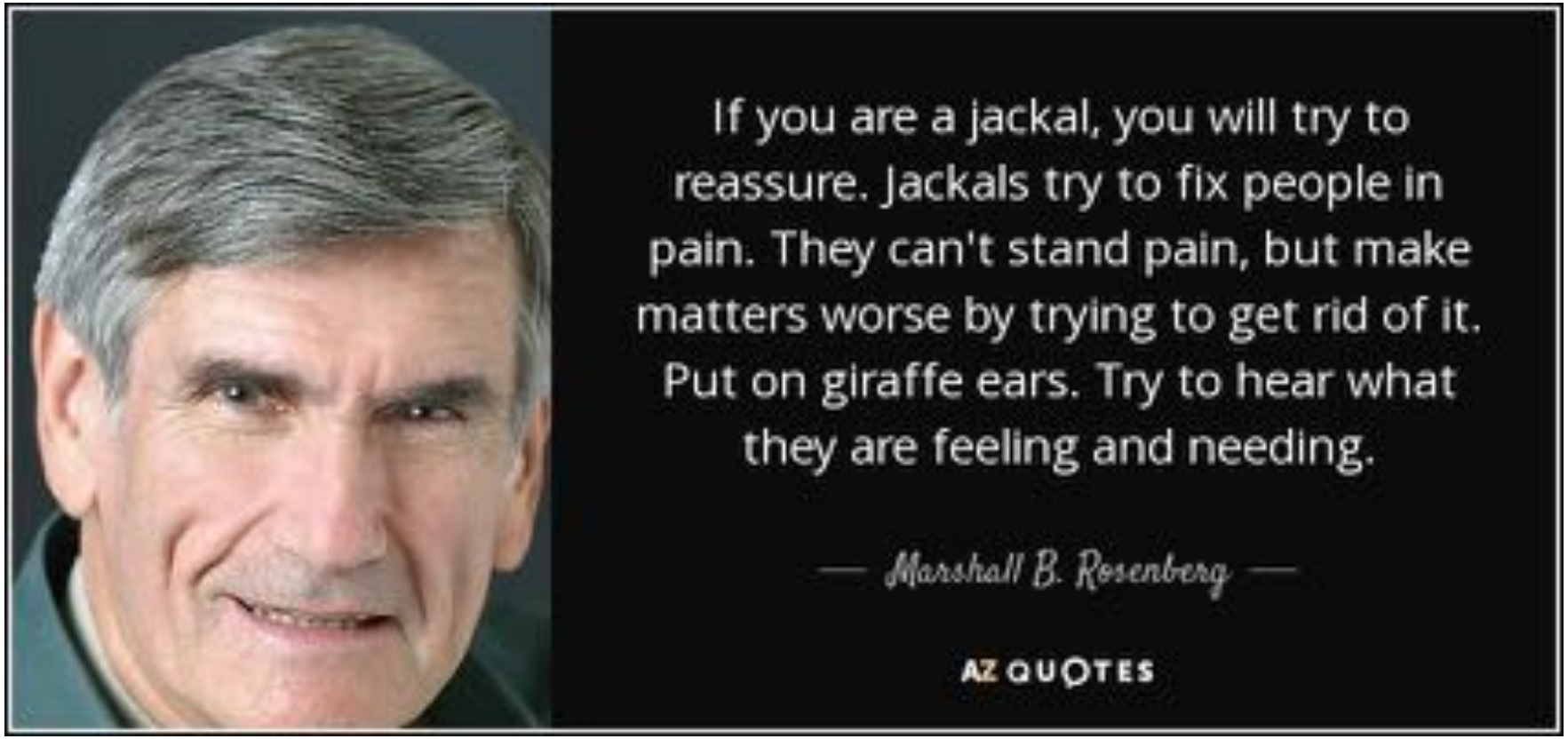
Viktor Frankl

We can be responsible (response – able) rather than reactive.

Make your relationships a form of yoga: a path to freedom rather than suffering.

Ram Dass

Non-Violent Communication: responding creatively



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The Non-Violent Communication framework

Acknowledging needs. Responsibility.

4 parts to the process:

- Empathise (how are you feeling, how are they feeling)
- Describe what you notice (empathy guess)
- State how you feel / what you need
- Make a request

Name it to tame it

“I am feeling angry”

“I have a tight ball of nerves in my gut.”

“I’m noticing that you’re very quiet and I’m wondering if what I said upset you” (empathy guess)

Boundaries

Boundaries = where you end and another person begins.

Create more safety and space (for you, the other person or both) = more time to attune and respond to a situation.

May disconnect in the short term, but create healthy connection in the medium and long term.

Empathy in action / empathy guesses

Making a request: acknowledge any positive intent of the other person's action.

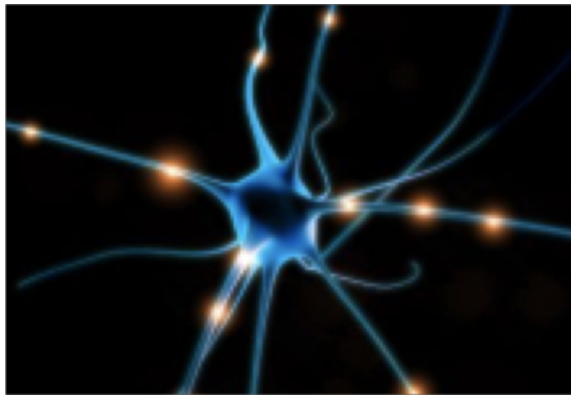
Receiving a request: acknowledge the impact of your action on the other person.

Holding off on presenting one's side of the story until one has made a genuine effort to understand what the other person is saying

Example

https://www.youtube.com/watch?v=KuuLFIb11Pw

Listening with your body



93% of communication is non-verbal

- Voice (tone, pitch, speed).
- Body (open, collapsed, tense – eyes, face, arms, position)

=> Breathe. Allow. Take a quality break (laughter/change/quiet).

=> Empathy (self first): Name it to tame it.

=> NVC.

Reconnecting after a long time: prepare.

Mental rehearsal

- Who will be there?
- A positive memory of them?
- Set an intention.
- Visualise in advance.
- Create your own ritual(s).

Challenging characters:

- 6 human needs; they were children once.

Stay Zen with the 4 Rs

- Recognise
- Refrain
- Relax (take a break)
- Resolve

RECAP

- Empathy (for yourself and others)
- Listen with your body
- Name it, tame it
- Set boundaries (take breaks)
- Prepare
- 4 Rs

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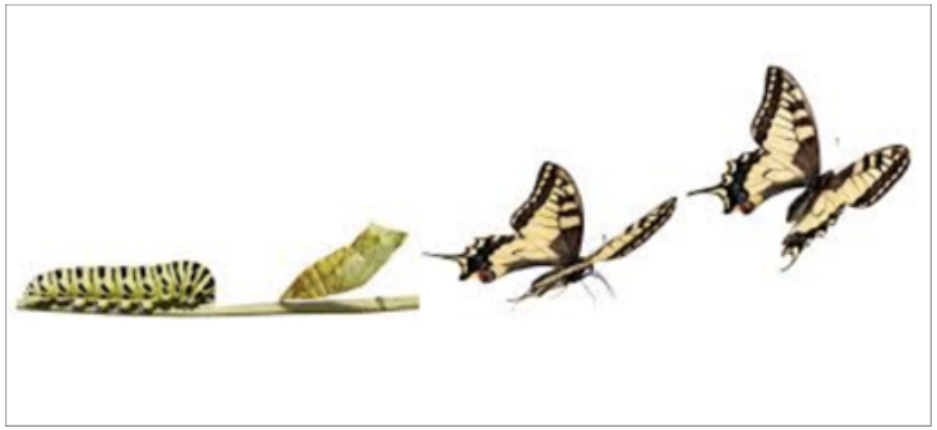
Theme: "New Year, New You 2019!"

Consultations

- Open for 2019
- Exploratory conversation
- Transformational coaching
- Career, life, leadership style
- Email me: **amina@doctoramina.com**

Thank you



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