

## Tactical EQ Series:

### Skill of Concentration

Basic Level I

One Day Course

[Includes innovative decision-making models for rapid recovery and corrective actions]

#### Also Included:

1. **Map5:** The E.Q. Skills Framework
2. **Mental5:** Technical skills of the Mind
3. **Big 4:** Brain Training from the US Department of Defense
4. **Worksheets & Exercises:** Habit-loop development
5. **Group Discussions:** Engaged learning & Application

Designed & Developed by:

⊗ Taylor-Made Concepts, LLC.

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### Course Information:

Length: 6 hours  
Objective(s): Develop the skill of concentration  
Class Size: 25-30  
Worksheets: Yes  
Discussion Group(s): Yes

### Learning Key:



Lesson Objectives



Education: EQ  
What is Emotional Quotient  
Benefits of Emotional Intelligence Skills  
Emotional Intelligence Skills Framework



Education: Human Stress Response System  
Internal Distractions  
Amygdala Hijack Audio Excerpts  
Application: EQ & Line-work



Skills Training: Psychological Skills Identification & Discussions



Exercises & Assignments: Individual & Small Groups



Techniques: Daily Routines

Addendum: Extra EQ Learning Aides

**Course Description:**

This one-day skills course contains educational content on the science of emotional intelligence and how to develop the technical skill of concentration. By developing the “awareness” and “regulation” categories found in the skills framework of emotional intelligence (Goleman 1995), direct benefits of this training will improve focus and develop new observation skills for navigating distractions throughout the day.

New evidence in the field of neuroscience demonstrates how distractions can come from both external factors in the environment, and internal factors that we can now study and teach. Using dynamic video on the brain-body-sync this course demonstrates how the brain will either help or hurt the most routine well-trained tasks, to the most complex and hazardous tasks.

Two (2) new distractions, the Negative-Bias and the Amygdala Hijack are discussed in detail and introduced as new observations we must learn to identify, act up on, and share with others. The Negative-Bias segment reviews the brain's natural sensitivity to bad news and how it can frequently become a distraction. The Amygdala Hijack provides new education on how emotions, moods and feelings can cripple personal performance causing a lack of focus. The exercises and group discussions are designed to provide a set of on-demand resources developing self-awareness and self-regulation skill sets.

Research validates consistent top performers learn to develop a specific mindset when conducting any task-based competency. This technical mindset enables an individual to consistently navigate the natural negative-bias and the negative effects on performance during an Amygdala Hijack. In this section, mindset is introduced as The Mental5. The Mental5, Learning To Regulate The Chatter is based on five (5) psychological skills or mental abilities. Whereas regulated internal-chatter aligns all the skill sets to accomplish the mission, un-regulated internal-chatter can quickly become an unwanted, unsafe distraction. Group discussions include five (5) things the crew can do to regulate positive internal-chatter for the task at hand. This course teaches simple exercises to sharpen and develop these mindset skills to improve personal focus, while providing simple intervention tools and exercises for leaders and manager's to use with every human-interface.

The final section reviews new brain training techniques taught by the Department of Defense and the Navy Seals in San Diego, California. An in depth review using dynamic video, expert interviews and group discussions to help develop new levels of focus and minimizing distractions. Referred to as the “Big 4”, this section revisits four mental thought-processes and how they apply to line work – from the most routine to most complex tasks we perform in this industry. The “Big 4” covered in this section are Visualization, Goal Setting, Self Talk, and Arousal Control.



## Audio Excerpts: Dr. Goleman

Learning how to recognize and recover from the distractions of an emotional (Amygdala) Hijack with subject matter expert, Dr. Daniel Goleman.



Dr. Daniel Goleman

### Brief Biography:

**Born** in 1946 in California, is a psychologist and science journalist and author of the best-selling book Emotional Intelligence.

1. Anatomy of a bad day
2. Recognizing a hijack
3. Physical clues to a hijack
4. How to recover from a hijack

# SAMPLE



## EQ & Line Work Conclusion:



**Emotional Intelligence in Line Work:** An emotional hijack is inherent with high performance occupations. Emotionally *un*-intelligent responders that are not <sup>1</sup>aware of their emotions or able to <sup>2</sup>regulate disruptive emotions will frequently find themselves with a...

- Decrease in peripheral vision.
- Difficulty in cognitive processing.
- Inability to handle complex tasks.
- Difficulty to think about new or possible alternatives to a situation.
- Inability to think 'outside the box.'

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## **Section 3**

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### **Distraction Exercises & Small Group Assignments**

**[Version 1.0]**

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## **Section 4**

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### **Brain Training Techniques: Navy Seals “Big 4”**

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## **Section 5**

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### **Distraction Exercises & Small Group Assignments**

[Version 2.0]

Each group spokesperson shares their group's responses to the exercise questions from Section 3

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### Addendum:

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#### E.Q. Learning Aides (Extra Stuff)

*“Creating a learning culture is the best thing you can do for someone at work.  
Use these ideas and resources in your day-to-day routines with every human interface.”*

- Critical Decision-Making Model List (CDM)
- DISC Personality “Snapshot” and Overview Cheat-Sheet
- E.Q. Instrument: BlueEQ (sample)





## E.Q. Instrument: Overview

This reference provides an introduction to one of many EQ profiling instruments. The graph below is taken from the BlueEQ™ assessment and identifies the five (5) core competencies taught earlier in the class and referred to as the “Map5”. This graph goes deeper by identifying five (5) individual skills for each competency.

**Emotional Intelligence:** A general assumption is that most people that you interface with daily are emotionally un-intelligent. Due to un-regulated chatter (thoughts) from media impressions, financial pressure, career struggles, family dysfunctions and social distractions, most people we interface with daily have a low level of emotional quotient. Provided these new observations are valid and reliable for the your profession, people in general will tend to demonstrate their negative-bias and emotional (Amygdala Highjacks).

### Guiding Principle(s):

- EQ competency of Social-Awareness is a technical skill for supervisors
- Language (words) are your weapon to navigate others negative bias & emotional highjack
- Self Competencies: Practice distressful situations preparing for Fear & Panic Button (Amy)
- Social-Competencies: Daily Routines & Conditioning (casual settings)
- Industry Applications:
  - Recruiting (New Hire)
  - Technical Skills Training (Performance Indicators)
  - Continuing Education (Development)

### Example: BlueEQ™ Profiling Instrument

The BlueEQ™ was designed by a team of industry experts, social and behavioral scientists, instructional psychologists, and psychometricians. The BlueEQ™ self-assessment consists of 150 rapid response questions and takes an average of 20 minutes to complete.

