

Balancing Your “Head” and “Heart” to Increase Your Leadership Impact



*"To handle yourself,
use your heart, to
handle others, use
your head."*

-Eleanor Roosevelt



**Numerous studies
have shown that
the most effective
leaders lead with
their head + heart.**



The Science of Emotions

Based on discoveries made through neural mapping of the limbic system, the neurobiological explanation of human **emotion** is that **emotion** is a pleasant or unpleasant mental state organized in the limbic system of the mammalian brain (mammals, primates, and human beings) which are displayed as **emotion cues**.





Emotions

- Emotions determine what we care about and what motivates us.
- They connect us to others and give us the courage to do what needs to be done, to appreciate our successes, to protect and support the people we love and have compassion and kindness for those who are in need of our help.
- Emotions are also what allow us to experience the pain and grief of loss.
- **Without emotions, life would lack meaning and purpose.**



The Human Brain

Controls most of the activities of the body.

- Processing
- Integrating
- Coordinating the information it receives from the sense organs
- Making decisions as to the instructions sent to the rest of the body



Making Head Decisions

- Logic
- Think through things (e.g. “pro’s and con’s” lists)
- Fear can reside in logic which is disguised as “rational thinking”



And What About the Heart?

- Intuition
- That little voice that guides you
- Where your True Self resides, your Higher Self – the one that truly knows what is best for you

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How We Make Decisions

- **Impulsiveness** – Leverage the first option you are given and be done with it
- **Compliance** – Going with the most pleasing and popular option as it pertains to those impacted
- **Delegating** – Pushing decisions off to capable and trusted others
- **Avoidance/Deflection** – Either ignoring as many decisions as possible in an effort to avoid responsibility for their impact or just simply to prevent them from overwhelming you
- **Balancing** – Weighing the factors involved and then using them to render the best decision in the moment
- **Prioritizing & Reflecting** – Putting the most energy, thought and effort into those decisions that will have the greatest impact...and maximizing the time you have in which to make those decisions by consulting with others, considering the context, etc.





Leadership Decision Reflections

1. What patterns do you see?
2. Do you make most of your decisions with heart or head, or a balance between both?
3. When does heart play more of a role? What about head?
4. Is this how you **want** to lead?

Let's Experiment





HeartMath

The HeartMath® System is a practical, heart-based framework that has tools and technologies that people of all ages and walks of life can use to enhance health, performance and well-being.

The core of the HeartMath philosophy is that the heart, physically and metaphorically, is the key to tapping into an intelligence that can provide us with fulfillment. Science has shown that the heart communicates with the body and brain on various different levels.



How the Heart Communicates With the Body & Brain

- The heart sends neurological information to the brain and the rest of the body.
- Through the pulse, the heart sends energy in the form of a blood pressure wave. Researchers have seen that changes in the electrical activity of brain cells occur in relation to the changes in the blood pressure wave.
- The heart communicates on a biochemical level, releasing atrial peptide, a hormone that inhibits the release of other stress hormones.
- The heart communicates electromagnetically. An EKG is actually an electrical signal produced by the heart. This signal can be picked up anywhere on the body, and permeates the space around us.

Heart-focused, sincere, positive feeling states boost the immune system, while negative emotions can suppress the immune response for up to six hours.



Heart Breathing



Freeze Frame

1. Shift out of the head, and focus on the area around your heart. Keep your attention there for at least ten seconds. Continue to breathe normally.
2. Recall a positive time or feeling you had in your life, and attempt to re-experience it. Remember, try not simply to visualize it, but rather to feel it fully.
3. Ask a question from the heart: "What can I do in this situation to make it different?" or "What can I do to minimize stress?"
4. Listen to the response of your heart.



Cut-Thru

1. Think about something you're currently moderately or deeply disturbed by.
2. How do you feel? What do you want to do?
3. Now assume objectivity. Act as though it were someone else's problem. What kind of advice would you give this person?
4. Now focus back on you. Take the distorted feelings, the emotional energy that is out of balance, and bring it to the heart. Practice letting the heart do the work for you.





Leading More With Head

1. Posture
2. Be Still
3. Prepare
4. Process failure
5. Be present



Process for Making Heart+Head Decisions

- Think about all the possibilities
- Let your logical mind do its thing
- Pause
- Go back to your logic and tune in to how you feel
- Engage with those sensations
- Consider your highest values
- Be bold
- Choose again
- Assess body and heart
- Enjoy the ride



12 Qualities of Head+Heart Leaders

They make people feel special

They cherish values

They connect with intention

They are vulnerable

They listen

They're grateful

They create safety

They're flexible

They foster open dialogue

They're generous

They're reasonable

They're modest

*"A good head and
good heart are always
a formidable
combination."*

-Nelson Mandela



Q & A





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