



The Mindful & Emotionally Intelligent Salesperson

Session 2

Seat & Feet and 6 Breaths



Six Breaths

- Inhale smoothly a 2-second count (*'one thousand and one, one thousand and two'...*)
- Exhale smoothly for a 4-second count (*'one thousand and one ... one thousand and four'...*)
- ...or as close as feels comfortable
- Repeat for six breaths
- Don't push yourself!
- ...but don't become goal obsessed (!): the key is that the exhale is longer than the inhale (ideally 2:1)

'Seat & Feet'

- 'Drop your attention' to your feet
- Simply notice any sensations in the toes or feet – hot , cold, tingling – just notice
- Feel the feet in contact with the ground
- Now bring your attention to your 'seat'
- Notice where your behind is in contact with the chair
- Be aware of your clothing in contact with your thighs and legs
- Notice how gravity is rooting you to the chair
- Let go!
- Don't visualise – notice!

This program...

Build focus & attention, increase connection with others, handle stress & build resilience

- Session 1: Setting the Scene
- **Session 2: Self Awareness**
 - **Becoming more mindful: noticing your reaction in ‘heated’ situations: First steps...**
 - **Your report: how do those around you see you ‘show up’ right now?**
 - **Knowing your strengths & challenges**
- Session 3: Awareness of Others
- Session 4: Resilience: Dealing with challenging emotions & situations



Salesperson Fight Responses

- Talks faster and louder
- Becomes overly defensive, perhaps even pushy
- Leans in aggressively
- Tone becomes short and
 - Mike: "Why are you so r
 - Salesperson: "Well, do y

Under emotional pressu
falls awa

Salesperson Flight Responses

- Takes offence
- Speak more quietly & tentatively
- Ignores Mike; focuses on the 'friendlies'
- Discounts too quickly
 - Mike: "Could you do this
 - Salesperson (relieved): "
- Agrees to pointless prop
 - Mike after a single syllab
 - "Send me a proposal"
 - Salesperson (with no cle:
 - "Sure thing!" (thinking

Once aga

genos
Game changing for business, life changing for people

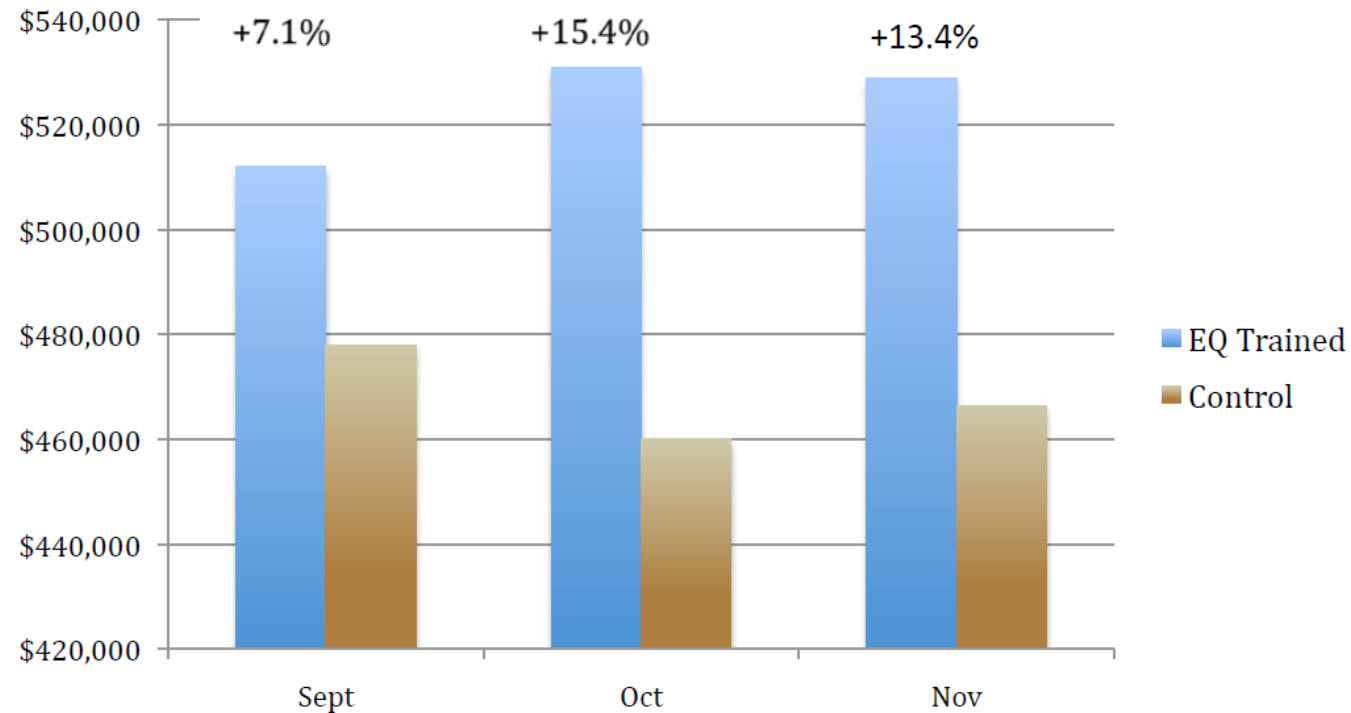


In Sales Situations, EI is the skill of...

- Working with the emotional brain - yours and the prospect's...
- Recognising your emotions and those prospects & clients
- Correctly identifying the emotions being felt
- Understanding what trigger or event is responsible
- Understanding the impact of that emotion on yourself and others

...and then adjusting your response to the trigger or event in order to achieve the best outcomes

Emotional Intelligence Training for Sales



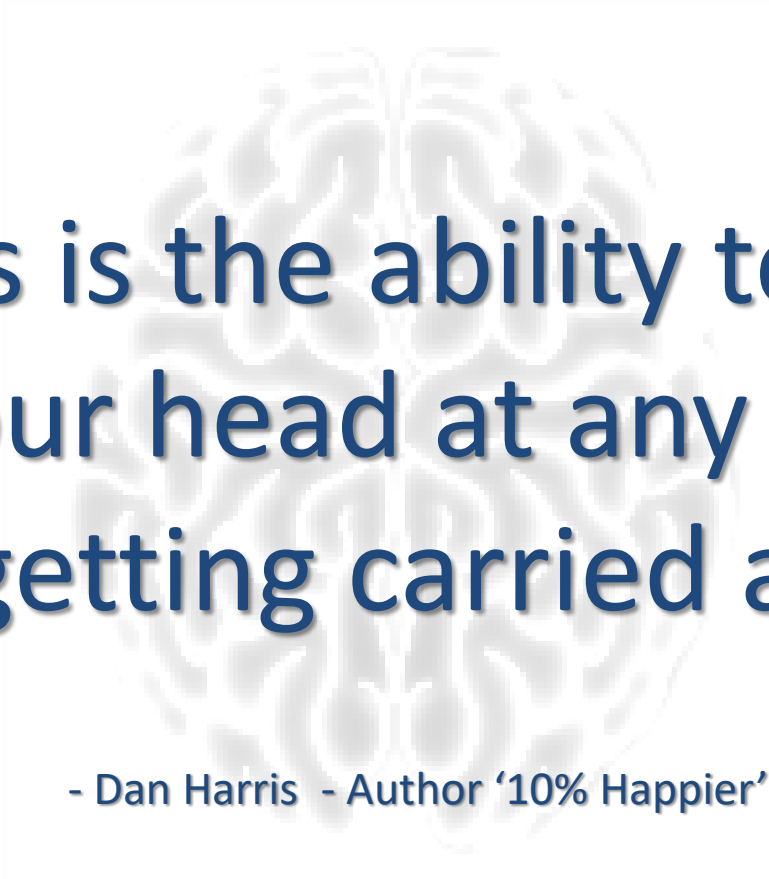
Sanofi-Aventis salespeople were randomly split into control and development groups. The development group received EQ training and increased their EQ by 18% (on average).⁴⁷



EI: The Mindfulness Connection...

Self awareness is the gateway to
Emotional Intelligence...

...and mindfulness is the gateway
to self awareness



“Mindfulness is the ability to know what’s going on in your head at any given moment, without getting carried away by it”

- Dan Harris - Author ‘10% Happier’



“Mindfulness is BEING in the here and now,
being present, being mindful.

It is NOT being lost in thought, distracted,
or overwhelmed by difficult emotions.”

- Andy Puddicombe



Critical Point #1:

No matter what you're doing, you're doing either mindfully or mindlessly



Critical Point #2

All studies show great improvements in everything:
competence, creativity, psychological wellbeing,
health and engagement when we are mindful



Mindfulness is all about attention...
...and where we CHOOSE to FOCUS it at any moment in time

47%

Average time spent mind-wandering

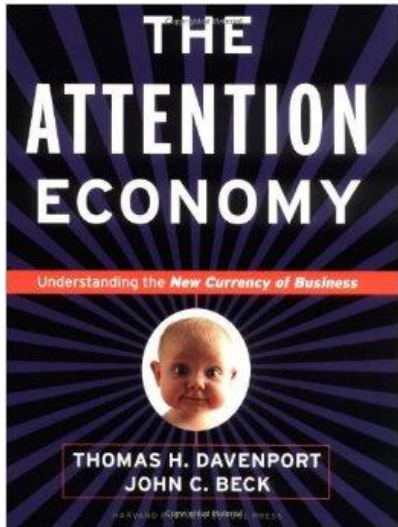




Mind Wandering

“Mind-wandering is an excellent predictor of people's happiness,’ Killingsworth says.

...analyses conducted by the researchers suggested that their subjects' *mind-wandering was generally the cause, not the consequence, of their unhappiness”*

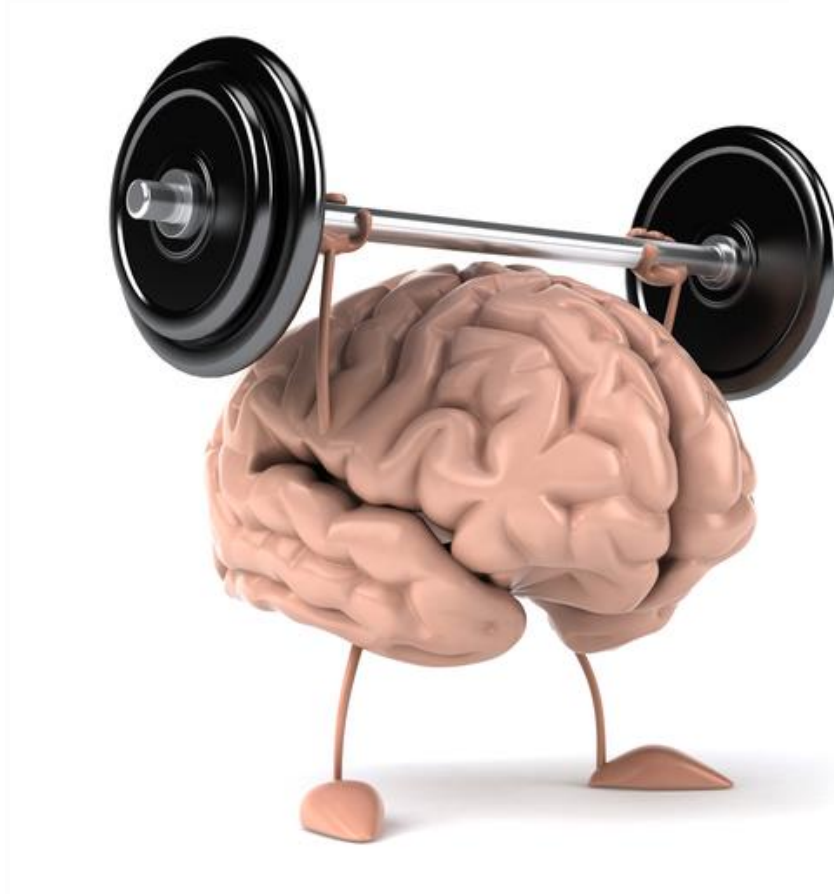


"Understanding and managing attention is now the single most important determinant of business success"

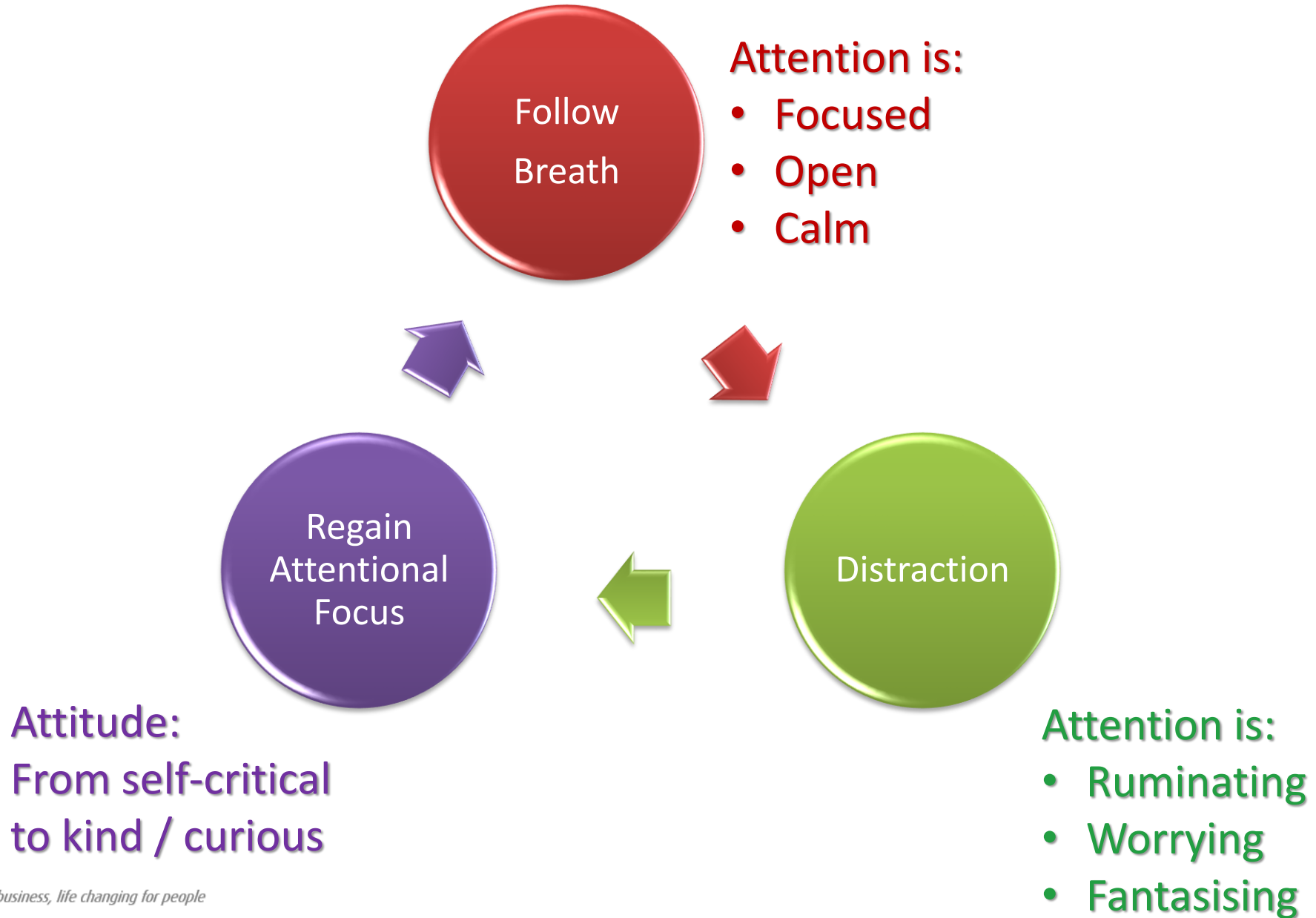
So how does one develop
mindfulness?



Brain Training



Mindful Meditation Process





180° EMOTIONALLY INTELLIGENT
WORKPLACE BEHAVIOR FEEDBACK REPORT

Ruby Tumang
30 July 2016
Strictly Confidential

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Game changing for business, life changing for people

The report process was a waste of your time (and our time and money!) unless it helps you change something for the better...

How are results presented?

Self-Management



Page 7

How are results presented?

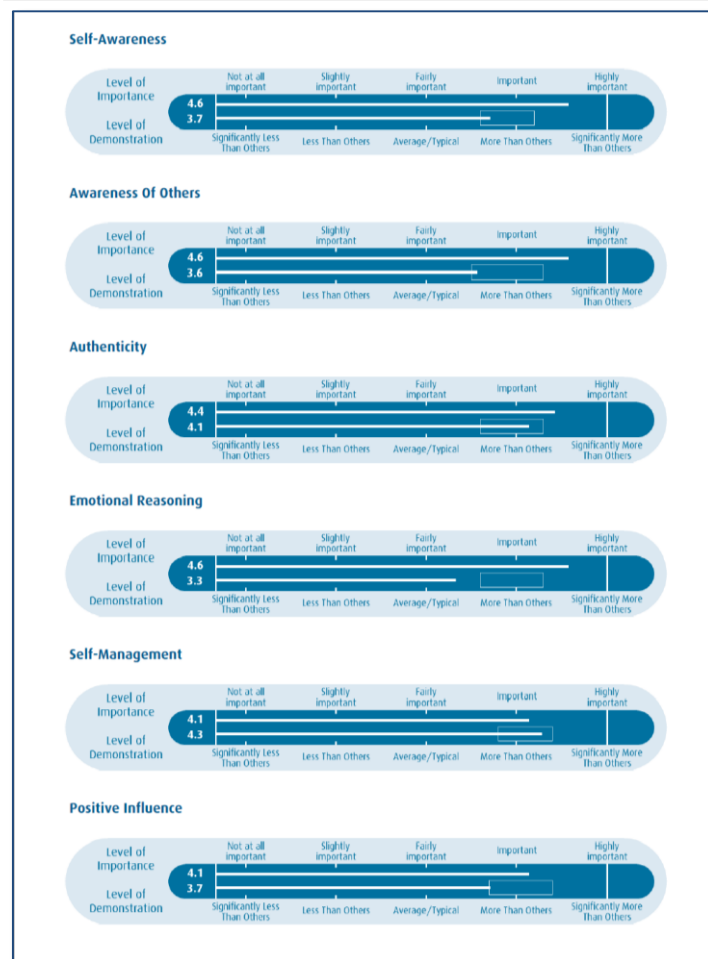
Self-Management



Self-Management	I	D	d	BM
1. Manages their emotions effectively in difficult situations.	4.8	3.8	1.0	↔
2. Demonstrates a positive, energising demeanour.	4.8	4.3	0.5	↔
3. Manages their time effectively.	4.5	2.5	2.0	↓
4. Learns from mistakes.	5.0	3.5	1.5	↓
5. Keeps up to date with industry trends and market conditions.	4.8	3.5	1.3	↓
6. Strives to improve their own performance.	4.8	4.3	0.5	↔
7. Quickly adapts to new circumstances.	4.8	3.5	1.3	↓

Pages 8-18

'Mining' for Insights: Page 7



“...if I only had time to dive deeply into one of these scales, which one feels like the right one to start with?”

“Why?...”

'Mining' for Insights

“Looking at these results what’s do your colleagues see you do well?”

“How does this show up in your day to day interactions?”

Authenticity	I	D	d	BM
1. Shares how they feel with others.	3	4	✓	↔
2. Describes their own feelings in a way that is sensitive to the feelings of others.	4	4	✓	↔
3. Expresses their feelings in the right place and time.	4	4	✓	↔
4. When necessary, facilitates challenging conversations effectively.	5	4	1	↔
5. Is consistent in what they say and do.	5	5	✓	↑
6. Encourages others to express themselves.	5	3	2	↓
7. Honours commitments and keeps promises.	5	5	✓	↑

'Mining' for Insights

“Where’s your biggest opportunity to improve how you ‘show up’ – what could use some attention?”

“Think: when was the last time this was an issue?”

Authenticity	I	D	d	BM
1. Shares how they feel with others.	3	4	✓	↔
2. Describes their own feelings in a way that is sensitive to the feelings of others.	4	4	✓	↔
3. Expresses their feelings in the right place and time.	4	4	✓	↔
4. When necessary, facilitates challenging conversations effectively.	5	4	1	↔
5. Is consistent in what they say and do.	5	5	✓	↑
6. Encourages others to express themselves.	5	3	2	↓
7. Honours commitments and keeps promises.	5	5	✓	↑

'Mining' to an action

Authenticity	I	D	d	BM
1. Shares how they feel with others.	3	4	✓	↔
2. Describes their own feelings in a way that is sensitive to the feelings of others.	4	4	✓	↔
3. Expresses their feelings in the right place and time.	4	4	✓	↔
4. When necessary, facilitates challenging conversations effectively.	5	4	1	↔
5. Is consistent in what they say and do.	5	5	✓	↑
6. Encourages others to express themselves.	5	3	2	↓
7. Honours commitments and keeps promises.	5	5	✓	↑

“How might I approach this differently?”

“What will I do differently next time?”

“How will I remember to make this change?”

“When will I start?”

'Mining' for Insights

The feedback below has been provided by the people you nominated to rate you in the Manager category. Please note that their comments have been printed verbatim, without any editing or spell checking.

Self-Awareness: "I think Sally is generally very self aware. The issue may be more that she chooses not to positively respond during stressful or negative circumstances rather than not be aware of the way she is responding. Recent behaviours have been very good and I commend her on the change."

Awareness of Others: "I think Sally is a very aware person but that she does not always adjust the way she projects herself to suit the circumstances or she focusses on continuing with how she feels rather than adapting to the way another person feels. This is not always something she should do but just a point for her to note."

Authenticity: "Sally is exceptional at delivering on her commitments. She is prepared to have challenging conversations and both implement and accept those conversations from others. She is also very prepared to accept the outcome of them and work through areas to improve - this is a credit to her. She is also very consistent in what she says and does and this is a strength. She could probably focus more on "checking in" on those around her and being sensitive to their circumstances. She is not necessarily bad at this but could do more of it."

Emotional Reasoning: "I think Sally is much more outcome than feeling focussed but does not see that as a problem up to a point. Good team management skills require sensitivity to others during decision making and this is something Sally is very capable of and should do a little more whilst not forgetting the importance of the outcome. When communicating those decisions it is worth her taking a moment to consider how the decision should be expressed and will come across to others."

Self-Management: "Sally handles stress and change very well (albeit she masks the stress effectively rather than necessarily dealing with the levels of stress perfectly). She is also a very effective operator that gets quickly through a large and diverse range of tasks effectively and efficiently, especially when there is a system or process that can be used as a reference point for any new tasks. Sally is controlling any anger or frustration well at the moment but this is still an area to stay on top of as there are times when it may get away from her. Sally is constantly focussed on improving herself and is doing a good, ongoing job of learning and growing."

Positive Influence: "Sally generally stays away from other conflicts but can manage them effectively if she chooses to. She also has the ability to create a very positive working environment and help others with their stress levels and conflict situations. How much and how effectively Sally does this is 100% up to her - she has the capability it is a question of whether or not she wishes to or has the interest or energy in supporting others."

“Take a look at the qualitative comments
(after each page of detailed results)

– is there anything there that helps clarify
the messages your colleagues are trying to
convey?”

Authenticity: "Sally is exceptional at delivering on her commitments. She is prepared to have challenging conversations and both implement and accept those conversations from others. She is also very prepared to accept the outcome of them and work through areas to improve - this is a credit to her. She is also very consistent in what she says and does and this is a strength. She could probably focus more on "checking in" on those around her and being sensitive to their circumstances. She is not necessarily bad at this but could do more of it."

INSIGHTS

I am probably too focused upon what I want to achieve in sales meetings to stop and check what my prospects need...

ACTIONS

BENEFITS

Any time you get any 'Insight' whatever – write it down here

INSIGHTS

I am probably too focused upon what I want to achieve in sales meetings to stop and check what my prospects need...

ACTIONS

In future I'll open all sales meetings with 'what would you like to take away from this meeting?'...

BENEFITS

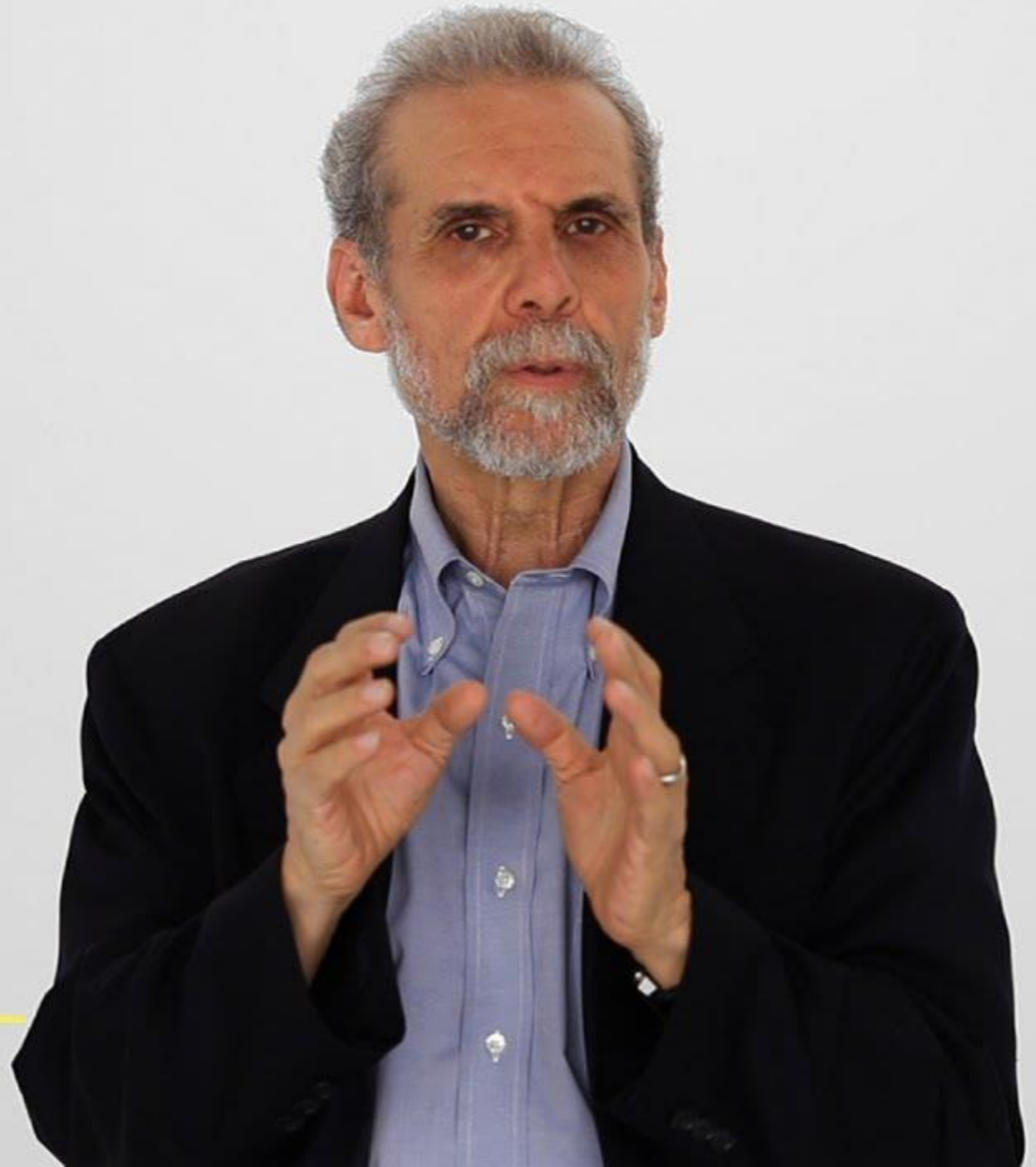
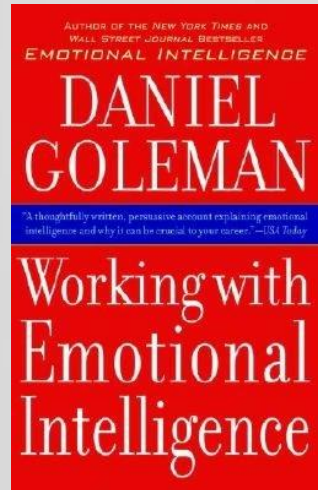
I'll 'show up' as more consultative, and prospects will feel my focus is on their needs...

Note any insight, however ordinary it might seem to you

“Summarise your intended action – who, what, where, when...”

WIIFM? What's in it for you to make this happen?

“Knowing one’s internal preferences, resources states, and intuitions.”



DANIEL GOLEMAN

Self Assessment: Journaling...



The sales situations
I find most
challenging are...



If there's one part
of the sales process
I dislike it is...



I know I'm better than
most salespeople at...



The part of the
sales process that I
really love is...



Journaling Benefits

“...can enhance the brain’s intake, processing, retaining, and retrieving of information... it promotes the brain’s attentive focus ... boosts long-term memory, illuminates patterns, gives the brain time for reflection ...”



**KEEP
CALM
AND
DO YOUR
HOMEWORK**



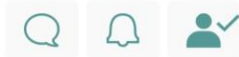
For next time...

1. Review your report – identify at least one key area for improvement and formulate actions that will start to change the way you ‘show up’
 - Bonus: validate your actions with your colleagues
2. Download the ‘Insights Timer’ – and practice **‘Basic Attention Practice’** daily
3. Journal every second day using the provided prompts

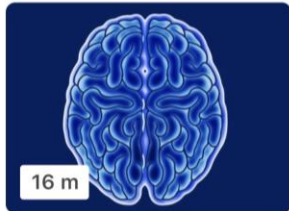


Deiric McCann, Genos

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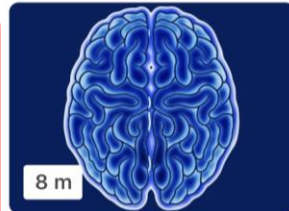


Deiric's particular expertise is in helping clients and partners implement EI and Mindfulness based solutions that deliver measurable Return on Investme...



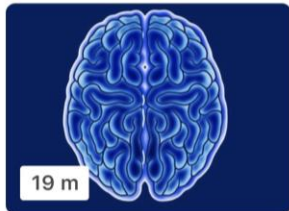
Mindful Leader: Basic Attention Practice

4.7 ★ Deiric McCann, Genos



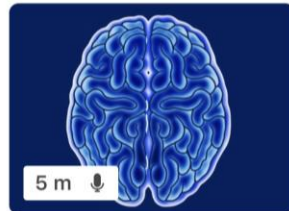
Mindful Leader - Seat & Feet

4.5 ★ Deiric McCann, Genos



Mindful Visualisation And Breath Focus

4.3 ★ Deiric McCann, Genos



Mindful Leader - Getting Started

3.9 ★ Deiric McCann, Genos

The Timer

More meditation is practiced on Insight Timer than any other app.

[Features >](#)

‘Insight Timer’ – iPhone or Android

Search ‘Genos’ or ‘Deiric’

Next Session

Build focus & attention, increase connection with others, handle stress & build resilience

- Session 1: Setting the Scene
- Session 2: Self Awareness
 - Your report
 - Knowing your strengths & challenges
 - Noticing your reaction in 'heated' situations
- **Session 3: Awareness of Others**
- Session 4: Resilience: Dealing with challenging emotions & situations


Session 3: May 1st



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Deiric McCann Manager

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Mindfulness and Emotional Intelligence Group

Standard group



Start a conversation in this group



Deiric McCann

Helping organisations create more emotionally intelligent and mindful lives an...
1d

Anyone know of anywhere else in this world they're taking this positive proactive approach with children?

[...see more](#)



599 members

[See all](#)



[Invite members](#)

About this group

Hosted by Genos International EU, this collaborative group is designed for those working to develop their mindfulness and emotional intelligence to create better, more cohesive, productive and happy work teams around the world. We'll use this space to post updates

[Show more](#)



Aoife Gorey

aofie@genosinternational.eu

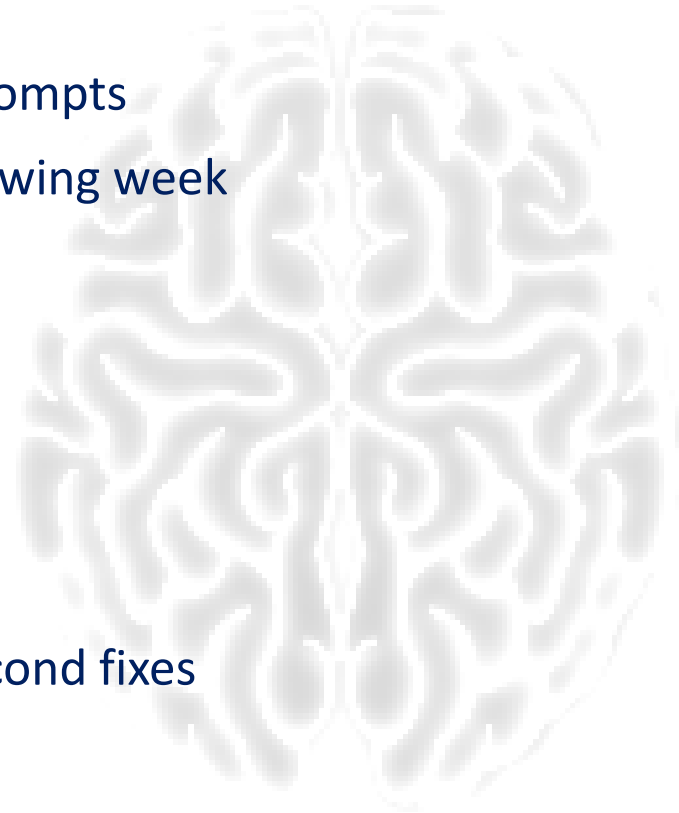


The Mindful & Emotionally Intelligent Salesperson

Session 2

Session 2: Self Awareness (90 minutes?)

- Report feedback
- Journaling – practice with 2-3 prompts
- 4-5 specifically sales for the following week
- Body scan
- Exercise
 - Breath
 - Body Scan
 - S&F and 6B
 - 1 prompt per day
- For session 3: think about 60-second fixes





Revenue



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Oifig na gCoimisinéirí Ioncaim
Ceantar Cánach Chill Dara
Campas Gnó Bhaile Átha Í
Bóthar Chaisleán an Chomair
Baile Átha Í, Co. Chill Dara
Éire

Office of the Revenue Commissioners
Kildare Revenue District
Athy Business Campus
Castlecomer Road
Athy, Co. Kildare
Ireland

**MR DEIRIC MC CANN
8 THE MAUDLINGS
NAAS
CO KILDARE**

13/4/2015

**Notification of Revenue Audit ¹
Reference: 3149734G**

Dear Mr McCann

I wish to inform you that you have been selected for a Revenue audit.

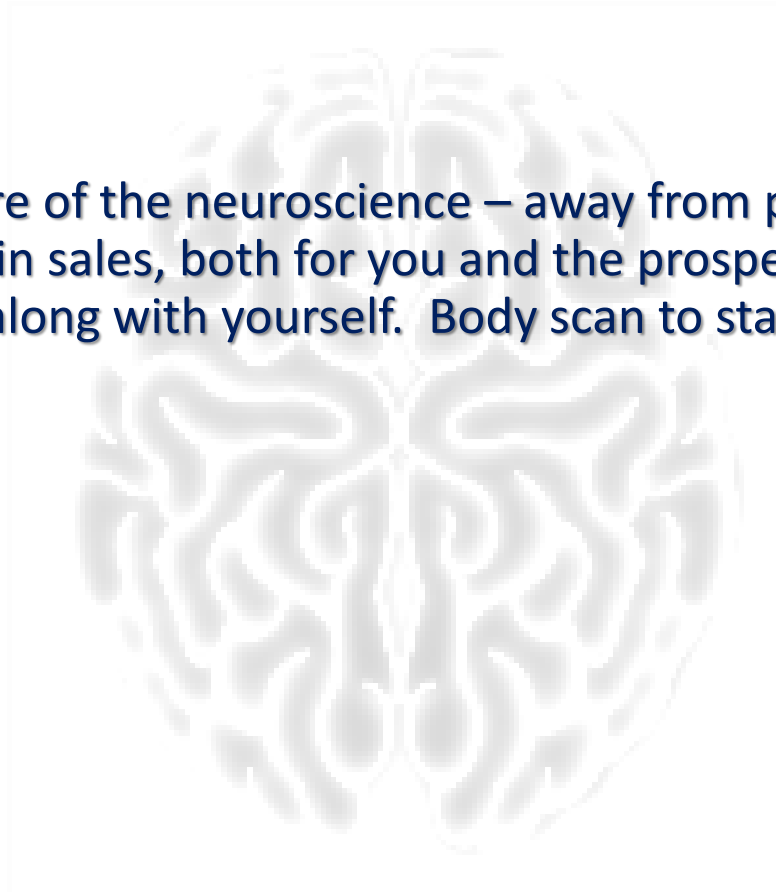


What did you notice?



For Session 3...

For session 3: be aware of the neuroscience – away from pain; towards pleasure. It influences the dynamic in sales, both for you and the prospect. Need to keep them on the high road, along with yourself. Body scan to start noticing impact



Where are you now?



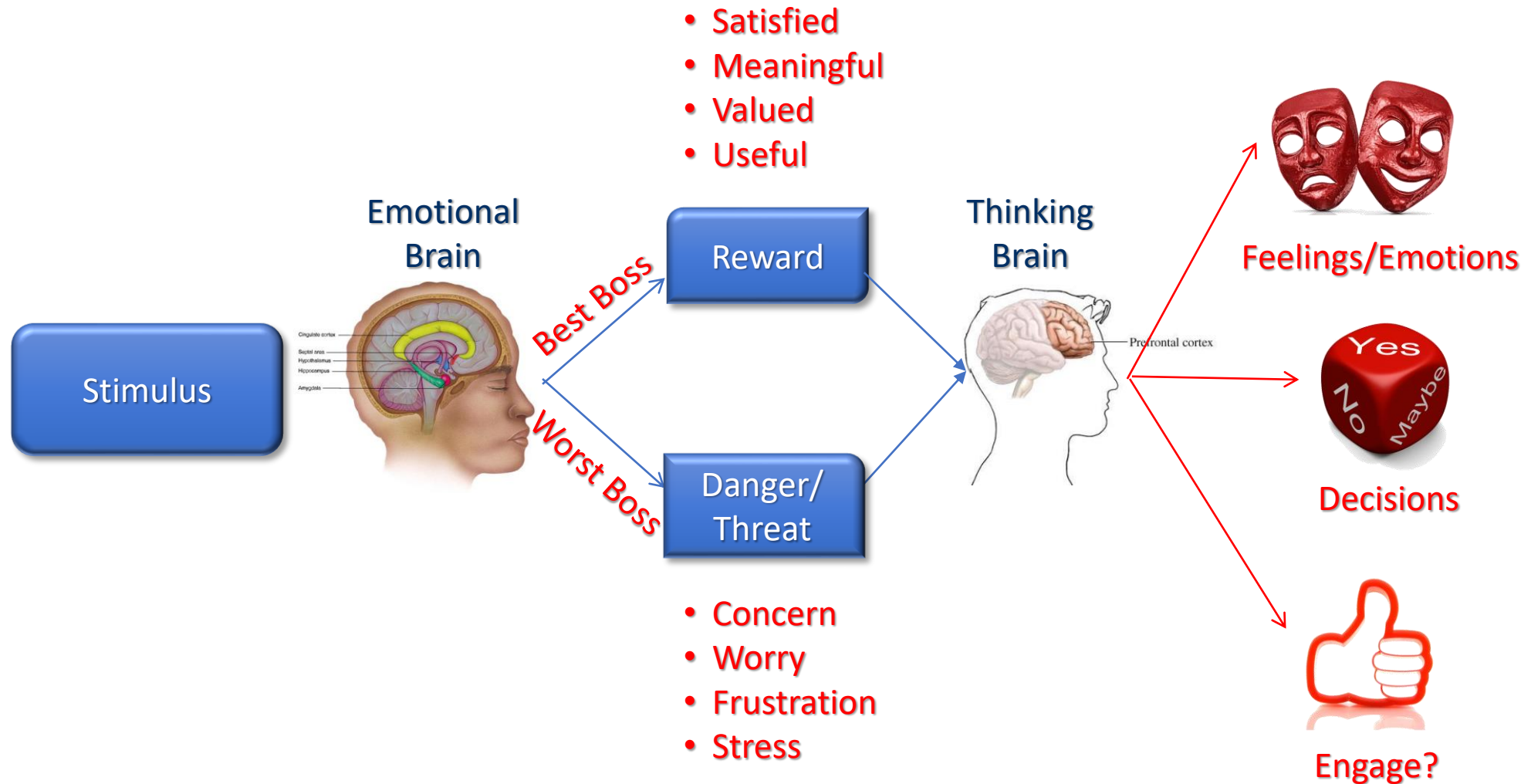
The Basic Neuroscience Behind Emotional Intelligence & Engaging Leadership

Observation Test



What did you notice?

The Neuroscience of Emotions



The way you feel impacts how you feel, the decisions you make, and the extent to which you engage

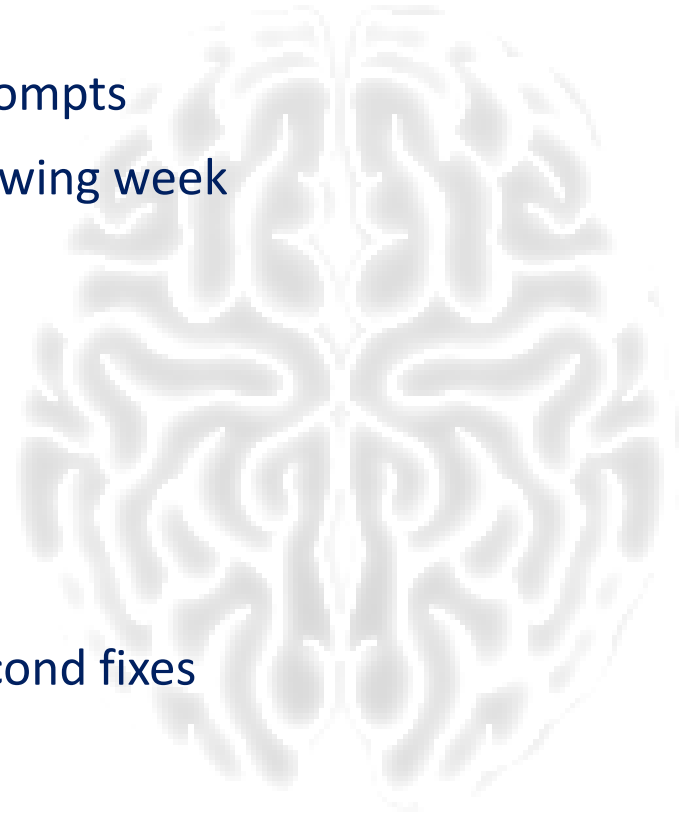
“Everything you do in life is based upon your brain’s determination to minimise danger or maximise rewards.”

Minimise threats and maximise rewards
is the organizing principle of the brain”

(Gordon, 2000)

Session 2: Self Awareness (90 minutes?)

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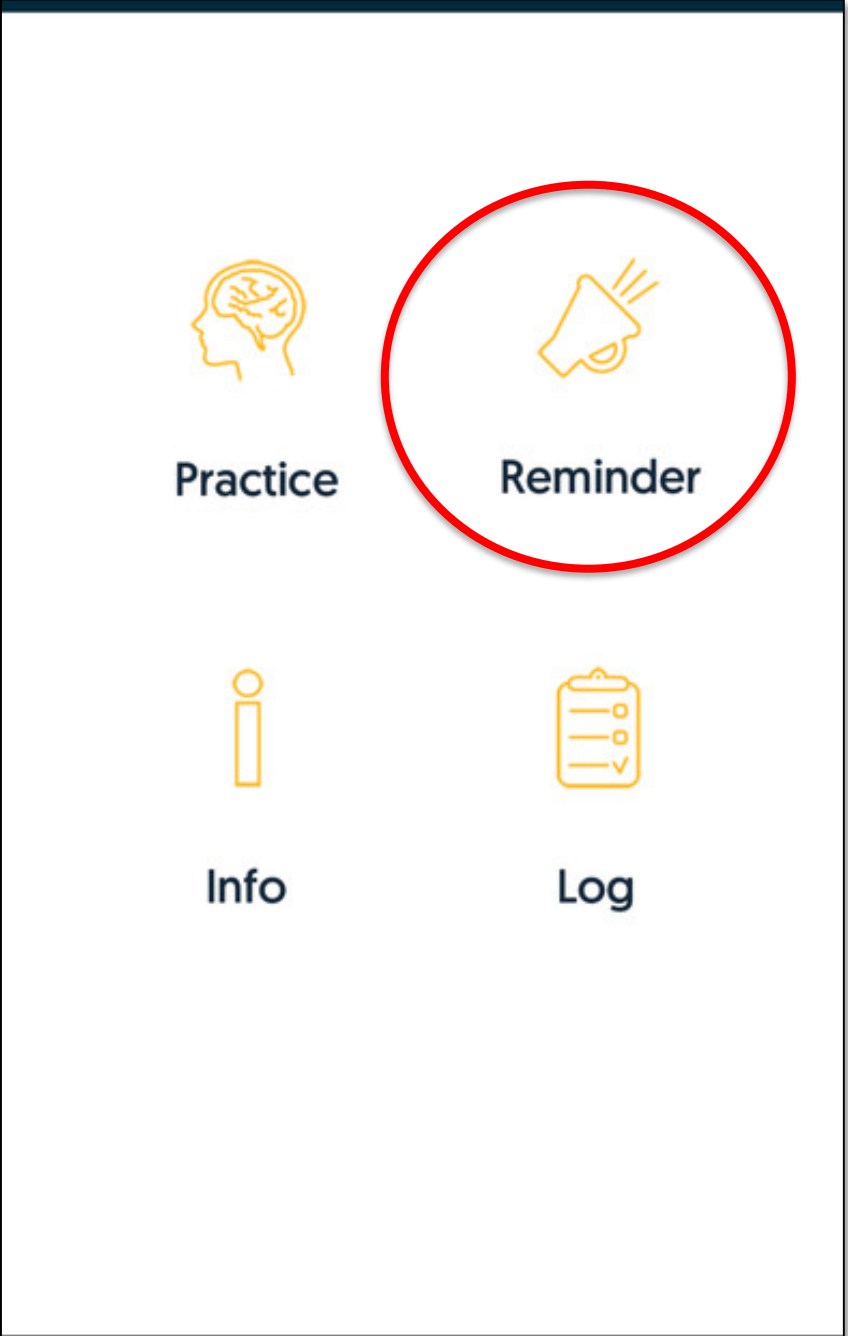


Stack #5: The 'Purposeful Pause'



- To reestablish presence & focus
- To calm before / after a key event
 - Presentation
 - Critical call
 - Tough meeting
- Use it every time you think 'what next?'

*"...co-opt those in-between moments to just focus on what's happening or focus on your breath
... a great way to boost the muscle of focus" - Dan Harris, author '10% Happier'*



Potential Project App (iPhone & Android)

\$1.99



Search Inside Yourself
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