

Cover Page

[Student's Guide]

Custom content development for:



Designed, developed and delivered by:



Instructor's Contact Information:

Parrish O. Taylor
Office: 703 Versailles Blvd, Alexandria LA 71303
Phone: (866) 487-2815
Email: PTaylor@tmctraining.net

Course Information:

Length: 4 hours
Objective(s): Human Performance Strategies
Emotional Quotient Competencies: Self-Awareness, Self-Regulation
Class Size: 15-20
Worksheets: Yes
Discussion Group(s): Yes

Pre-requisite: Lesson 001

Learning Key:



Lesson Objectives – Human Performance Applications



Education: Refresher

- Learning Objective(s): What is Emotional Quotient & Mental 5
- Field Tool: Chatter Check Card
- Models: Map5, T.E.A., M.E.F.



Education: Human Skill Development

- Identification: Origin & History
- Applications: Safety & Productivity



Skills Development: Windows of Self Concept Model

- Identification: Past Performance vs. Present Performance
- Applications: Self Checking & Peer2Peer Tool
- Field Tool:



Skills Development: Master Program Model [Leadership Track]

- Identification: Mental & Emotional Conditioning
- Applications: Self Checking & Peer2Peer Tool
- Field Tool:

Course Description:

Sharpening the saw is an old story that illustrates a valuable lesson in human development.

A logger goes out to work and work hard each day; this task requires the saw. After time, the saw needs sharpened in order to remain productive and profitable. What happens over time without sharpening, the saw gets unproductive and hinders productivity and capacity.

Today, customers have changed, the tools and technology has changed, the way businesses need to adapt to “change” in general demands that the human element (not just the tools and technology) continues to “sharpen”.

What is “sharpening the saw” with humans... it is training, education, and skill development.

Windows of Self-Concept Model



SELF CONCEPT

Every individual has a self-concept; it plays a critical part in human performance improvement. The definition of Self Concept is “a general idea derived or inferred from specific instances or occurrences; something formed in the mind; a thought or notion.”

The idea of getting better or improving at a task begins with developing one’s own self-concept or perception of self from each measure of time.

Master Program Model



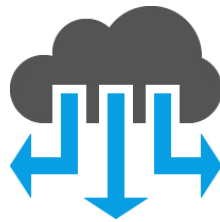
MASTER PROGRAM

Medical technology is changing the way we look at human performance improvement. The more we learn about the inside, the more we understand how the mind impacts milli-second to milli-second decision making.

The Master Program is a model for improved personal performance and leadership influence. This lesson improves self-awareness and self-regulation skills.

Master – acquire complete knowledge or skill, or overcome, gain control. *Program* – a set of related measures or activities with a particular long-term aim; arrange according to a plan or schedule.

Section 1



Human Training & Skill Development



Training & Education

The model for success in business has changed over the years – customers have changed, technology has changed, the way businesses need to adapt to “change” in general demands that the human element, not just the technology, continues to “sharpen”.

Top performing organizations have learned to improve profits by improving the people. Organizational leaders must now value the _____-capital (how we do things here), and the _____--capital (people doing the work, process and procedures).

Define: _____

“Organized activity aimed at imparting information and/or instructions to improve the recipient’s performance or to help the individual attain a required level of knowledge or skill.

Define: _____

“An ability and capacity acquired through deliberate, systematic, and sustained effort to smoothly and adaptively carryout complex activities or job functions involving ideas (_____ skills), things (_____ skills), and/or people (_____ skills). See also competence.” -

Business Dictionary

- **Cognitive skills** are the core skills your brain uses to think, read, learn, remember, reason, and pay attention. Working together, they take incoming information and move it into the bank of knowledge you use every day at school, at work, and in life.
- **Technical skills** are the abilities and knowledge needed to perform specific tasks. They are practical, and often relate to mechanical, information technology, mathematical, or scientific tasks.
- **Interpersonal skills** are the qualities and behaviors a person uses to interact with others properly. In the business domain, the term refers to an employee's ability to work well with others while performing their job. Interpersonal skills range from communication and listening to attitude and behavior. See also Emotional Maturity Metrics.

Healthy Personal / Organizational Philosophy

“Everything we do is to increase shareholder value” vs. _____

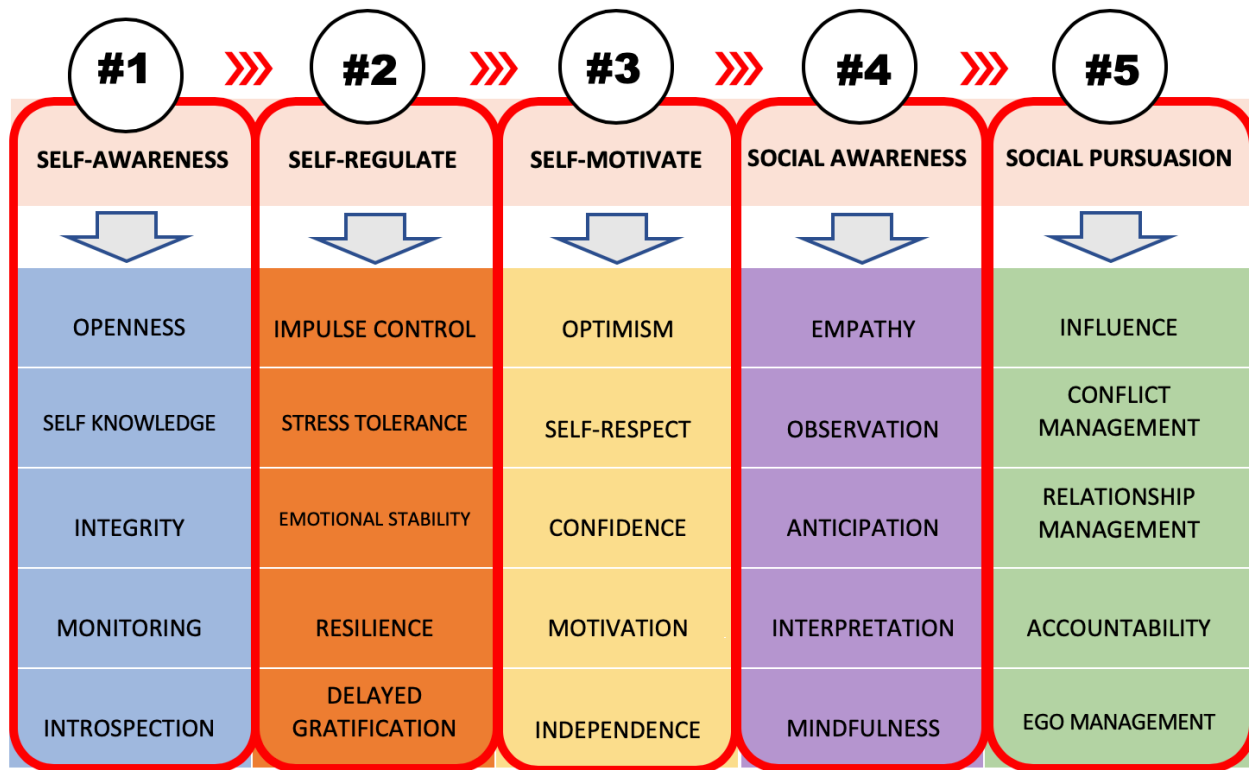


Emotional Intelligence Skill Development (Map 5)

REFRESH: Lesson 001

Occupations requiring the need to quickly adapt to change, creatively solve problems, or effectively resolve conflicts benefit from emotional intelligence training.

- Intrapersonal skills** are those **skills** and communications that occur within a person's own mind, and are not to be confused with interpersonal **skills**, which refer to interactions with other people or personalities. ... Awareness of your personal inner dialogue is the first step to improving your **intrapersonal skills**.



Above are the five (5) core categories of the emotional quotient skills framework. Each of the five (5) categories contains five (5) emotional intelligence skills.

© Copyright 1993-2019 TMC All Rights Reserved. No part of this publication may be reproduced, stored in a retrieval system or database, or transmitted in any form or by any means, electronic, mechanical, photocopying or otherwise without prior written consent Taylor-Made Concepts, LLC (TMC). For more information please contact 866.487.2815.

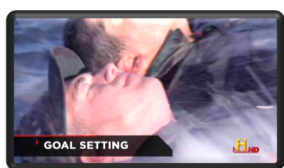
Notes:



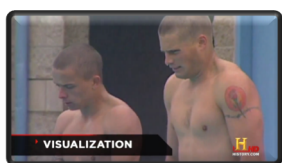
Brain Training Techniques: Navy Seals “Big 4”

This lesson explores four (4) simple thought-processes used by the U.S. Military. An innovative training strategy based on Emotional Intelligence and Neuroscience, developed to improve the pass/fail rate for new Navy Seal recruits (personal performance).

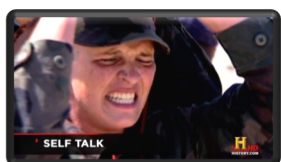
This innovative brain training centers around and re-visits four (4) very common performance indicators known as Goal Setting, Visualization, Self-Talk and Arousal Control, otherwise known as the “Big 4”. Practicing, and developing these mental processes daily improves an individual’s ability to improve critical decision making under pressure.



1. **Goal Setting:** How does this apply to your performance / leadership?
Key Work: _____ (now, immediate)



2. **Visualization:** How does this apply to performance / leadership?
Key Work: _____ (see in advance)

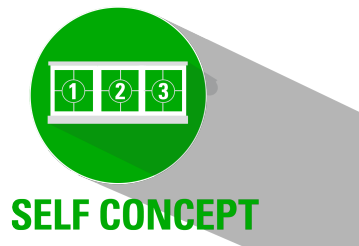


3. **Self-Talk:** How does this apply to performance / leadership?
Key Work: _____ (personal to you, self-



4. **Arousal Control:** How does this apply to performance / leadership?
Key Work: _____ (long exhales mimic the relaxation response)

Section 2



Past, Present and Future Performance

[Critical Decision-Making Model]



Windows of Self Concept

Every individual has a self-concept; it plays a critical part in human performance improvement. The definition of Self Concept is “a general idea derived or inferred from specific instances or occurrences; something formed in the mind; a thought or notion.”

An individual with a poor self-concept creates destructive patterns of thought; the inner voice works against the individual. In addition, a person with poor self-concept becomes subject to the views and opinions of others and allows these views to override the individual's self-valuing process.

An individual with a positive self-concept develops high self-esteem. When an individual values self, the individual feels secure and worthwhile. Individuals have generally positive relationships with others and feel confident about their abilities. Individual's with a positive self-concepts tends to be more open to learning and feedback, which can help acquire and master new skills.



Windows: Time and Perception

Self-concept can be understood using the measures of time: past, present, and future. When considering all the thoughts an individual has daily, thoughts will naturally come from any one of the three, the past, the future or the present. For optimal human performance when executing a task, keeping the human mind on the immediate task or present window is the key. By developing self-awareness to personal thoughts one can regulate distractions using the windows-model to then self-regulate. When the mind drifts to the past or future, simply bring it back and re-focus to the present.

Window #1



(_____)

Window #2



(_____)

Window #3



(_____)



Windows: Time and Perception

The _____ an individual has about their past and the _____ an individual has about their future are both directly related to the individual's current _____ of self. These ideas are constantly created in the mind and impact one's skills and ability to perform consistently over time.

The idea of getting better or improving at a task begins with developing one's own self-concept or perception of self from each measure of time. See also Mental5

Personal perception is also known as a _____ impression, which is automatically created from the process of becoming aware, potentially as early as birth.



Most | Excite | Fear Exercise

Using the images below, apply the M.E.F. exercise to improve your self-awareness and self-regulation skills. Remember the lesson from Mental 5 regarding chatter and how many thoughts per second. The average person talks to themselves between 300 and 1000 words a minutes. That is an average of 5-15 thoughts per second. At any given time, any of these 5-15 thoughts per second can shift between different windows. One second an individual can be thinking about something from the past and then the mind will shift with thoughts from the present or future window.

In the last few hours what (past, present, future) thought has created (most, excite, fear) (words/pix)

Window #1



Window #2



Window #3



Most: _____

Most: _____

Most: _____

Excite: _____

Excite: _____

Excite: _____

Fear: _____

Fear: _____

Fear: _____

© Copyright 1993-2019 TMC All Rights Reserved. No part of this publication may be reproduced, stored in a retrieval system or database, or transmitted in any form or by any means, electronic, mechanical, photocopying or otherwise without prior written consent Taylor-Made Concepts, LLC (TMC). For more information please contact 866.487.2815.



Windows of Self Concept

Window #1: Self _____ - View of the _____; everything you've experienced in life is stored in the mind.

When you think about yourself, the feelings and images that come up are important. A healthy body image means that you see yourself as you really are and that you feel good in your own skin. [_____]

- Past _____ (experiences)
- The idea one has of one's abilities, appearance, and personality
- Emotional Intelligence skill of Self-_____
- Your self-image is a combination of _____ of yourself (stored connections)



Reflection exercise using your Six-Cylinder model – seek out Good (_____), Bad (_____), Ugly (_____)

- Both as a physical body (self) and an individual interacting with others (social)
- Positive self-image results in positive self-direction (improves _____)
- Negative self-image results in poor decision-making based on low self esteem
- Humans cannot _____ the limits we set on ourselves, only set new limits to strive

“It’s not what you are that holds you back but what you think you’re not – perception and how you feel about yourself in that role.” – Denis Waitley

Window #2: Self _____ - View of the _____; hopes, dreams, desires, motives when setting goals.

The Ideal Self is an idealized version of yourself created out of what you have learned from your life experiences, the demands of society, and what you admire in your role models.

- Future Window (hopes, dreams, visions)
- Takes _____ and creative imagination
- Visualization technique (1. _____, 2. _____, 3. _____, 4. _____)
- It’s not reality that holds us back but our perception of reality
- Your _____ Self is who you actually are; Your _____ Self is the person you want to be.

Jim Cathcart – “*knowing the person I want to be, how do I see myself handling this situation*”



Windows of Self Concept

Window #3: Self _____ - How you feel about yourself; the core of your personality

Self-esteem is the third viewpoint or window of self-concept and refers to feelings and emotions in the moment. Self-esteem is a complex study of how an individual feels or values oneself in the present window. Also known as self-worth, self-esteem refers to the extent to which an individual likes, accepts, or approves of oneself. It always involves a degree of positive or negative evaluation.

Self-esteem is different than self-concept, which is a natural occurrence with human beings that develops in the background most every day of the individual's life. Self-esteem is a part of _____ to understand self-concept. While self-concept is a descriptive thought of one's self for a role or task, for example, "I am a worker," self-esteem is an emotional opinion of one's self, "I feel good about being a worker."



Brandon Nathaniel in his lecture "The Six Pillars of Self Esteem":

- Self-responsibility is the ultimate in maturity. "I am responsible for my words, my actions, my thoughts. If my wants rely on someone else, then I must find something valuable to them along the way. I am responsible for the level of consciousness.
- Self-acceptance (self-talk), "my self-discipline of looking at my own thoughts, feelings (emotions), actions without denying what they actually are (truth). No freedom "of action". Yes freedom "of consciousness" (thoughts and feelings).
- Self-Ideal requires a new view (Mental Skill of _____).

Human Beings by nature have destructive mind set...riots, strikes, wars, pushing aside, pulling down, and holding back. You look around and you will see many such people, in your offices...in your family...everywhere.

It is simple; creativity requires courage and is therefore avoided by the majority of people. The creative process cannot take place until you are willing to let go of what you presently have in the mind and replace it with something new.

Notes:

Tips to practice:

1. All self-improvement begins with a mental picture; _____ is seeing
2. Self-Ideal: _____ thinking, learn to preview perfect execution of tasks (imagine, reflect PB)
3. Self-Image: _____ properly, learn to “review” asking two questions...what right; what better
4. Law of Correspondence – your _____ world reflects your _____ world
5. Law of Concentration – humans always move in the direction of their dominant _____ (s)

Leadership Development Track

Section 3



Navigational aids for Mental and Emotional Conditioning

[Critical Decision-Making Model]



Master Program – Thinking [Two Levels of Awareness]

Medical technology is changing the way we look at human performance improvement. The more we learn about the inside, the more we understand how the mind impacts _____-second to _____-second decision making.

The Master Program is a critical decision-making model that teaches awareness to two different levels of thinking – one is the _____ mind, or _____. And the other is the _____ mind, or the _____.

The Master Program is a model for improved personal performance and leadership influence. This lesson improves self-awareness and self-regulation skills.

Definitions:

Master – acquire complete knowledge or skill, or overcome, gain control. *Program* – a set of related measures or activities with a particular long-term aim; arrange according to a plan or schedule.

Research now validates the mind will either help an individual succeed at a task or it will help them fail. The mind and its awesome ability to capture, store and refine personal experience can literally impact everything about a person – an individual’s talents, opportunities, relationships and future.

Consider every human being has a built-in digital video recorder in their head; replaying past events (self-_____) or pre-playing future events (self-_____). In fact, an individual can reflect back and replay past events to find critical feedback on what was right, and what was good. In the same way, a human can preview, or pre-play upcoming events and visualize specific thoughts, feelings and desired actions in advance.

Windows of Self-Concept: Applications (_____)

- Self-Image: Every “_____” registers a pattern of _____ in the brain that remains (sight, sound, taste, touch, smell)
- Self-Ideal: Every _____ experience is also “patterned” in the mind (Negative Bias)
- Self-Esteem: Every _____ the mind is working - programming to work for or _____.



Master Program – Thinking [Two Levels of _____]

Today, modern technology reveals a unique, hard-wired relationship between the outer layers of the brain and the inner layers of the brain. This relationship can be taught using simple references to help better understand and validate the need for continual self-awareness to thoughts and emotions frequently throughout the day.

Judge-Level of Awareness (_____ Brain | _____ Boss)

- Conscious level
- Collects info from environment
- Stores the data in brain cells
- Pre-frontal Cortex - rational decision, personality responsibility

Robot-Level of Awareness (_____ Brain | _____ Boss)

- Subconscious level
- Automatic body control (breathing and heart beating)
- Self-image captures every dominant, frequent thought you allow to stay

A Master and Slave relationship between the two

- Judge (_____) cannot make a decision without checking with the Robot (_____)
- The Robot checks the memory bank (to include self-image, self-ideal)
- The Robot replays data back to the judge for decision making (mili-seconds)

The billions of events of your life time are stored and never be erased; only re programmed

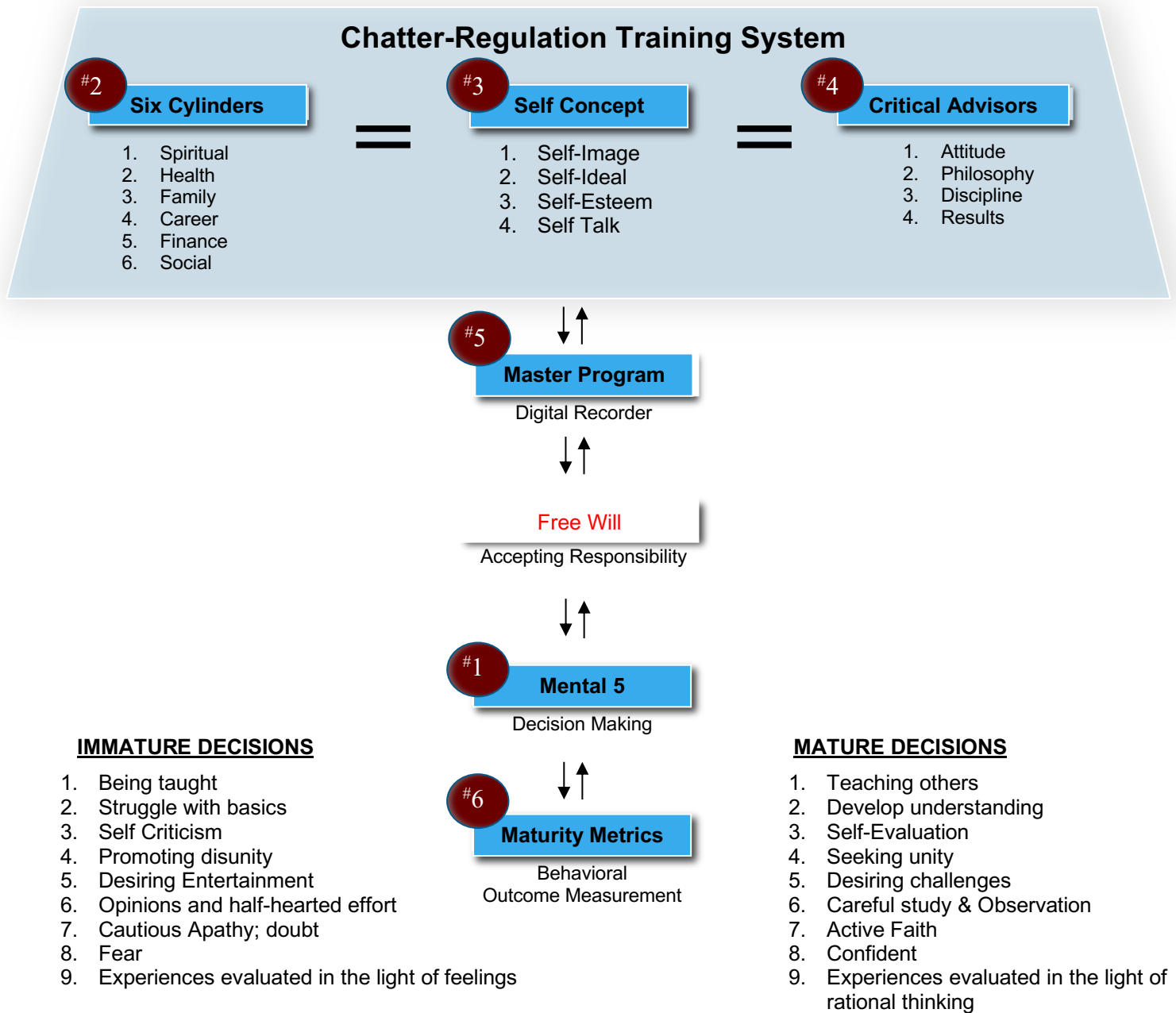
- Behavioral Scientist agree that your self-image robot cannot determine the difference between your reality and imaginations
- Toxic Eyes - The mind has over 3 trillion pix from self-talk by the time we are 30

Exercise Tip:

20-30 minutes a day to visualize achieving – your own personal desire; as if you're previewing a personal triumph; do this for each cylinder in your life and focus on repeatedly; a promotion or bonus or award...family vacation; fitness goal, learning a new skill...feel the sensation and experience it in the mind.

Notes:

An illustration of the six (6) unique training modules and how each relates in the overall skill development program; each module is a standalone training unit with individual lesson plans and objectives. The Mental & Emotional Training (M.E.T.) program is a cognitive therapy approach based on the principles of human performance, team-unity and leadership effectiveness. A simple set of practical engagement-tools for personal navigation when adapting to change, problem solving or conflict resolution. This program builds upon the five (5) core competencies of emotional intelligence.



© Copyright 1993-2019 TMC All Rights Reserved. No part of this publication may be reproduced, stored in a retrieval system or database, or transmitted in any form or by any means, electronic, mechanical, photocopying or otherwise without prior written consent Taylor-Made Concepts, LLC (TMC). For more information please contact 866.487.2815.



Feedback & Assessment

Date: _____ 2019

General (Optional):

Name: _____ Contact #: _____

Title: _____ Yrs. In Utility Work: _____

Are you interested in: Personal or Team EQ Coaching Personal EQ Profile Assessment?

Content & Presentation: My email address is: _____

- Can you use the information presented today – is it beneficial? (If so, please explain)

- What information stands out the most – made the biggest impact on today?

- In your opinion, can others benefit from this training? (If so, who and why, please explain)

- What is one action item you will take away from today’s training?

- Please evaluate the presenter’s ability to deliver the information (examples, pace, material)

© Copyright 1993-2019 TMC All Rights Reserved. No part of this publication may be reproduced, stored in a retrieval system or database, or transmitted in any form or by any means, electronic, mechanical, photocopying or otherwise without prior written consent Taylor-Made Concepts, LLC (TMC). For more information please contact 866.487.2815.