



# The Mindful & Emotionally Intelligent Salesperson

Session 4: Resilience - Dealing with challenging emotions & situations

Welcome! We'll get started shortly...



# The Mindful & Emotionally Intelligent Salesperson

Session 4: Resilience - Dealing with challenging emotions & situations

# THE MYTH OF MULTITASKING

YOUR BRAIN  
ON ONE TASK



↓  
(HAPPY BRAIN)

YOUR BRAIN  
MULTITASKING



UNUSED BRAIN JUICE

But perhaps more importantly, focus on  
any single task puts you right 'in the now'

Closing a few tabs...





breathe

# This program...

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

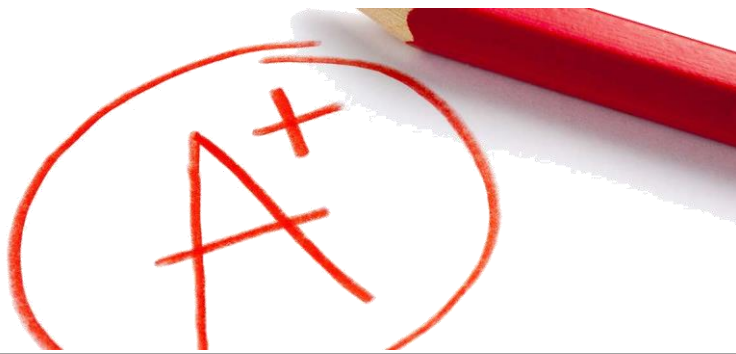
- Session 1: Setting the Scene
- Session 2: Self Awareness
  - Your report
  - Knowing your strengths & challenges
  - Noticing your reaction in 'heated' situations
- Session 3: Awareness of Others
- Session 4: Resilience: Dealing with challenging emotions & situations

# This program...

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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*'...

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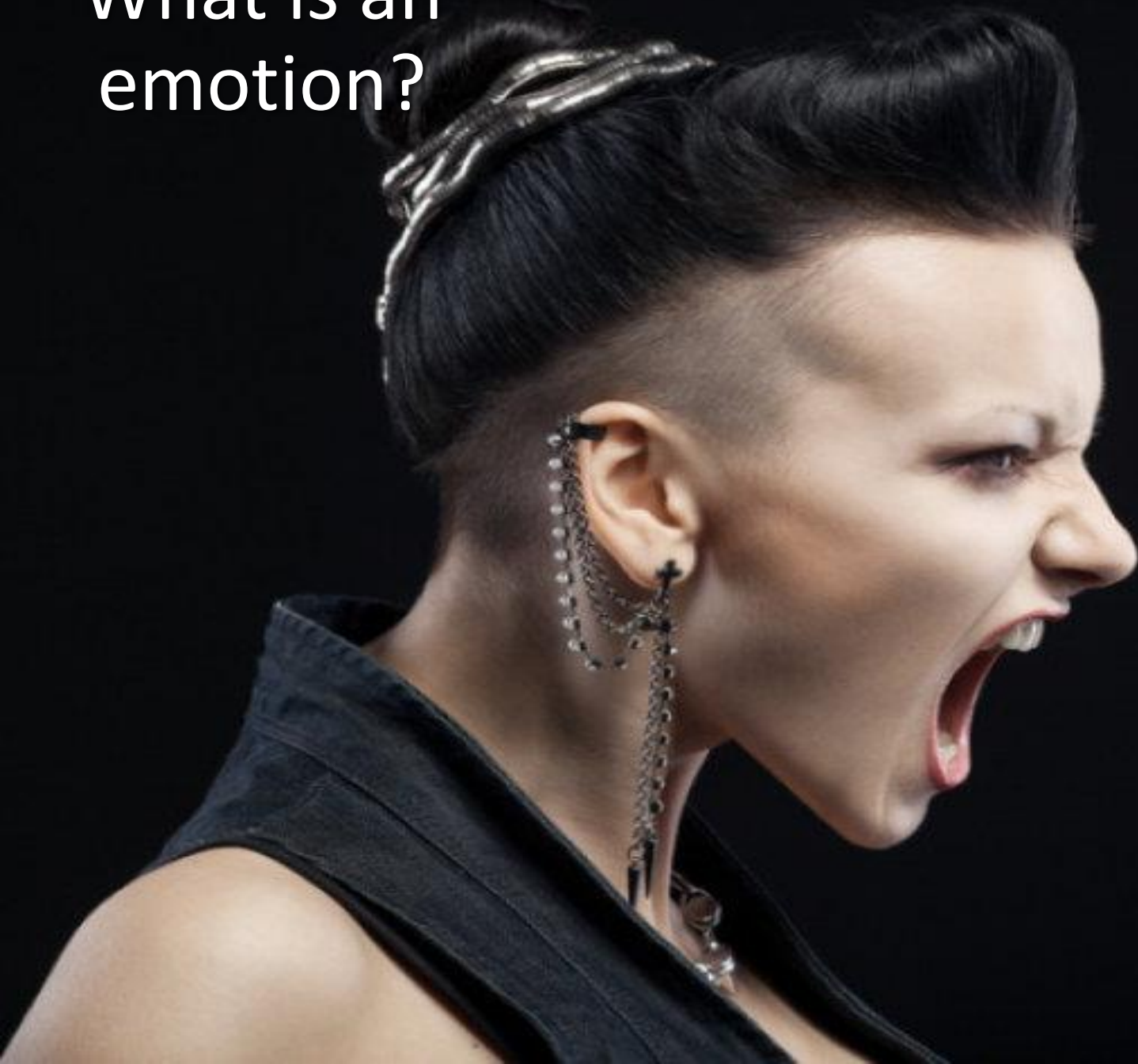
### 1. If you haven't already:

- 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. Journal with 'Awareness of Others' journaling prompts

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

# 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)*

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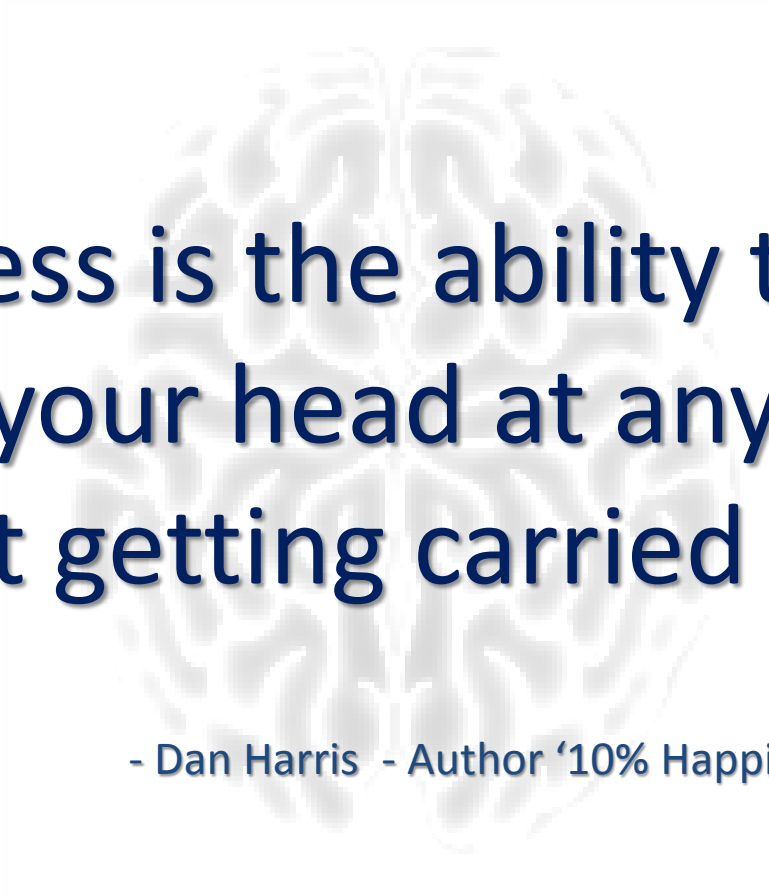
**a physiological response,**

and a behavioural or expressive response."

*(Hockenbury & Hockenbury, 2007)*

# Body Scan

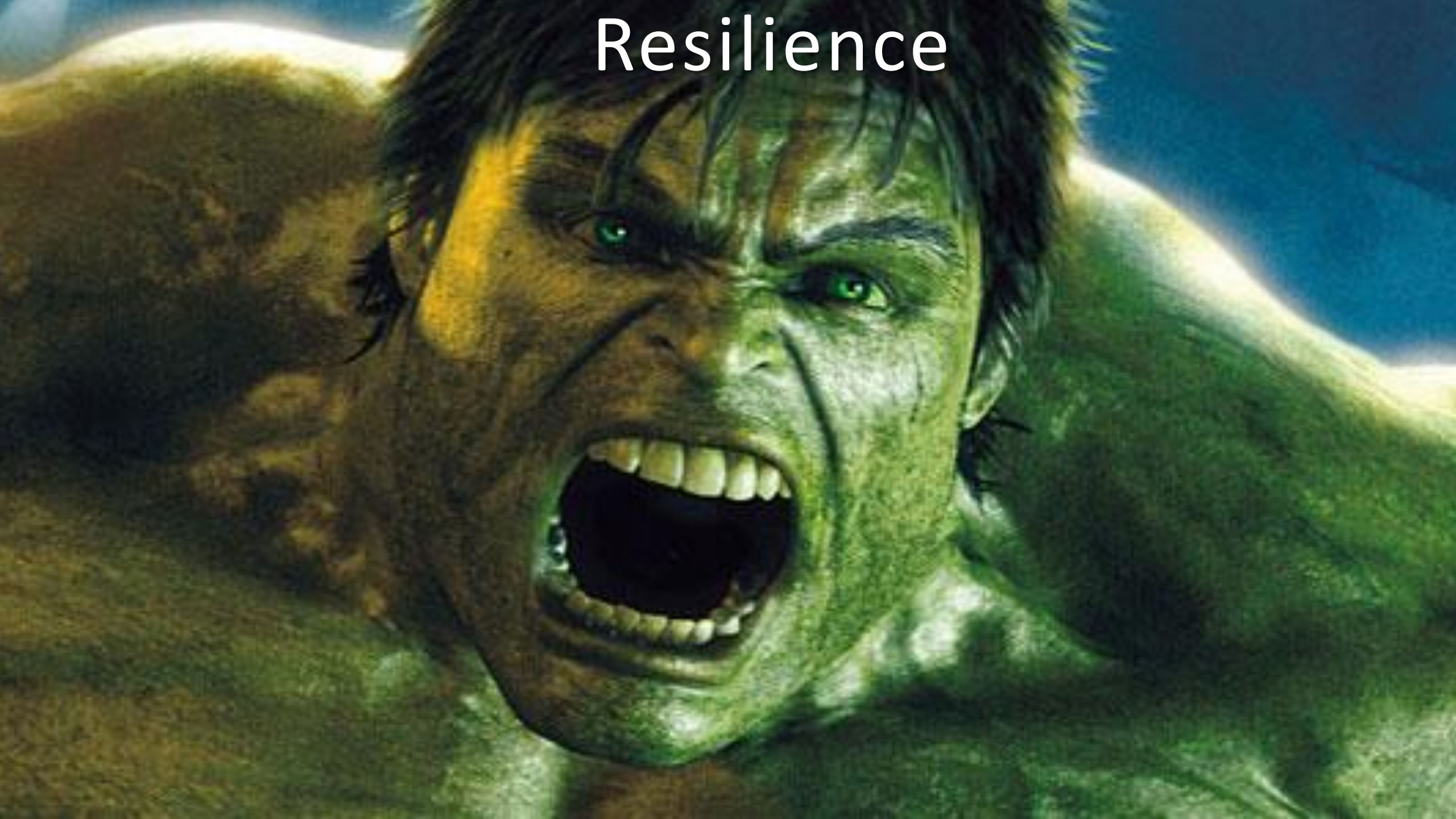




**“Mindfulness is the ability to know what’s  
going on in your head at any given moment,  
without getting carried away by it”**

- Dan Harris - Author ‘10% Happier’

Resilience



“Resilience: the ability to regain one’s emotional balance after a setback rather than wallowing in anxiety, anger, depression or other negative emotions”



# Observation Test

# Here's what happened

SUTTACLASS



# Revenue



Cáin agus Custaim na hÉireann  
Irish Tax and Customs

[www.revenue.ie](http://www.revenue.ie)

**MR DEIRIC MC CANN**

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

13/4/2015

**Notification of Revenue Audit <sup>1</sup>**  
**Reference: 3149734G**

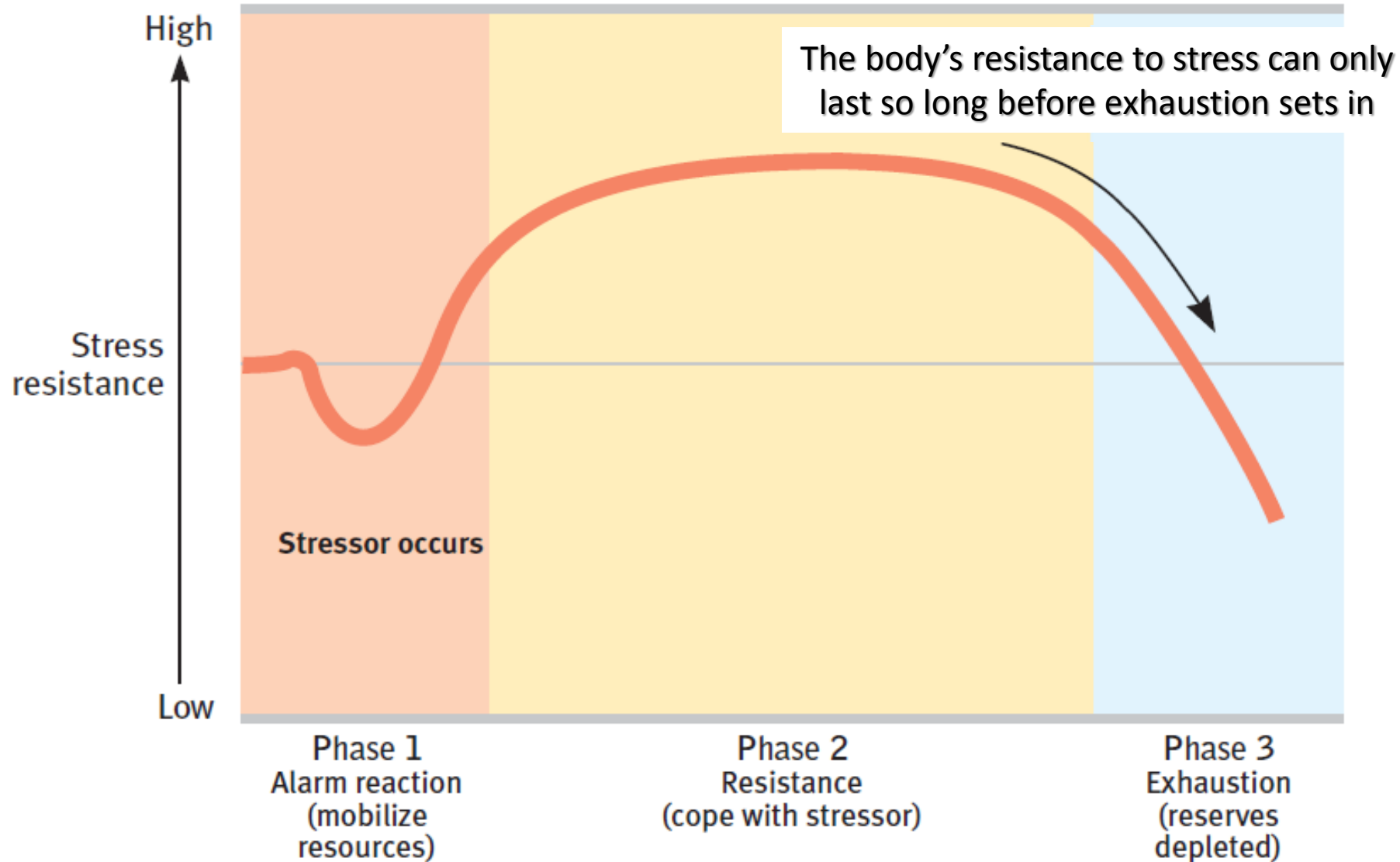
Dear Mr McCann

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

# The 'Revving' Amygdala



# ...and there's only one outcome



# Reacting – Runaway Thoughts

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# Suppression vs. Skilful Management

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Suppression **amplifies** negative emotions



“That which we resist, persists”

“what **you resist** not only persists, but will grow in size”

- Carl Jung

# Suppression vs. Skilful Management

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Suppression amplifies negative emotions

## Skilful Management:

- Acceptance (no, not wallowing or giving in)
- *“It’s OK to feel this way”* (non-judgemental)
- How do I notice this emotion showing up in me? (*‘it’s not me - it’s in me’*)
- What is this emotion telling me? (what’s the data?)



**Your Thoughts Are  
Bubbles**

**Waiting to Be Popped**



0:03 / 5:28

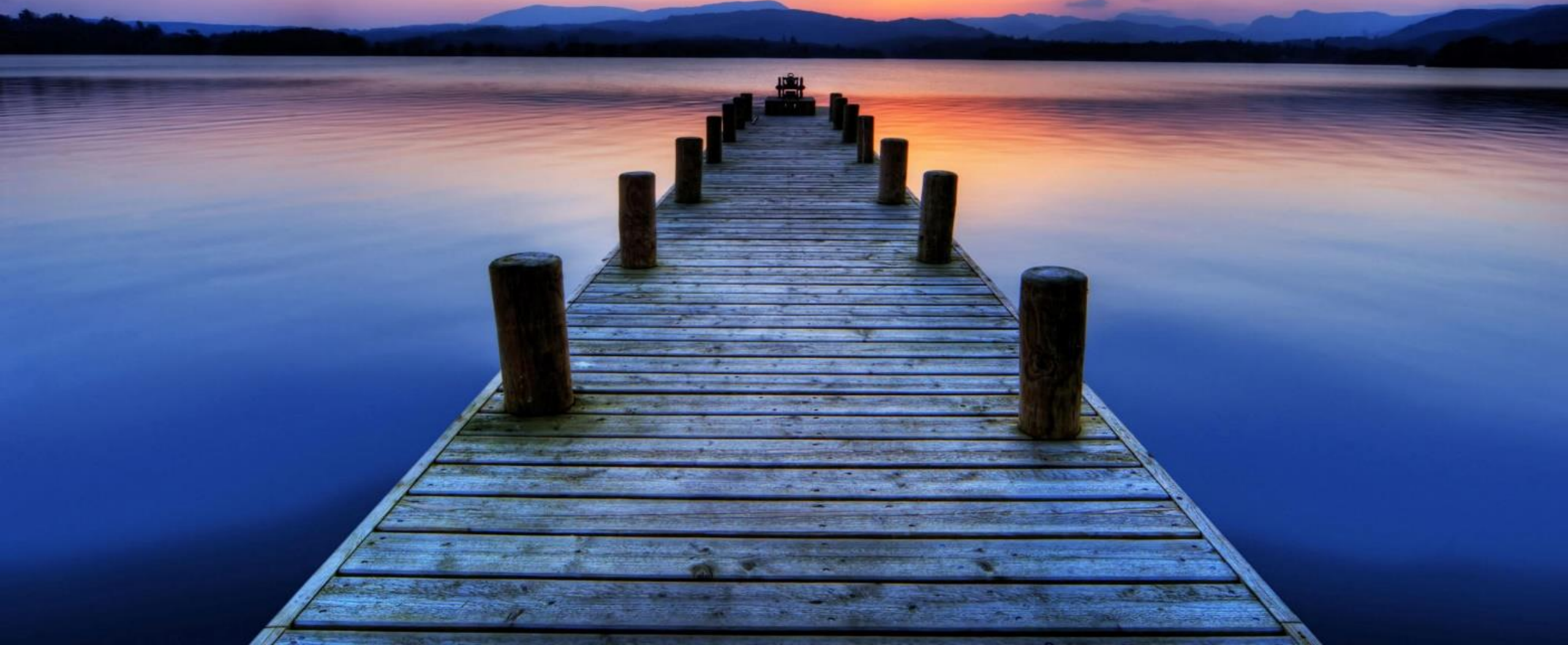




Bring to mind a recent  
incident where...

# Practice:

## “Stopping & Dropping”



# Responding – ‘Stopping & Dropping’

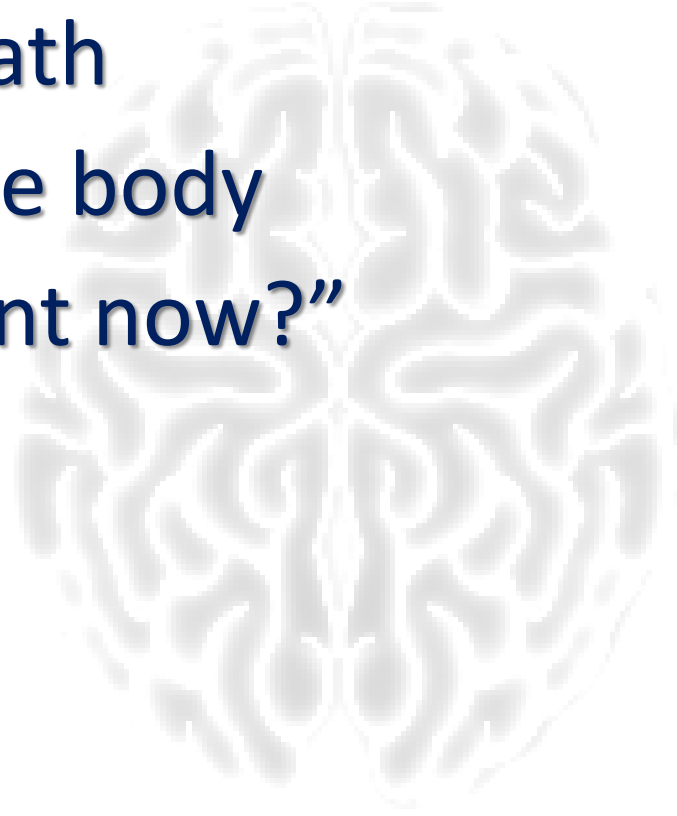
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## 3 Breath Practice: ‘What’s important now?’

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





*Slow breathing, with a roughly equal amount of time breathing in and out, increases the sensitivity of baroreceptors and vagal activation...*

*“...this activates your vagus nerve that connects to your heart to lower blood pressure and heart rate.”*

<https://upliftconnect.com/12-ways-unlock-powers-vagus-nerve/>



# Questions?

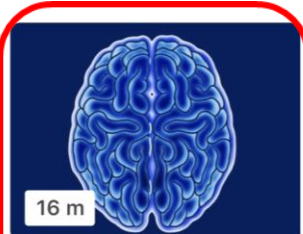


Deiric McCann, Genos

234 followers

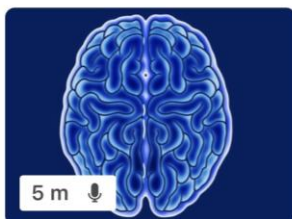


Deiric's particular expertise is in helping clients and partners implement EI and Mindfulness based solutions that deliver measurable Return on Investme...



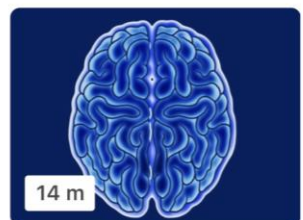
Dealing With  
Difficult Emotions

4.2 ★ Deiric McCann, Genos



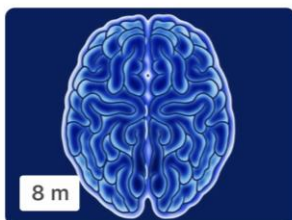
Purposeful Pause

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.

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**Deiric McCann** Manager

Manage group

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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

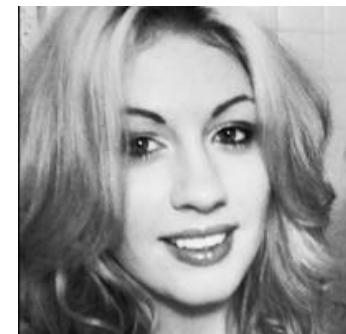


Invite members

### 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**

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eu@genosinternational.com

# Thank You!



# The Mindful & Emotionally Intelligent Salesperson

## Session 4