

## **EMOTIONAL ENGINEERING! PRESENTED BY AMANDA GORE ON MAY 19<sup>TH</sup> 2009**

The R word!

We are all focusing on the bad R words! Recession, redundancy, reengineer, restructure, reduce etc etc and it all leads to us thinking about the F word!!

FEAR. I knew you were thinking that!!

Too many people are walking around like Scooby Doo thinking RUH ROH....a little thing happens and we are all infected with the RUH ROH virus! NO MORE RUH ROHing!!!

So we need to find fear busters! And they are

FAMILY – families are critical because they connect us..we must get our heads and hearts reconnected, connect our hearts to other peoples hearts and our hearts with whatever we believe is in the heavens...remember we all joined hands and how much you loved it?!!

And the symbols we had for connecting head and heart – with the heart being the most important organ in the body? Clasp your hands together whenever you feel your blood pressure rising – it takes you out of judgment in your head into the wisdom and discernment of your heart.

From there you can connect to another persons heart – remember you want to be a spirit igniter – NOT A SPIRIT FOOFER!!

FEELINGS are another fear buster – everything in life is about feelings – your mood matters in leadership because it makes other people feel good or stressed!

Avoid energy suckers and do not employ them! They drain everything and everyone around them – they spread misery and cynicism! They are WALLYS – start a no more wally campaign and use the wally ears to send messages that you don't want anyone to be a wally! Have them on the table at board or staff/council meetings and watch the room dynamics change!!

Energy givers are sparkys and they put the sparkle back into peoples eyes! That's your mission remember – to put the sparkle back into people's eyes - their eyes sparkle when they are excited , motivated, enthusiastic, inspired – the sure signs of engaged team members or people!

To verbally put the sparkle back into someones eyes – ask  
WHAT'S THE BEST THING THAT HAPPENED TO YOU TODAY! see more ideas below!

EQ stands for emotional intelligence is critical for leadership! The harvard business review says it is most important and specifically your mood!  
AND EQ2 is engagement intelligence - REALLY successful leaders are brilliant at engaging their people

## FUN and FARCing!

### TO EXTEND THE EFFECTS OF AMANDA GORE'S PRESENTATION AND MAKE IT A PART OF YOUR WORK CULTURE

Most clients ask me how to keep the energy, enthusiasm and attitude or spirit that was generated during the session going and also how to change the behaviours of their teams by using the techniques we introduced in the presentation.

The presentation itself is structured in such a way as to really embed the messages in each person because amanda works at a process and content level – she pays great attention to HOW she delivers the messages so that the new skills and thinking are put into use immediately by those listening.

One of the easiest things to do to extend the effects of the presentation is to send out monthly reminders to your team of what they learned – by email would be the easiest or set these ideas on your website or through whatever medium is best for you to communicate with your team.

Here are the monthly reminder theme ideas designed to reinforce the lessons they learned – doing this has had real benefits in many companies that have done it – we have been told that just listening to the presentation has actually changed the way people work and their workplace cultures ; you may or may not decide to have some cheap little symbolic representation of the theme go out with the reminders – eg a potato for the drop the potato month! Endorphins for the endorphin month; a question mark for the 'whats the best thing that happened to you today' month etc.

We have ideas on the website that you can use or you can create your own.

Monthly themes:

#### 1. what's the best thing that happened to you today month!

Send out a reminder saying – ask your colleagues this daily; and your patients, clients , customers and family. If you do this consistently , they will not think you are an idiot! They will in fact look forward to seeing you as for some reason they don't understand they like being around you and feel good when they are. Remember this is a very sophisticated way to change a persons physiology as they recall something pleasant! Also start off every staff meeting with the question 'whats the best thing that has happened to you since we last met?' and create a ritual where everyone has to answer this question before the meeting starts – you will be amazed at how the group dynamics changes and how much better the meetings flow and at the improvement in creativity and ideas.

family: please please please make this a family ritual – so that every night it's tradition to ask everyone in your family or home 'whats the best thing that happened to you today ' - it's a great way to find out what is happening in your childrens or spouses lives and it will transform the atmosphere in your home each night.

#### 2. Build a Bridge and get over it month!

This technique transforms your own stress into humor and also that of your colleagues! You can defuse difficult situations and conflict at work with a carefully placed build a bridge gesture! Use it in staff meetings and when you see someone else looking upset – it will help them calm down and have everyone laughing again. This is one of the most commonly used techniques after amanda's presentation – we have had hundreds literally of people tell us how it has transformed the way that they and their colleagues interact, and how it has changed their meetings.

family: brilliant technique for teenagers who will always win if you use words in the war with them! If you respond non verbally, You will win! Also good for partners who need to lighten up!

#### 3. make their eyes sparkle month!

The best customer service improvement you will ever experience! Reminding people to make the eyes of everyone they meet sparkle helps them to do whatever is necessary to make their colleagues and customers or clients happy – it sounds very simple but if your heart is authentic and you are sincerely trying to make a clients or customers eyes sparkle – you probably will and it will mean they are excited, enthusiastic or motivated – about you and your products. It also makes for excellent team work – if you are intent on making your colleagues eyes sparkle and vice versa – conflicts dissolve and fun and joy reign!

family: peoples eyes sparkle when they are in love as well and when they feel loved – we probably need to focus even more on doing this with our families as we make less effort with them than we usually do at work!

#### 4. connect head and heart month

Having you head and heart connected is another way of talking about emotional intelligence – an essential quality for great leadership. Remember the symbol of clasping your hands together and the next time you are in a conflict situation or difficult relationship moment, clasp your hands together to remind you to get out of your head with it's negative language about the other person (no matter how well you think you are hiding the fact that you are going to kill them they will be picking up from you non verbally!) and to centre yourself in the wisdom of your heart – which will give you more creative ways to deal with the conflict or difficulty. MAKING judgements is done in the head – USING judgement comes from the heart. If you can eliminate making judgements, every workplace will be more harmonius

family: give others the benefit of the doubt – especially at home! We are much more ready to use our heads and judge our family members than we are at work! Try to respond from your heart rather than reacting from your head to triggers that your loved ones set off!

#### 5. TA DA month

Another fabulous way to acknowledge and recognise others is to say to them – especially in front of others - 'I think that deserves a TA DA!'. When we recognise someone in front of others – it usually increases the impact of the recognition. Mini TA DA's are to be encouraged throughout the company – watch motivation levels rise dramatically as more and more people adopt the idea. Plan a TA DA award program – so that each month, employees can submit their colleagues names for a TA DA award and at the end of the month have a drawing for some small prize and then put all those names into an end of year draw for a much bigger award/prize! That way you build the TA DA culture that fosters enthusiasm and generates excitement. If you fail to see someone's silent TA DA's it is the quickest way to demotivate them and destroy their satisfaction with and at work.

Family : this is critical at home – you MUST see your childrens and partner's silent TA DA's and make a tradition of TA DA in your home. Each day have a dinner discussion as to who should win the TA DA award for that day! Or maybe a family member would nominate another one. It's a great gift for children to learn this simple and easy way to honor others.

#### 6. connect heart to heart month

another great relationship building idea and excellent selling tool. Those who are most successful at selling or building relationships that last are those who come from their heart and connect with others hearts. In essence this means you are really interested in their needs and desires and are doing your best to help them – this is the key to all sales and customer service.

If this is your genuine intention, others will pick it up immediately and building rapport with them will be easy.

Connecting heart to heart with colleagues builds a strong team that deals well with challenging situations , is supportive , a great environment for growth and one in which there is minimal friction. We are all constantly connected to each other and in the December 2001 special edition Harvard Business Review on leadership, emotional intelligence and specifically the mood of the leader had a huge impact on the rest of the team. Our hearts are all connected and how you feel will affect others – so do something to create a better mood!

family: this is essential in family relationships and removes a lot of potential conflict – for example if you truly try to connect with your teenagers heart!

### 7. 'no more Wallys' month

Remember Wally the woeful wabbit? The energy sucker? And that just ONE Wally in a workplace will drag the group motivation, energy and productivity down. Have you ever noticed that when a Wally leaves the group, the workplace is transformed? Laughter returns and people work together more effectively and enjoy work more.

Typically they are cynics and pessimists or people who think they are Very important! Having a set of wally ears on the table in all staff meetings (once everyone knows what a Wally is!!) almost instantly stops all negativity during the meetings. And typically after a very short time, the members of the team will start to self regulate rather than the leader having to do it. Hanging a set of wally ears on your wall in a prominent place also reminds people to change their attitude and choose to be more optimistic.

family: teach all your children about wally and give them the ears when they are behaving like a Wally! It encourages them to be more optimistic and see the world in a brighter light. It's also a very useful and playful way to remind your spouse or partner that they have unwound from work yet!

### 8. sparky month

Consciously creating optimism to the workplace can transform the environment and productivity.

Sparky is the baby kangaroo whose job it is to spread the sparkle! Reframe situations at work to see the 'sparky' side! There is almost always one or two people at work who are the 'sparkies' - the ones who make the others laugh and keep the atmosphere at work one that is productive and stress free. Imagine if you could actively cultivate more 'sparkies' and build a team of them!

Productivity would soar and people would want to work with your team!

family: rewarding sparky behaviour encourages children (and grown ups) to maintain enthusiastic and optimistic habits. Started early enough it may even stop teenagers turning into monsters!

### 9. rewire yourself month – 'what the bleep' movie

See the movie or DVD What the Bleep do we Know? Recall how we talked about rewiring ourselves – what we consistently think actually causes an anatomical and physiological rewiring of our brains. Whatever mood you are in will be releasing peptides (little chemicals) that will be wiring your brain a particular way – if you are angry, frustrated or unhappy more often than not, you will actually create circumstances that will keep you feeling that way – both inside and outside your body. If you are consistently happy, content and joyful, you will be programming yourself at a deep neurological level to stay like that. Think about how you have wired yourself at work – how is your team wired? What needs to be done to re-wire the ways in which you all work?

Family; do you have a family member who 'always' sets you off? Then you might need to do some rewiring – consciously change what you say to yourself about that person and see how you can change YOUR physiology and brain wiring.

### 10. YES/ EXCELLENT thumbs up month

Recognition is the number one thing all people want – everyone wants to feel special – everyone wants to know that what they are doing is acknowledged. People do work for money but they work MUCH better for recognition and acknowledgement. When people and the work they do are acknowledged, they feel encouraged to work better and harder; their sense of satisfaction and fulfillment at work is much greater, which leads to them performing better and increasing sales. Look for opportunities to recognise others – try to catch them doing something that needs to be acknowledged. Give at least one person a day at work the thumbs up YES sign!

Family; this is almost more critical at home than work. If your own family doesn't encourage you and acknowledge your successes or growth, who will? Try to give your family members a 'thumbs up' each day for something they have done.

### 11. fun fairy month

There is not enough laughter in the world any more – especially at work. Most of us are taking ourselves way too seriously! Laughter at work is not only healing but it busts stress and boosts

performance and work fulfillment. There are no fun fairies sadly who will flit around and bless your workplace with a blast of their magic wand to make the place fun filled! So you need to be your own fun fairy and create a place in which you love to work. Playful and fun workplaces have less absenteeism and increased productivity – a paradox that is true. Find ways to be fun fairies – have plenty of wands ‘in holsters’ that can be whipped out at any anxious or tense moment – during conflict or difficulty to defuse the situation!

Family: it is often more difficult to be the fun fairy at home- but it is more important! We are modelling for our children how to live life – and if we are fun fairies , they will carry on the tradition of laughter and lightness and optimism. It may also help resolve disputes between partners! A good laugh at a tense moment does wonders! (As long as both of you are laughing!)

#### 12. endorphin month

Endorphins are the body’s natural happy drugs and pain killers. We can release them easily and the way you learned was to draw a smiley face on your finger and wave it at others! Saying ‘hello’! Do this to yourself if you find yourself taking yourself too seriously or if you are angry or upset – you will be surprised at how it works! Defuse other tense situations at work by waving your finger and silently mouthing ‘hello’ to your colleague who might be on the phone! Or in an altercation with another! Use the technique to cheer each other up during stressful times of change or if there are ongoing issues at work. Make a little endorphin and keep it on your desk to remind you!

family: another technique to drive a teenager nuts! And keep you sane! Toddlers love this and will keep your heart smiling with how much they do it – and you will make theirs smile if you keep doing it with them – it was make them laugh if they are crying and grin when they are crabby! It might also work well on grumpy partners!

#### 13. laughter and grinning month

We need to let go ,lighten up and laugh more! People are working much longer hours and playing less in their home time so work has to fill that void. The more fun you and your customers, clients and colleagues can have, the better the work environment. We know that laughter busts stress and boosts the immune system and if we can help our colleagues, clients and customers laugh more and enjoy themselves while they are with us, they will choose to continue doing business with us over our competitors who may not be as committed to being professional AND having fun – the two are not mutually exclusive!

family: the family that laughs together , stays together! And the couple that laughs together, stays together! It is more important than you can imagine. Actively create opportunities for laughter, play and fun at home.

#### 15. purpose and meaning in life month

One of the key factors in keeping your heart well, having a sense of purpose or meaning in life also greatly affects work performance. make sure that the team feel they are working to achieve a higher purpose than just shareholder profits! I remember years ago , after bushfires in a state in australia, one of my clients who made pillows said to their employees that if they came in and worked voluntarily on a Saturday, the company would donate the materials. On that day they increased their normal rate of production by over 40%! Giving people a sense of purpose and meaning in their work dramatically affects how they work and their commitment levels. Almost everyone wants to feel they are making a worthwhile contribution so spend this month finding the purpose and meaning in your work.

family: teach your children early about their sense of purpose in life and about having meaning in everything they do. Most people don’t even think about these topics until half their life is over and they wonder what they have done – and fear they have wasted their lives.

#### 16. gratitude month

One of the keys to feeling happy, joyful and contented with life and work is to be constantly grateful. Find things at work for which you are grateful ; keep a gratitude journal; actively look in every situation for aspects that will elicit gratitude. Be grateful to your employer for giving you a job – if you don’t like your job – do something to adjust your attitude or go somewhere else! No point in being a Wally just cos you don’t like what you do! There are many things for which you

can be grateful – try to get everyone at work developing at attitude of gratitude as Keith Harrall says!

family: it is critical to instill a sense of deep gratitude in children. Before you sleep at night, search through your day to find something for which to be grateful. And focus on that before you sleep instead of the worries that fill your head and destroy the peace in your heart! Be grateful for your partner and their good points – you were in the early days of the relationship!

#### 17. rediscover the joy month

The word enjoy when broken down means en-joy – or in joy. For us to enjoy something we are joyful as we are doing it and it has many many physiological benefits for our bodies if we are enjoying something. Babies are born joyful – it is only as they grow that we beat it out of them or we model misery for them! Our task is to rediscover the joy that is inherently ours. Try to seek out the joyful aspects of your work and if there aren't any – create some! In my opinion , joy is so much more profound than happiness and to aim for a joyful work place is to aim to be the best of the best. Everyone will want to work there – it will be the employer of choice !

family: a child brought up in an environment of joy is truly blessed. Their wiring will be dramatically different from 90% of other children. A couple who find joy together usually have a wonderful , intimate and close relationship.

#### 18 forgiveness month

“Unforgiveness is like drinking poison yourself and waiting for the other person to die” source unknown. We must get rid of anger and hostility which are the number one predictors of heart attack. And the way to eliminate anger is to forgive. Forgiving means for- giving – for us to forgive someone we need to give them love. How many situations at work have left you bitter, twisted and angry?! No one else is being harmed other than you if you carry that anger. You are not only making yourself ill but you are most likely destroying your chances of promotion as it will dramatically affect your performance and attitude at work. Examine your heart and decide whom you must forgive and then make a decision to do so – you may not necessarily feel differently about them but you will at least have stopped the mangling of your heart! Be wary of blaming others – an easy thing to do at work – take responsibility for your actions, do the right thing and behave professionally instead of becoming angry with others!

family: it is absolutely essential that we forgive our family members who often have much more opportunity to hurt us. Make amends with someone from whom you have distanced yourself or choose to forgive a parent or sibling and reconnect with them – it may be something you regret all your life if you don't.

#### 19. zoot month

The gift from my mother to you! Remember the story of when my step father died and in an attempt to stop my mother becoming ill eighteen months to 2 years after his death, I told her to send love to my step brother? Neither of us really knew how to do that but she left me a note with a big heart drawn on one side and a big heart on the other side and a whole lot of little hearts going between them. That was her way of sending me love. We practiced this in the session by physically doing it with each other which is an HR nightmare at work! However.....it is absolutely possible and highly desirable to do it mentally at work. Particularly a person with whom you are often in conflict or with whom you have a poor relationship. Whatever you are thinking, you can be confident that the other person knows if it is not complimentary! If you want to transform that relationship, improve your sales, be a better leader or just generally get on better with everyone, think zoot zoot zoot from your heart to theirs! You will be in awe of the difference it makes – it will literally transform the relationship - if you do it sincerely.

Family: please please please do this with your children and partner! Even teenagers get the message that you love them when you do this and toddlers love it. Make it a ritual in your home and teach it to your grandchildren if it is too late for your own children!

zooties!

Amanda Gore

Perceptonomics - How to Get Radical Results in a Heartbeat.

What's the best thing that happened to you today?

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