



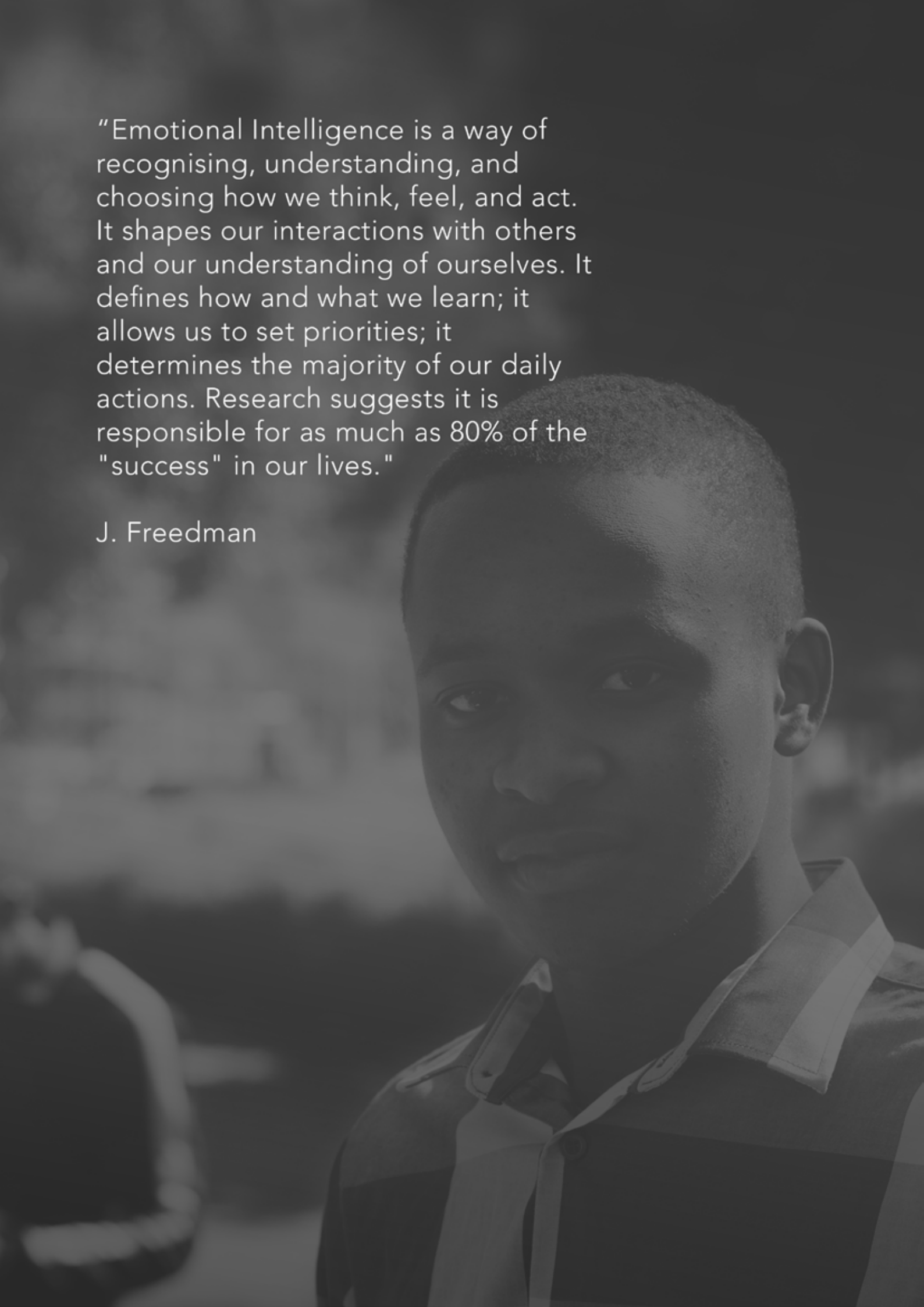
Resilience

MODULE 2



"Emotional Intelligence is a way of recognising, understanding, and choosing how we think, feel, and act. It shapes our interactions with others and our understanding of ourselves. It defines how and what we learn; it allows us to set priorities; it determines the majority of our daily actions. Research suggests it is responsible for as much as 80% of the "success" in our lives."

J. Freedman





ACE is an acronym for Attitude Changes Everything. This ACE training programme aims to build resilience. The programme provides a set of tools and practices that enables you to reflect, learn, and create a personal vision to be able to objectively view your reality. Thus, having the capacity to persevere, to be resilient.

RESILIENCE THE FOUR MODULES



RESILIENCE DEFINITION

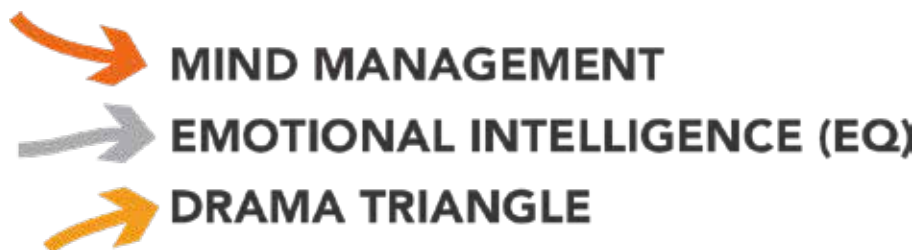
In short, resilience refers to the ability to cope. Resilience exists when you use mental processes and behaviour to promote your unique innate resources and protecting yourself from the potential negative effects of stressors.



- Think, note, ask yourself – What are your unique resources?
- What does resilience mean to you?



In this module the focus is on CREATION with reference to:



WHAT

CREATION refers to a process that involves choice and change.

Creation is a choice. Most psychologists use the concept of free will to convey the idea that individuals actively respond to internal and external forces. Behaviour is not a passive reaction.

As such, you can actively choose to change.



HOW

Neuroplasticity is the umbrella term that describes the ability for the brain to adapt and change over time by building new neurons and networks.

The ability for the brain to change and grow in response to experiences, enables you to bounce back from setbacks and adversity. Healthy psychological processes can alter the brain structure successfully over time.



**YOU ARE NOT AT THE MERCY
OF EARLY EXPERIENCES.**

MIND MANAGEMENT

In order for you to realise that you can manage your mind, you have to know what the mind is.

- What is the mind?
- What is the brain?
- What is the difference between the mind and the brain?
- What is a thought?
- What is a memory?
- How can we systematically drive our mind to change our brain to change our behaviours?

Dr Caroline Leaf* simplified the hard questions of science.

The Mind

Four Parts:

- Conscious
- Subconscious
- Nonconscious
- Unconscious

You wake up with your mind, you go to bed with your mind, you eat with your mind, and you are using your mind right now. You need to know how to; and you need to understand your mind.

Essentially, your mind is how you think and feel and choose. Those few things always go together. You are always thinking, and when you think, you are always feeling. You can't think without feeling. Thus, when you think and feel, you are **choosing**. The **mind is how you think and feel and choose**. During the day, or when you are awake, you are consciously doing this. When you go to sleep at night, your conscious mind is not operating, however your nonconscious is operating - 24/7.

The Brain

The brain is the **physical substance that the mind works through**.

The mind and the brain have an inseparable relationship **and they work together to produce** behaviour. This process can be directed.

How the Conscious Mind and Nonconscious Mind Help to Dictate Behaviour

Consciousness is what you are aware of in at the moment. It allows you to intentionally be aware of your surroundings and to choose how to respond.

In your brain, are your thoughts. Thoughts are physical protein structures. To illustrate, a thought can be described as a tree with branches and leaves. You building thoughts "trees" as a response to an experience. This is done consciously. Consciousness is the awareness of your thoughts. In order to do this, you draw on the non-conscious mind. When you go to sleep at night, your conscious mind switches off, your nonconscious mind and your subconscious mind are still working. **Your nonconscious is everything about every experience you have ever had, that's been converted into thoughts, physical protein structures, "trees with branches and leaves" in your brain.**

*Source: Dr Caroline Leaf <https://drleaf.com/>

THE TREE ANALOGY

A way to illustrate and understand thoughts. Depicted as a tree with branches .



THOUGHT TREE

- Branches
- Leaves
- Trunk
- Roots

The Four Parts of the MIND

- Conscious
- Subconscious
- Nonconscious
- Unconscious

The ROOTS

The nonconscious mind is the biggest part, the most intelligent, where all our experiences have been converted into thoughts (with all the embedded memories), right from when, at a certain point in the womb, to the age that we are today.

We all have these trillions of thoughts that are holding all our experiences and our belief systems.



THE ROOTS

Nonconscious Level

Origin of **INFORMATIONAL, PHYSICAL & EMOTIONAL** memories.

Informational memories, the details.

Physical memories, the sensations.

Emotional memories, the feelings.

The TRUNK

The subconscious is the bridge between the nonconscious and the conscious mind.



THE TRUNK

Subconscious Level

Includes **PHYSICAL & EMOTIONAL** signals:

- Sense of happiness
- Sense of nagging

The BRANCHES AND LEAVES



BRANCHES & LEAVES

Creates our reality and lifestyle

How we **EXPRESS** our memories as conscious:

- Thinking
- Feeling
- Choosing

It produces our **BEHAVIOUR**, what we say and do.

You see the present through your eyes of what you've already experienced. The nonconscious mind is where it all is, where it's all stored; the conscious mind is when you are awake and you deliberately and intentionally monitor the process.



THE KEY:

We need to learn to self-regulate the conscious mind.

Using the Mind: Managing Our Responses to Uncontrollable Circumstances and building resilience.

The only thing we can control is our **responses**.



LEARNING POINT:

Learn to manage your emotional reactions, by viewing them as helpful messages.

The brain is not going to automatically change itself; the brain is changed in *response to something*.



NOTE:

Neuroplasticity can be directed by the mind.



HOW

By deliberate self-regulation in the moment

1. GATHER AWARENESS – of what you are feeling emotionally and physically.
2. REFLECT – on why you feel the way you do – be as specific as possible.
3. WRITE – this down – this is a way to help organise your thinking and gain clarity.
4. RECHECK – what you have written. Look for patterns in your life, your relationships, your responses and your attitudes.
5. TAKE ACTION – It is essentially an action you take to reinforce the new, reconceptualised pattern of thinking you want in your life (which is replacing the old, habit / way - “building new **trees**”).



You can be proactive in building resilience.

THE CRUX:

Our ability to think is truly phenomenal. Our brains can change as we think (neuroplasticity). Using the incredible power in our minds, we can persist and grow in response to life's challenges. We can take our thoughts captive and change the way we think, speak and act!

Here are some ideas:

1. Play games
2. Learn a new language
3. Make some music
4. Travel
5. Exercise



TAKE AWAY

The 30 - 90 rule Take your time to respond. If not, you are reacting. You are in the regret zone.

The regret zone: Not the best time to respond our thinking and feeling are not optimal.
The “30 – 90 seconds” rule – use the time to catch that thought. It allows you to formulate a response.

Practicing the 30 – 90 second rule by

- Breathe
- Be physical

SUMMARY

Mind Management is a lifestyle, not a quick fix.

EMOTIONAL INTELLIGENCE

Emotional intelligence involves the activation of the logical part of your brain (the prefrontal cortex) as opposed to the activation of the emotional part of your brain (the limbic system).

In practice, emotional intelligence is the ability to recognise emotional experiences in yourself and others; and to respond intentionally rather than react automatically.

Counterintuitive as it might seem, paying attention (mindfully) to your feelings, allows you to have more control over them.

Any stressful situation can cause your cortisol levels to rise and shut down your thinking brain.



The five emotions are

1. Joy
2. Fear
3. Anger
4. Disgust
5. Sadness

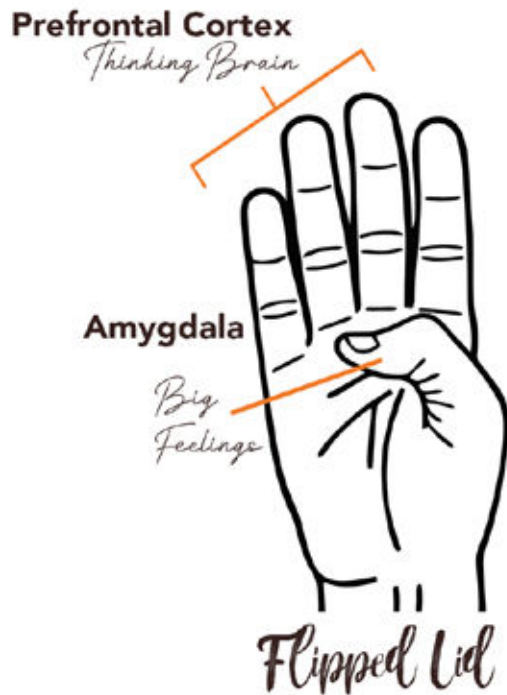
Each emotion is depicted in the film as its own separate character: Joy is a glowing, sparkly fairy-like cheerleader oozing positivity and optimism. The short, frumpy-looking Sadness is your typical Debbie Downer: mopey, teary and lethargic. Anger is a stocky, square fire-breathing ball of irritation. Wide-eyed Fear is always trembling and biting his nails. Green-bodied Disgust is quick to cross her arms and wrinkle her nose any time she encounters something repelling. The film Inside Out has a lot to teach about the power of emotions.



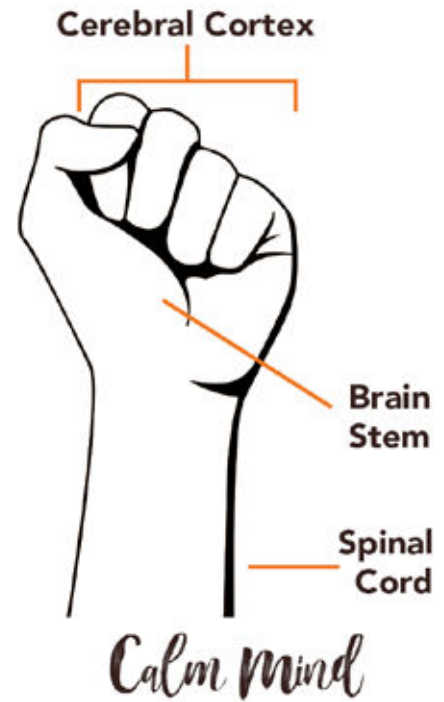
TAKE AWAY

1. Emotions have purpose.
2. Childhood memories are powerful
3. Feelings that aren't validated can lead to problems.
4. Validating emotions helps emotional wellbeing

FLIPPING *Your Lid*



You operate from emotions when the fight, flight or freeze responses are activated.



When every part of the brain is connected, YOU can think "clearly".

Responding to stressful situation?

You need to regulate your emotions.

The thinking brain helps you to evaluate a situation detected by the emotional brain and control your emotional response before feelings escalate to the point where it is out of control.



NOTE:
AWARENESS ASSISTS IN EMOTIONAL REGULATION

Consider these regulation steps:

1. TUNE IN
2. CONNECT
3. REFLECT
4. ACT

How can emotional intelligence add value?

Emotional intelligence increases YOUR ability to:

- Respond constructively rather than reacting impulsively
FOR EXAMPLE: Manage emotions, instead of being swept away or swayed by your emotions.
- Recognise triggers and react to them in a healthier way
FOR EXAMPLE: Receive feedback without getting defensive

EMOTIONAL INDICATORS:

Here are some indications of low and high EQ.

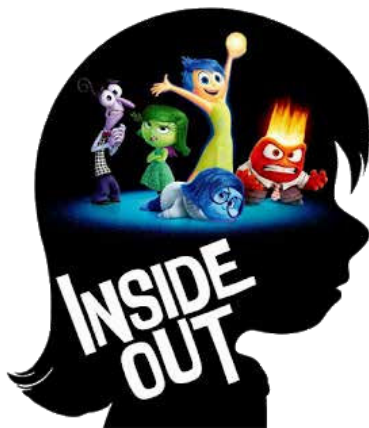
Low EQ:

1. Likely to have emotional outbursts, typically out of proportion to the situation at hand.
2. May have difficulty listening to others.
3. May become argumentative.
4. Likely to blame others.
5. Believes that others are overly sensitive.

High EQ:

1. Listen for clarity instead of just waiting for your turn to speak. Making sure you understand what is being said before responding. You also pay attention to the nonverbal details of a conversation.
2. Self-motivated and your attitude motivates others.
3. Have an awareness of the moods of those around you and guard your attitude accordingly.
4. Have awareness of your own emotions and how they can affect those around you. You also pick up on others' emotions and body language and use that information to enhance your communication skills.
5. Able to take critique. Instead of getting offended and defensive. You take a few moments to understand where the critique is coming from.

REFLECTION EXERCISE



The Inside Out animation.

The colourful characters all represent the core emotions of a young girl handling a difficult time in her life. The richness of the emotional content in this film could be a perfect lesson in teaching emotional intelligence



Reflect on the key take aways from Inside Out

THE DRAMA TRIANGLE



A tool that highlights the roles we adopt when we deal with disruption (Disruption is a collective term that refers to when our needs are not met). Sometimes when dealing with issues, we ask why is this problem not going away? It may be the roles you adopt.

The tool consists of the following roles:

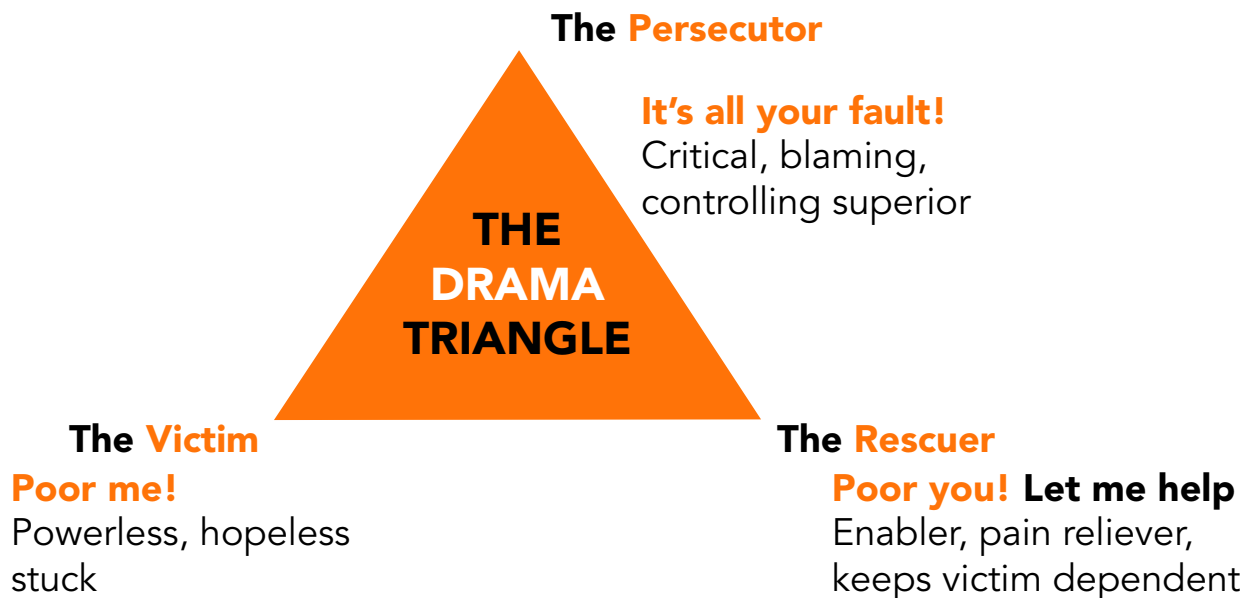
- The Persecutor
- The Victim
- The Rescuer

What do we mean by role?

State of mind – not a personality preference, not an innate trait.

Why are the roles toxic? They prevent us from resolving real problems.

*Source: S. Karpman & D Womeldorff



How do you break the drama triangle?

Be Curious: Ask yourself: "Am I willing to explore whether I adopt these roles when dealing with disruption?"



NOTE:
Each role has an obligation.

From Persecutor to Challenger

- Move from blame to taking responsibility

From Victim to Creator

- Move from problem to problem solving. Consciously shifting your mindset from the problem to the outcome that you desire.

From Rescuer to Coach

- Move from helping to empowering.



REFLECTION

Think of a situation where you had to deal with disappointment, where you wanted something and didn't get it. What role did you adopt? With this new insight, how can you change the role to one of the three C's?

Repetition – effort allows learning to take place. Whatever you pay attention to will get energy and therefore will grow in your mind and brain.

End of Module