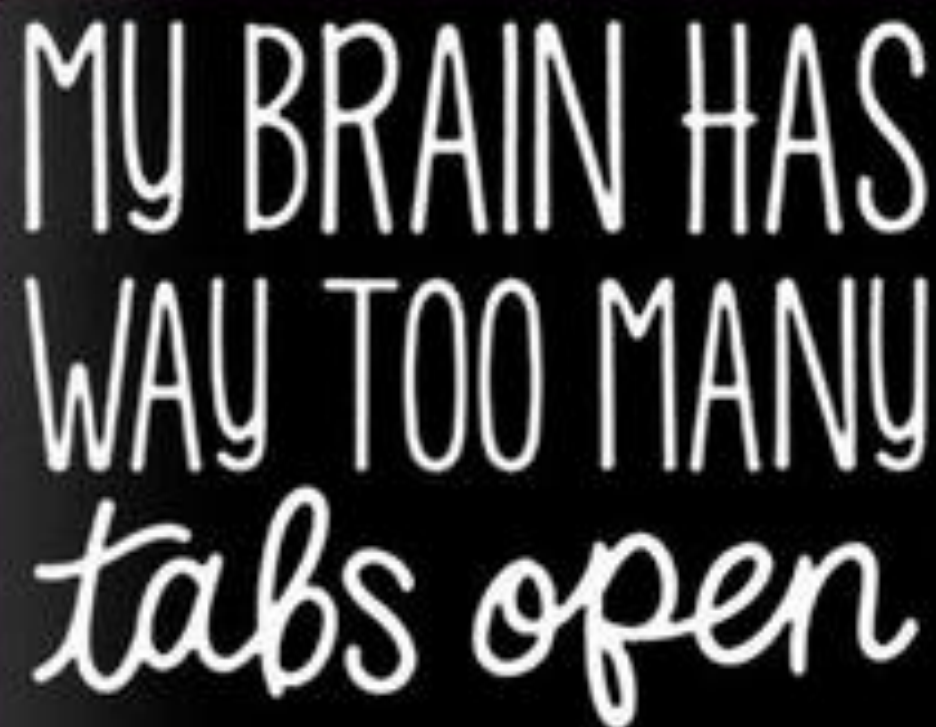




# The Mindful & Emotionally Intelligent Salesperson

Session 3: Awareness of Others



MY BRAIN HAS  
WAY TOO MANY  
*tabs open*

4 OF THEM ARE FROZEN &  
I HAVE NO IDEA WHERE THE  
MUSIC IS COMING FROM

Closing a few tabs...



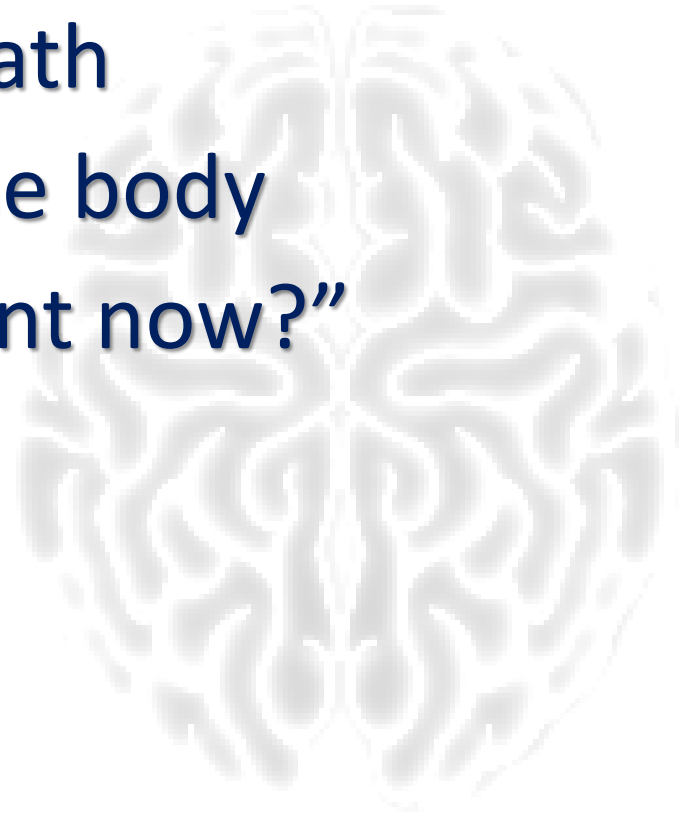
‘What’s Important Now?’



# 3 Breath Practice: ‘What’s important now?’

---

1. One mindful breath
2. Soften & relax the body
3. “What’s important now?”



# This program...

---

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

# 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



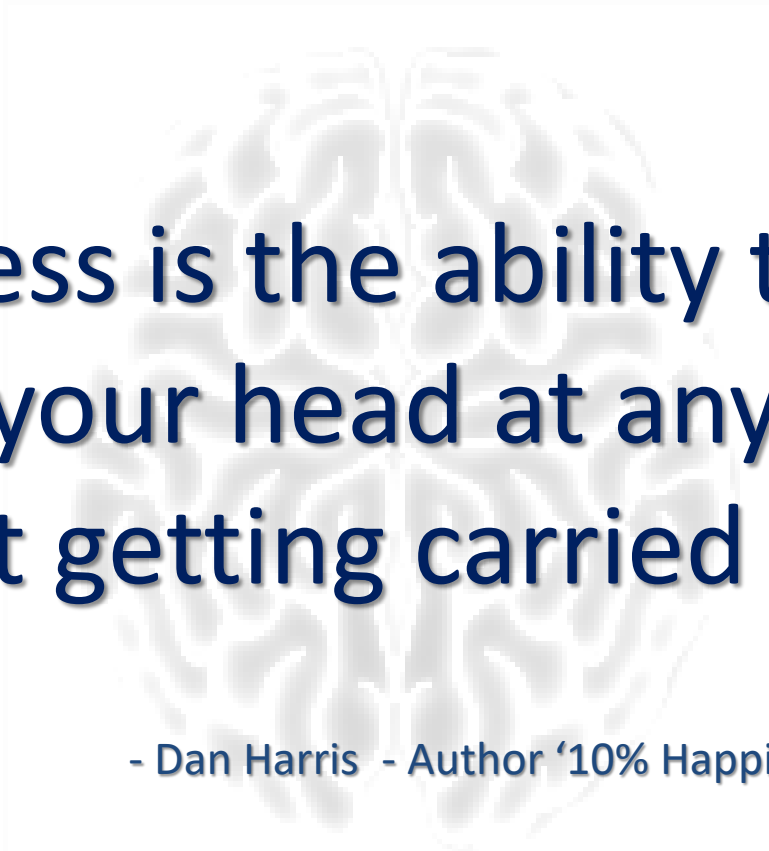
## Last time's *'For next time'*...

---

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

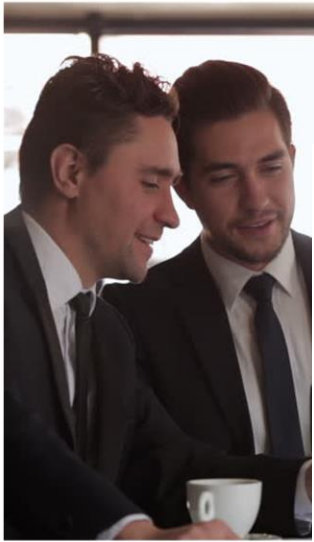






**“Mindfulness is the ability to know what’s going on in your head at any given moment, without getting carried away by it”**

- Dan Harris - Author ‘10% Happier’



## Salesperson Fight Responses

- Talks faster and louder
- Becomes overly c
- Leans in aggressi
- Tone becomes sh
  - Mike: "Why are
  - Salesperson: "W

Under emotional  
fa

## Salesperson Flight Responses

- Takes offence
- Speak more quiet
- Ignores Mike; fo
- Discounts too qu
  - Mike: "Could ye
  - Salesperson (re
- Agrees to pointle
  - Mike after a sin
  - "Send me a
  - Salesperson (w
  - "Sure thing!

genos  
INTERNATIONAL Game changing for business, life ch



Prospects also  
get triggered!

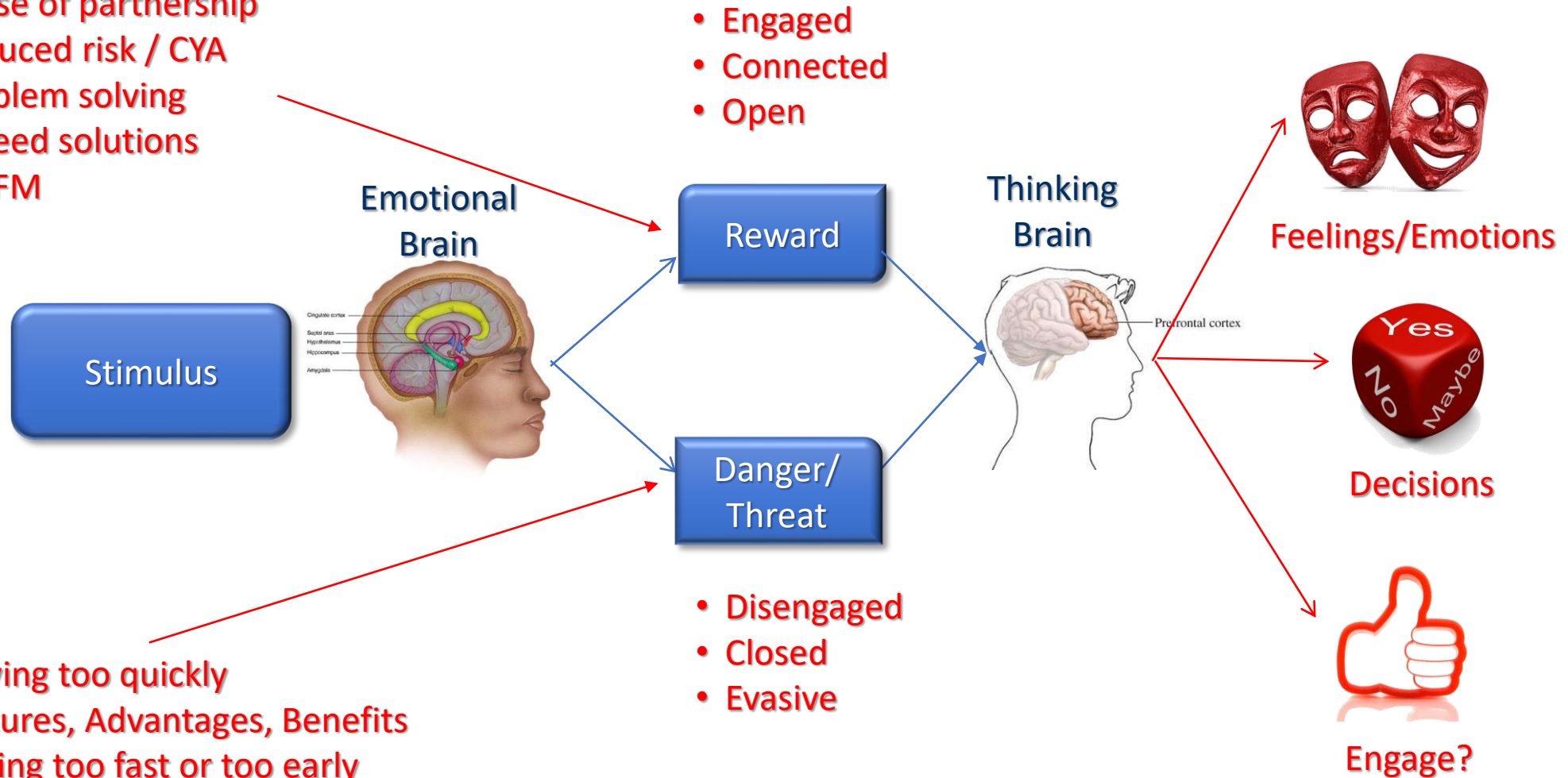
Sales Processes  
& 'ABC'



# The Basic Neuroscience Behind Emotional Intelligence & Engaging Leadership

# The Neuroscience of Emotions

- Trust
- Sense of partnership
- Reduced risk / CYA
- Problem solving
- Agreed solutions
- WIIFM



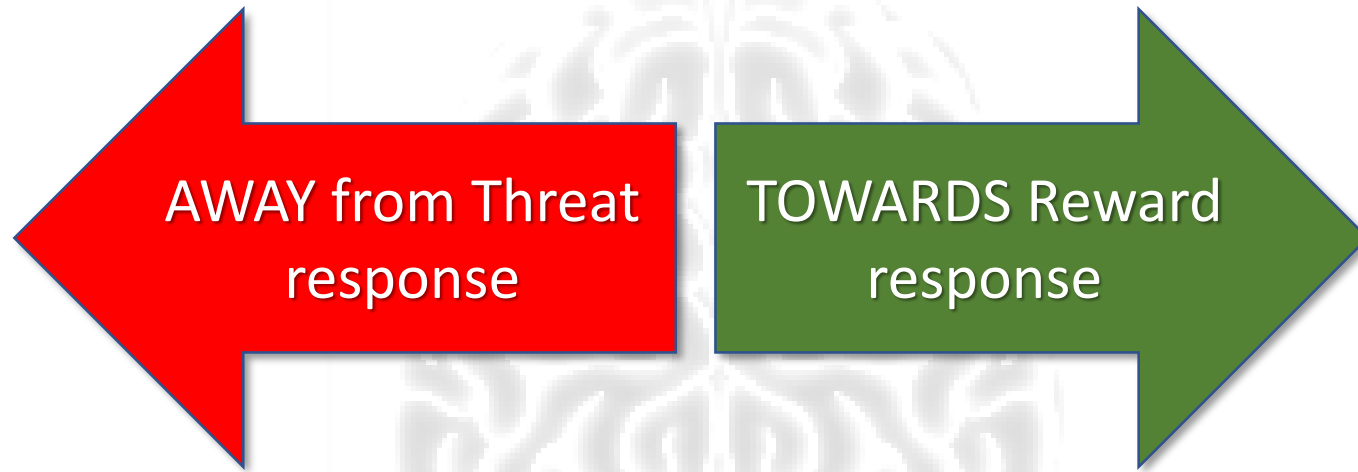
- Moving too quickly
- Features, Advantages, Benefits
- Closing too fast or too early
- 'Intruding'



“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)



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

---

- Working with the emotional brain - yours and the prospect's...
- **Staying present to yourself:** recognising and effectively managing your emotions as they arise – not *'getting caught up in them'*
- **Staying present with your prospect:** recognising and effectively responding to the emotions of your prospect – so that they don't get caught up in them
- Using the emotional 'data' in any situation to guide you on when to push forward, and when to fall back

...using self/other awareness to adjust your responses to achieve the best connection and outcome





Presence is key  
– if we're lost in thought, we're lost!

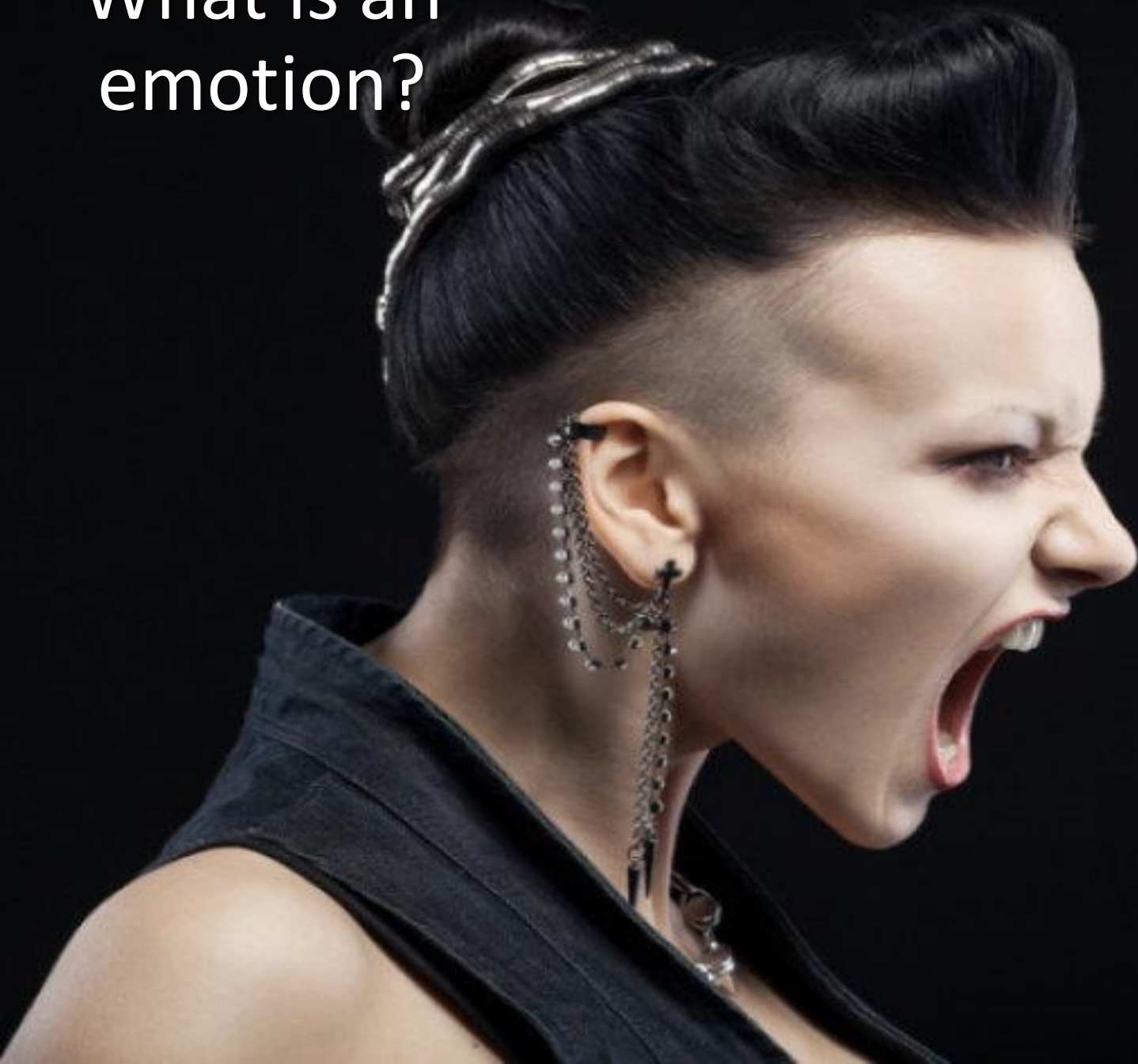


# Becoming Emotionally Self Aware



Becoming aware  
of emotions as  
they arise

What is an  
emotion?



"An emotion is a complex  
psychological state  
that involves three  
distinct components:

a subjective experience,

a physiological response,

and a behavioural or  
expressive response."

*(Hockenbury & Hockenbury, 2007)*

# What is an emotion?



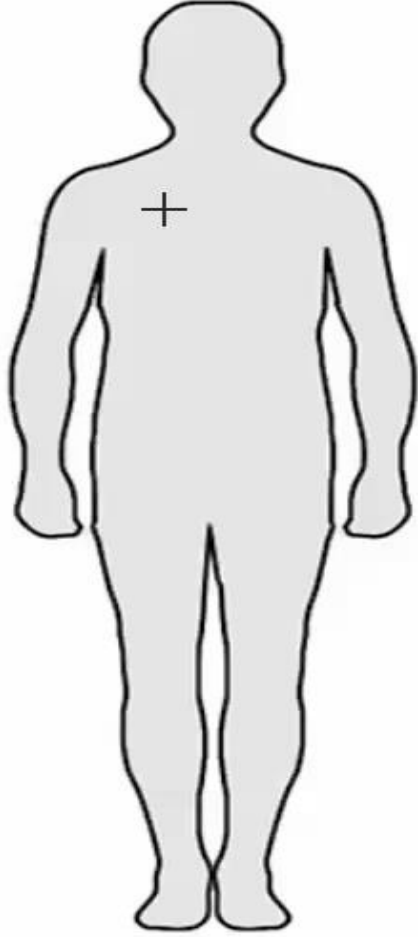
"An emotion is a complex psychological state that involves three distinct components:

a subjective experience,

**a physiological response,**

and a behavioural or expressive response."

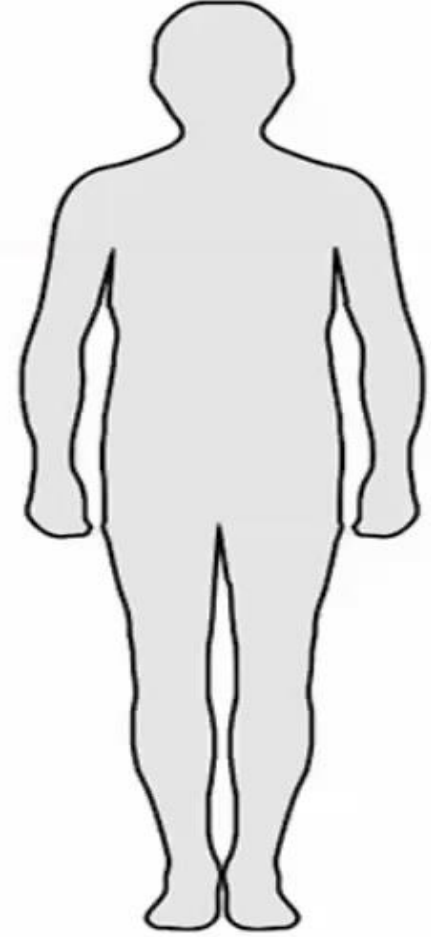
*(Hockenbury & Hockenbury, 2007)*



For this body, color the regions whose activity you feel increasing or getting stronger

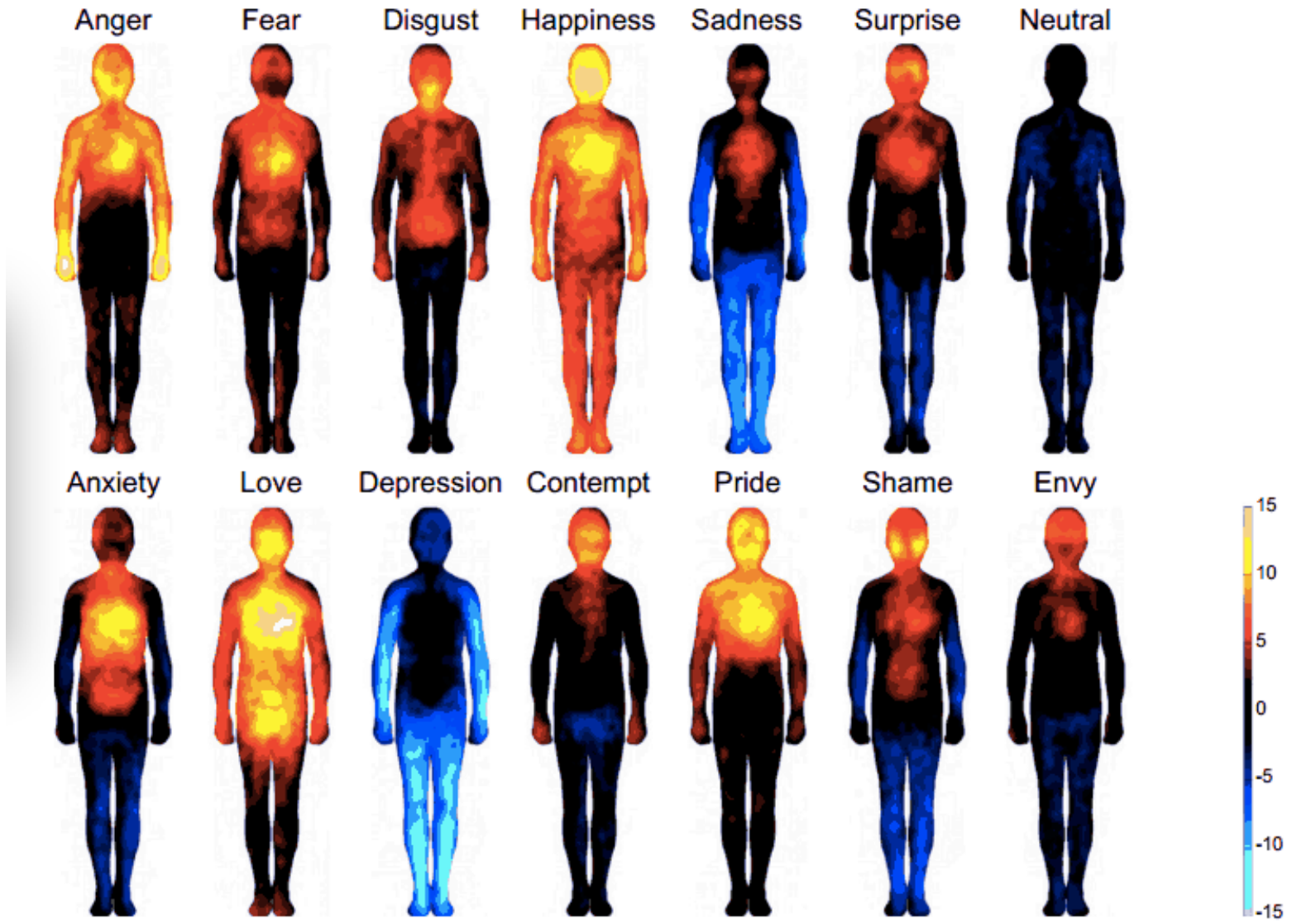
For the pictures below, evaluate how the activity of your body changes when you feel...

## Happiness



For this body, color the regions whose activity you feel decreasing or getting weaker

# Emotions in the body



# Iowa Gambling Task







After 50 cards - **suspicious** of the red cards



After 80 cards: **know** red cards are 'fixed'



After 10 cards: palms begin to sweat when selecting red cards – and **subjects begin favouring blue cards**



“The basal ganglia (*‘reptilian brain’*) observes everything we do in life, every situation, and extracts decision rules. . .

The basal ganglia is so primitive that it has zero connectivity to the verbal cortex.

It can’t tell us what it knows in words.

It tells us this is right or this is wrong as a *‘gut feeling’*.”

"It's hard to describe what it's like to lose \$900 million.  
"Once again, I had that visceral and empty feeling in my stomach,  
I could feel it in the sides of my stomach, as if I had been  
emptied out from the inside.

Losing love was a lot harder than the billions I've  
unpleasantly, as if I literally carried the loss on my back"

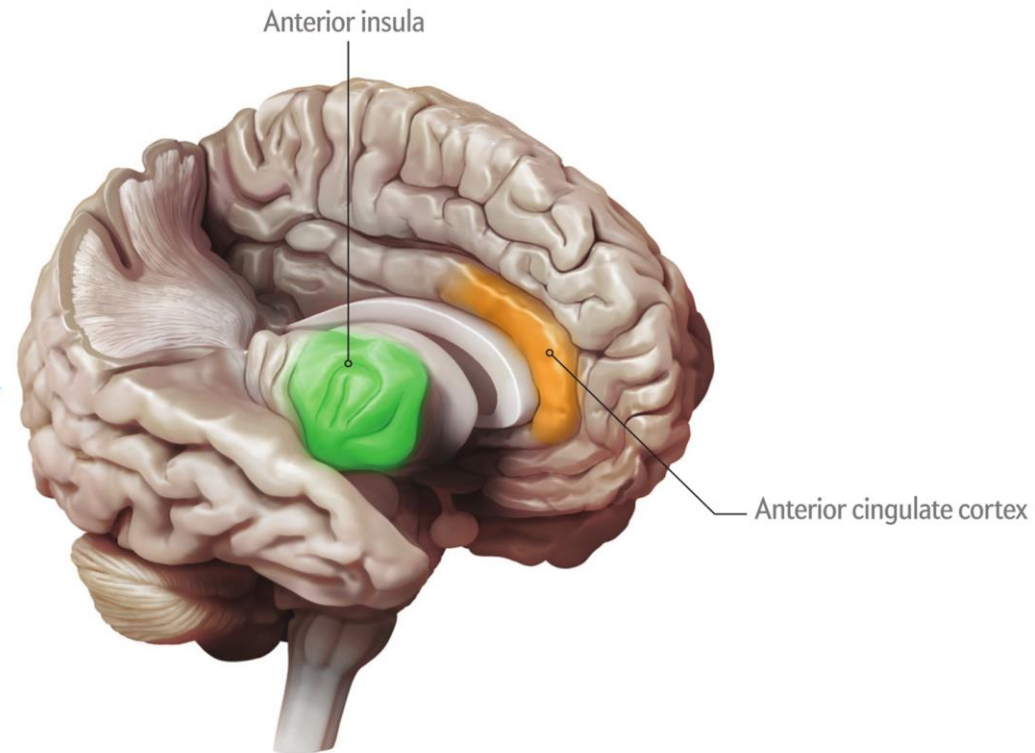
# Body Scan





**What did you notice?**

# Self-awareness → Awareness of Others





# Becoming Emotionally Aware of Others





# Empathy: Definition

The ability to experience and understand what others feel, *while maintaining a clear discernment about your own and the other person's feelings and perspectives.*



“...functional imaging results showing that the structure and function of the right frontal insula are correlated with the ability to feel one's own heartbeat, or to empathize with the pain of others”

# “I feel your pain”

---

Pain



Empathy



# Empathy Fatigue ('Burnout')

---

*"...is a state experienced by those helping people or animals in distress;*

*...it is an extreme state of tension and preoccupation with the suffering of those being helped to the degree that it can create a secondary traumatic stress for the helper."*

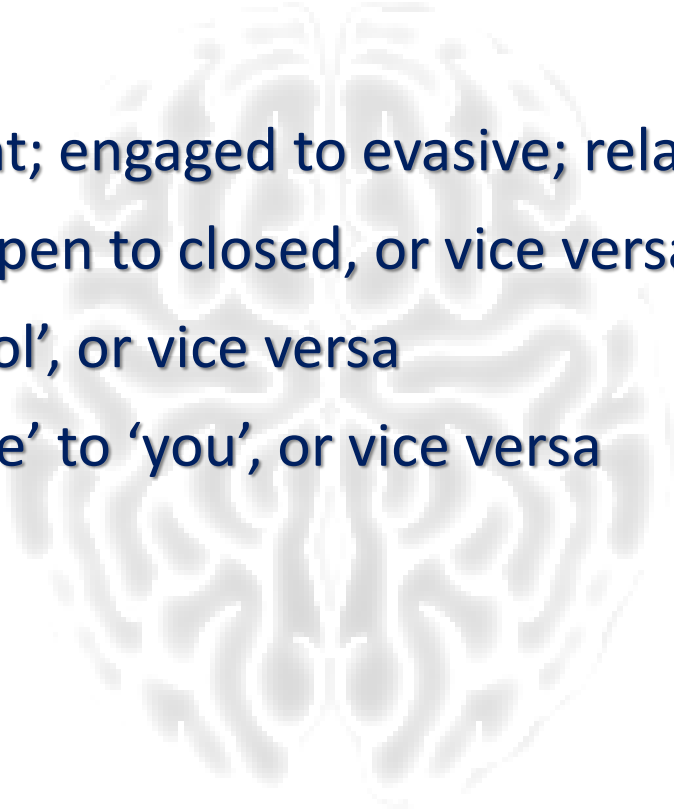


We need to **INTENTIONALLY**  
open up to become aware  
of others' emotional reactions

# Other Awareness: The Blindingly Obvious

---

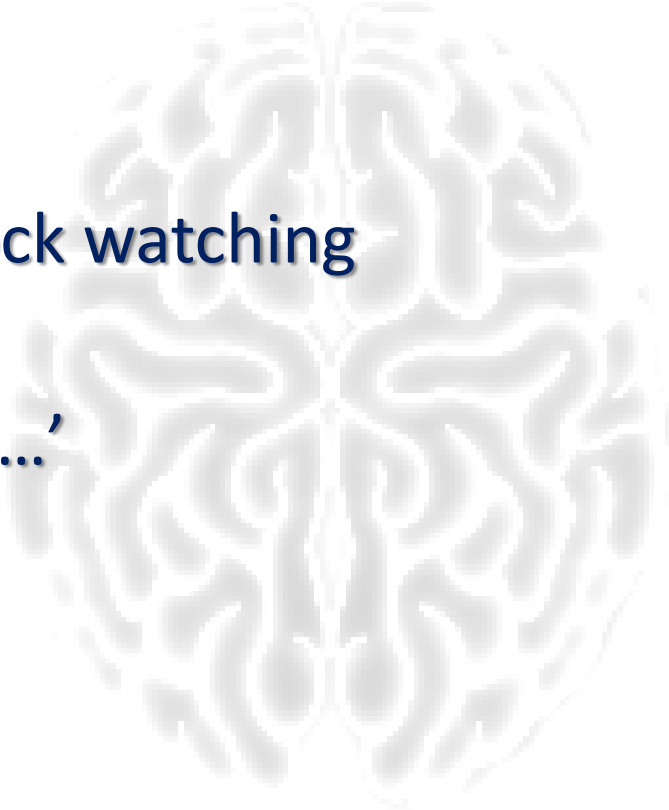
- Sudden change of...
  - Tone – friendly to distant; engaged to evasive; relaxed to aggressive, or vice versa
  - Body language – from open to closed, or vice versa
  - ‘Climate’: ‘Warm’ to ‘cool’, or vice versa
  - Affinity: ‘Us’ to ‘you’, ‘we’ to ‘you’, or vice versa



# Other Awareness: The Blindingly Obvious

---

- ‘Flight’ behaviours
  - Question evasion
  - Time squeezing / clock watching
  - ‘I’m not so sure...’
  - ‘Send me a proposal...’
- ‘Fight’ behaviours
  - ‘Snapping’
  - Impatience
  - Disengagement



# Use of Self: INTENTIONALLY Opening to Empathy

---

- ‘I **intend** to be open to this person...’
- What am I noticing?
- What am I experiencing – bodily sensations, mood shift, emotions, ‘intuitions’, ‘gut feelings’
- Reflecting back:
  - “...when you said that I got a sense that this is something really important to you, am I right?”
  - “...I have a feeling I’m on the wrong track, where should I focus?”
  - “...I have a sense that...”
  - “I noticed something changed when...”



What is Being  
vs.

and Doing

Practice

Practice

Practice

Practice

**Emotional Self Awareness:  
Journaling...**



I get 'triggered' in  
sales situations  
when.....



The easiest way to  
distract me in a  
sales situation is.....



I can give a prospect my  
full attention when...



The best way for  
me to prepare to be  
present is.....





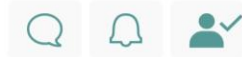
**KEEP  
CALM  
AND  
DO YOUR  
HOMEWORK**



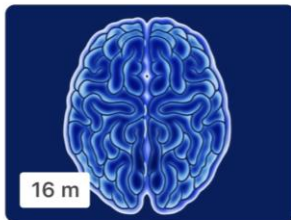


**Deiric McCann, Genos**

234 followers

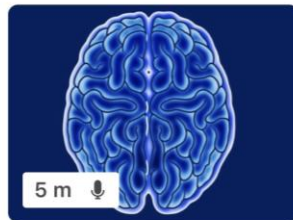


Deiric's particular expertise is in helping clients and partners implement EI and Mindfulness based solutions that deliver measurable Return on Investme...



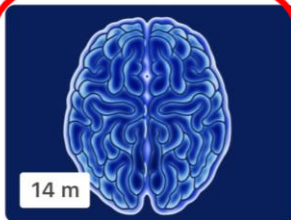
**Dealing With Difficult Emotions**

4.2 ★ Deiric McCann, Genos



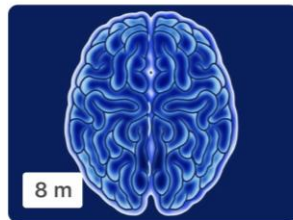
**Purposeful Pause**

4.2 ★ Deiric McCann, Genos



**Intentional Awareness: Body Scan**

4.5 ★ Deiric McCann, Genos



**Mindful Leader - 6 Breaths**

4.8 ★ 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’



## For next time...

### 1. If you haven't already:

- Review your report – identify at least one key area for improvement and formulate actions that will start to change the way you 'show up'

### 2. New 'Awareness of Others' journaling prompts

### 3. Alternate 'Basic Attention' and 'Body Scan' practices

### 4. Journal with the new prompts

# 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 4: May 21<sup>st</sup>



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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?

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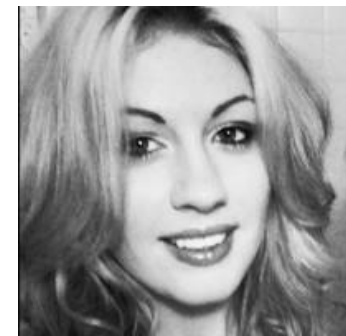


[Invite members](#)

### 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](mailto:aofie@genosinternational.eu)

# Questions?

# Thank You!



# The Mindful & Emotionally Intelligent Salesperson

## Session 3



# 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'*

“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

# Mindful Listening



# Empathetic Listening

