A hand is shown holding a glowing lightbulb in the center. Several other lightbulbs are arranged in a row on a dark wooden surface. The background is a dark, textured wood grain. The overall mood is one of inspiration and focus.

Staying Steady Amidst Chaos

HOW YOU CAN USE- AND EVEN TRANSFORM YOUR BUSINESS
AND YOUR BODY INTO TOOLS FOR INSPIRATION IN A TOPSY
TURVY TIME...

Some themes I'm noticing:

- Transitioning to work from home or other completely new routines, while:
- Doing all the things- making hard decisions about finances and employees, doing your best to help everyone be safe and get paid while taking care of client needs, in the midst of a pandemic and everyone is *still* unhappy or doesn't see how much work you're putting in to make it all happen.
- Employees not coming in to work (if in essential roles) or not transitioning well to working from home. Maybe you yourself are struggling with fear about being on site or wondering if it's necessary, Or can't get your home space peaceful with others at home? Or mental health issues getting worse (or new ones showing up?)
- Or directly dealing with Covid- 19 illnesses- whether that's your clients, your employees or your own self or family members. This is a hard time. There is no easy way



More than your industry:

Leaders

Caretakers

Human



Why Bother Being Steady?

Outcomes:

Calm

Focused

Creative

On Purpose



Apparent issues:

Too many decisions

Not enough information

Too little time

Not enough resources

Loss of focus or purpose

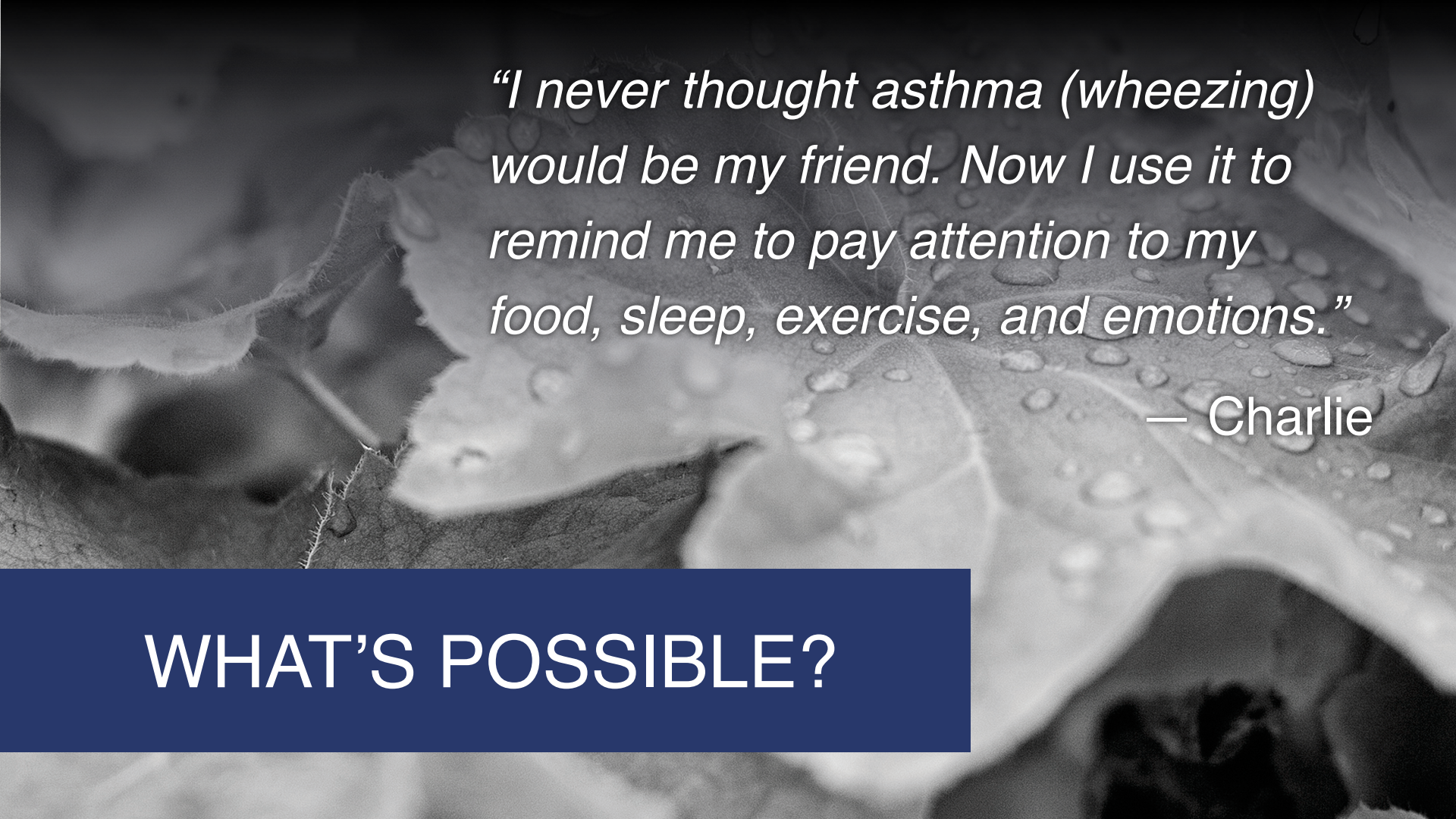
Fear about all of the above plus personal and organizational health



What we'll discuss:

- A one minute skill to minimize overwhelm and stress.
- How to use your senses to transform your body and business.
- Use it to identify overwhelm and stress early and to guide your organization's mission and vision through chaos and to get your team and clients onboard.
- Three keys to make sure everyone is communicating effectively.
- 5 Step process to transform your business into an inspiring force for good.





“I never thought asthma (wheezing) would be my friend. Now I use it to remind me to pay attention to my food, sleep, exercise, and emotions.”

— Charlie

WHAT'S POSSIBLE?

Who Am I?

- Born into a family of acupuncturists and Organizational Development/ Social Change Pioneers
- At 17 began teaching globally and haven't stopped since.
- Piloted the program that Pepsi execs credit with a reduction in accidents 50% year over year for two years covering the entire East coast.
- Recently spoke to a standing- room only session on burnout at the same event as Kamala Harris and Corey Booker and was invited to speak again at the next national conference.
- I've taught execs from Accenture to FINRA to DoD, NSA and Lockheed Martin, as well as facilitated culture merges.
- I've trained hundreds of acupuncturists and executives and coordinated programs providing over 500 treatments/ week, founded the 100 Well Families program while running a large wellness center and practice incubator.
- I save each organization a minimum of \$60k per engagement and increase effectiveness in conflict resolution across teams and with difficult clients at least 25% per session.
- When my father died in 2016 I promised him I'd make sure you had access to these practices as workplace common sense and I'd create a corps of dugganeers so we could use these skills to change the world for the sake of the next generations.



Jade Duggan
LEADERSHIP • CULTURE • COMMUNICATION

I have a secret... It's not that esoteric. In fact...
You (and any fourth grader) can learn the skills of
mindfulness without unrolling a yoga mat. (I like
yoga mats, it's not personal)

Murmuration... a single bird moving an entire flock...

When you walk into a room full of people what are you infecting them with? Do you have a regular, well-practiced, repeatable, enforceable method for designing and maintaining your own mood and presence in the world? What if this was a skill inhabited by the UN? By our community leaders? By our organizational leaders, supervisors and parents? By you?



*“All wars begin in a single moment of
shutdown”*

— Bob Duggan

THE DUGGAN METHOD

What is this?

Asking ourselves the right questions leads to uncovering the deeper issues. Uncovering our own resistance or wishing to move to immediate action without noticing the embodied emotion disables us from seeing- and thereby acting, much less delegating or addressing deeper issues cleanly and enabling others on our teams to do the same.



Here's how you get there...



STEP 1: GET REALLY CURIOUS

Getting really curious

- Right now you ask good questions- you have done the budgets, the 360 assessments and even know people's horoscopes. And it's helped you understand them better- it's even helped you understand "you" better... but it often hasn't actually changed how things work- other than constantly having to figure out what the next category of trouble is going to be.
- The most dangerous thing to true curiosity is our expertise- assuming we know what's going on. The only thing you actually know is what you're noticing in your own body and mind and what you can see/ hear/ touch/ taste feel. I teach this day in/ and out- and I still forget. So honesty with ourselves is crucial here. Saying "I'm not upset" or "I'm already "curious" precludes us from learning from the nuances.
- All of the questions we currently know to ask are rooted in our experiences up until now. What assumptions are underneath even my curiosity?
- How do I know what I know?



Still Curious?

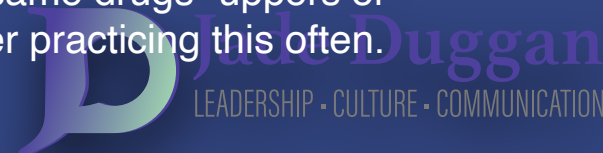
- The first gift of curiosity is it stops unnecessary suffering in it's tracks. You can't be simultaneously "stressed" and "curious" Let's consider all the things we can be curious about in a situation we'd like to change- before we even begin to engage with anyone else.
 - My own body response
 - The stories I'm making up about the situation (we aren't going to make it through this, this is too difficult)
 - The phenomena (what's actually happening?)
 - What am I noticing about the human in front of me?
 - What language am I using?
- Take a moment to think about those questions- how really curious are you able to stay in the face of your own or another's fear frustration or upset? (rate your current state in the chat if you're willing to share... please remember you signed up for the talk on staying steady and you don't help anyone else by saying you've got it all figured out!)
- One of the ways to think about this is how quick are you to try to "fix the problem?" How often can you tell the difference between "the issue" and "how I feel about the issue?"
- So it looks like a "communications" issue... under the hood is an issue of feelings... if you gloss over with "better communications" you'll never get to the gold lying in the crevice of what "difficult" means in terms of day- to day actions.



STEP 2: NOTICE THE
MOMENT OF UPSET

Notice the Moment of Upset

- When was the last time you got upset about something? Today? Yesterday? Choose something small like zoom connection? (maybe don't start with the very bad news for this exercise.)
- Did you notice it? did you let it go? are you still upset when you think about it now?
- When something happens that bothers you, you have lots of ways of dealing with it. Do you know what they are? How long do you spend being upset before you implement them?
- There's always "what's happening" and "how we feel about what's happening."
- The myth is that how we feel is important. It is indeed crucial information- however it's not inherently "useful" in and of itself. "How I feel" doesn't change "What is so"
- More often than not "how we feel" is simply a habit of our neurons- we're used to wearing that pathway down and we habitually create the same drugs- uppers or downers... because we have more of those receptors after practicing this often.



Upsets continued ;)

- This is the core of PTSD- you are going to either habitually re-pattern your brain the same way or you are going to interrupt it.
- The universe is holographic... Your moment of upset doesn't just belong to you. It's viral like a sneeze. Think about the last time your boss/ partner walked into the room upset about something. You felt it didn't you? Our upsets don't belong to us. They belong to everyone we touch. This doesn't mean to "bottle" emotions- it simply means to be aware and not get stuck.
- All shutdown starts in a tiny moment that most of us skip over in favor of looking for the pattern.
- If you can't learn from your own (subtle or not- so subtle) reactivity you can't infect the larger culture with an attitude of growth.
- Life isn't run on good ideas. It's run by habits- and our habits impact others around us- especially in difficult times we can enroll each other to support our good habits.





STEP 3: LEVERAGE YOUR BODY'S WISDOM

Leverage Your Body's Wisdom

- Once you notice your own subtle reactivity you can optimize this.
- Your body is super smart- it literally is equipped to self- heal in all but the most extreme cases as we're seeing now. However, this requires we not put band-aids on the dashboard lights that go off when our neck gets tight or when someone comes to our office and our IBS flares up because we know there's a complaint about the budget or you can't make your KPIs this month...
- Many organizations will do this under the guise of "mindfulness" or "emotional intelligence" but I'm not interested in noticing how often you think about stuff nor would I ask you to spend your already fraught work hours fruitlessly listening to ongoing drama from coworkers in the name of "empathy" That's not mindfulness that's a spiral of difficulty.
- This is not Somatic Awareness either- noticing what's happening in your body is step one. Choosing which reactions you are going to continue having and which ones you're going to interrupt as old patterns is what I'm talking about. This is about noticing so you have a choice (and all choices, including a cry sometimes, are valid).
-



Smart bodies...

- All sensory input is processed immediately and invisibly based on prior experience. Your body can be used to cement biases or break them up.
- Ideas don't run human life, habits do.
- What birds know about Leadership- Murmuration. When you get really good at this you can turn a whole flock of humans at a moment's notice- this requires not only attention and alignment but easy decision and direction-based on your own subtle body cues.



STEP 4: COMMUNICATE CLARITY

Communicate Clarity

- You've probably had a class or two in "active" or "reflective" listening if you've been in an organization more than a year or two... This isn't that.
- Words are how we get things done with other humans and they reflect how we think out into the world. Often we can see where our values may be aligned or misaligned by the way we use language together.
- A team that cannot speak- and listen- effectively cannot get things done.
- Most often we don't even know how we are meant to be listening- so we listen from our default or assumed position- to solve, to empathize, to coordinate action?
- How often does someone feel "unheard" in your organization or team? Do you- or they- even know what it would take to "feel heard"?
- How often do you ask for something and it turns out you get something other than what you thought you'd asked for?
- How often does someone ask you for something and you think you've done it- only to find out it's not what they wanted at all.



Communicate Clarity

3 step process to make sure everyone's communicating clearly:

- Make sure you have a committed speaker and listener. Design how you want to be listened to, or be clear about how you're designing your listening.
- Notice the body cues- is anyone upset? You can't control anyone else's upset- but you can decide not to spread it, and don't start speaking until you've recovered your own equilibrium or have chosen to be in that emotion together on purpose (with practice this gets really fast).
- If you've got upset (step 2) turn it into a request or demand. Knowing what you want, in tangible terms is a requirement for clarity. Then know whether it's a request or a demand- if it's a demand be clear about the consequences! If it's a request- be unattached.





gettyimages

Paul Souders

STEP 5: UNLOCK A CULTURE OF LEADERSHIP

Unlock a Culture of Impact

- So now that we know how to speak and listen, we've been practicing staying curious instead of reactive, and our body is teaching us what's important... Now what?
- What is your mission? If you are in a workplace with a vision you can support- is it clearly defined? Is it spoken in actionable terms you can understand and know moment to moment if you are in alignment?
- How are you going to use the ease you now have to infect everyone around you with a mission? What about inspiring even to action with a vision of what you're committed to regardless of the circumstances?
- Are you committed to having an easier body while you're at work? are you committed to being not just easy but inspired? Are you committed to a workplace that is motivated (BTW "workplaces" can be online spaces as well... as anyone who'd been in an awesome twitter or fb group can attest to- a "feel" need not require all five senses in the same room)

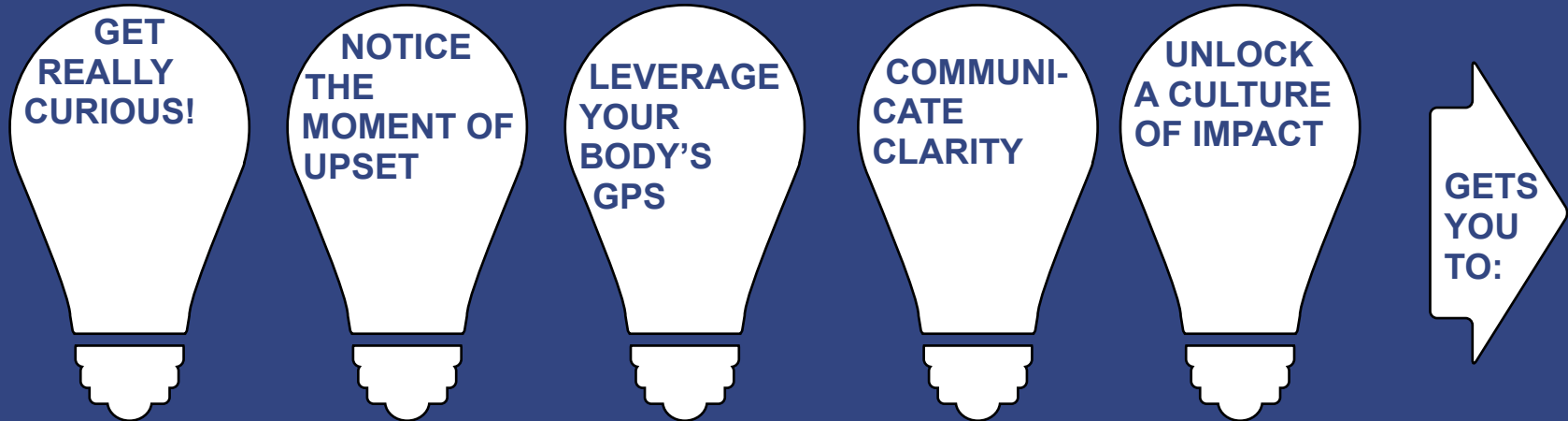


Using your keys...

- The designed body is also viral- could be like a yawn- relaxing. Could be powerfully swift and fierce like a cheetah out to catch dinner. Could be inspirational like a visionary leader sitting peacefully holding counsel. Which way will you choose to be today? Tomorrow? Even after- or especially after- bad news or layoffs or even deaths? Who will your team need you to be without avoiding real emotions?
- Now that you have more design capacity over your own ways of being and can speak clearly and listen with curiosity to others- you can effectively create a culture- with the humans it it- acting consistently in integrity with the values you or your organization has committed to.
- Not only that, as you practice these and your team picks up and reflects them back they can- and will- hold you accountable for staying in practice!
- Now's the place where you get to pause and consider- what would all your organizational actions look like if they were deeply in integrity with your vision and mission?
- What current assumptions can now be revised? Old silo'd budgets or roles? Inflexible structures?



Putting it all together...



DOING THESE STEPS GETS
YOU:

Antifragile Leadership and Organizations

- This is the magic. Now you get to practice being peaceful in your body in a way that becomes a viral template for communication and ease in your org.
- Yawning. Mirror neurons. Using these to your advantage rather than detriment (If you haven't noticed thus far they're more often working against you)
- You can teach new ways of being simply by defining and implementing them- and trusting that your org culture will carry them to even the employees you never see.



I promised you...

- A: One minute skill to dissolve overwhelm and stress in any moment. (Curiosity)
- How to: Use your senses to transform your business. (Notice Upsets)
- Your body is wise. Use it to save hours of back and forth with employees, supervisors and colleagues (and pretty much everyone else.) (Leverage your body wisdom)
- The three keys to make sure everyone is communicating effectively (Communicate clearly)
- 5 Step process to transform your business into an inspiring force for change (Distractions and overwhelm reduced) (Unlocking impact)

From Instability -> Clarity



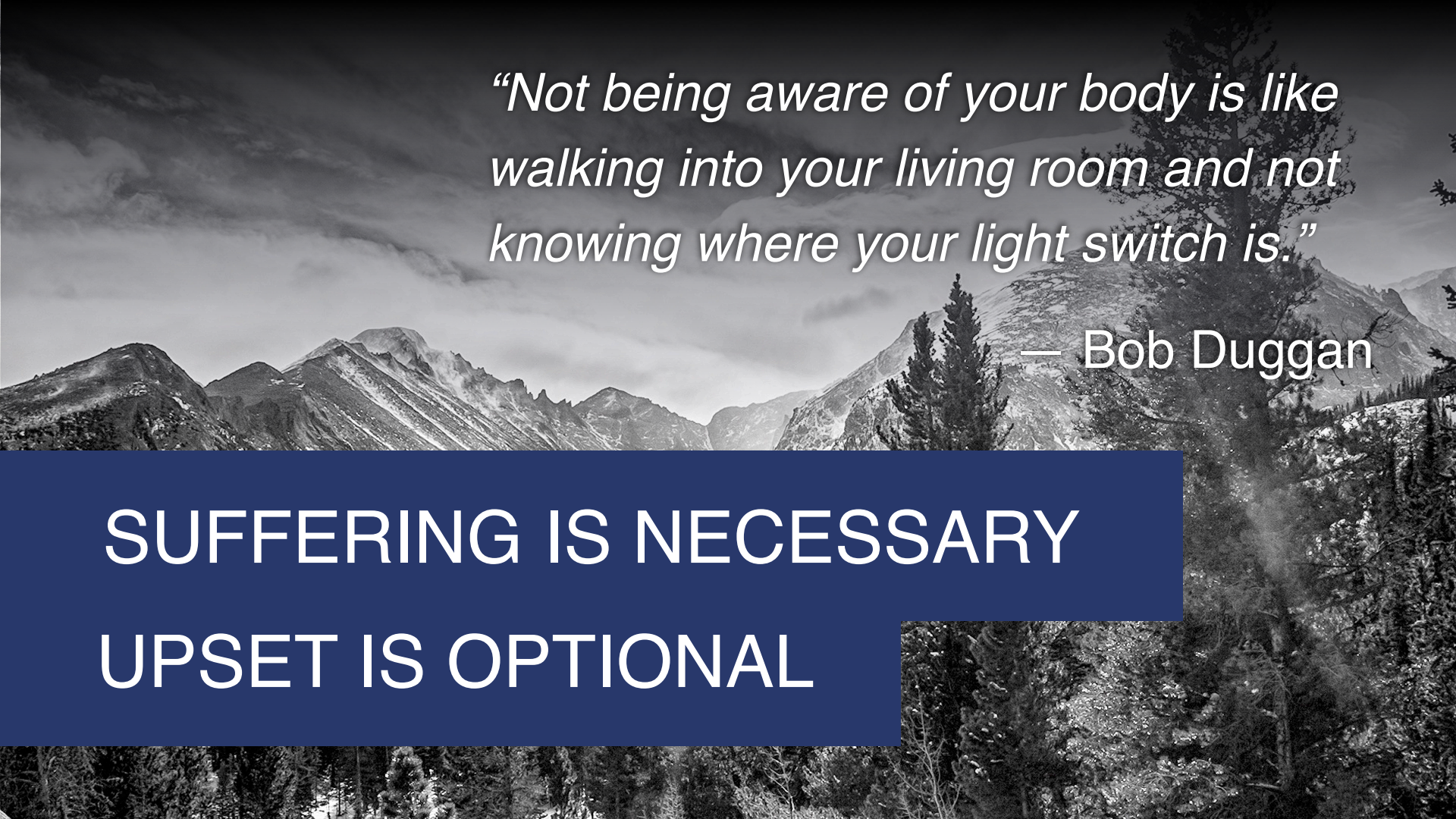
Ok so...

- You've been a bit... or maybe more than a bit overwhelmed.
- Or at least you know you're not quite moving as smoothly, effectively, efficiently and ferociously gracefully as you'd like.
- And this struggle has probably not been just this week- or month- or maybe even year (is a decade? or more? if so please let me intervene so we can stop the madness from spreading!!)
- And your relationships are less than stellar from it- at least some of the work ones if you've managed to keep it from spilling into your home life.
- ... you're ready to have more ease and make “difficult conversations”
“conversations”

Q&A

What else do you need to know that will help you know how to move forward more effectively and easily? What specific issue are you navigating that we can discuss for the sake of others who may be facing something similar?

If you have further Questions or would like a referral for something referenced in our conversation please reach out to us at admin@humanwellness.life or call 443.803.6206
www.humanwellness.life



“Not being aware of your body is like walking into your living room and not knowing where your light switch is.”

— Bob Duggan

SUFFERING IS NECESSARY

UPSET IS OPTIONAL