



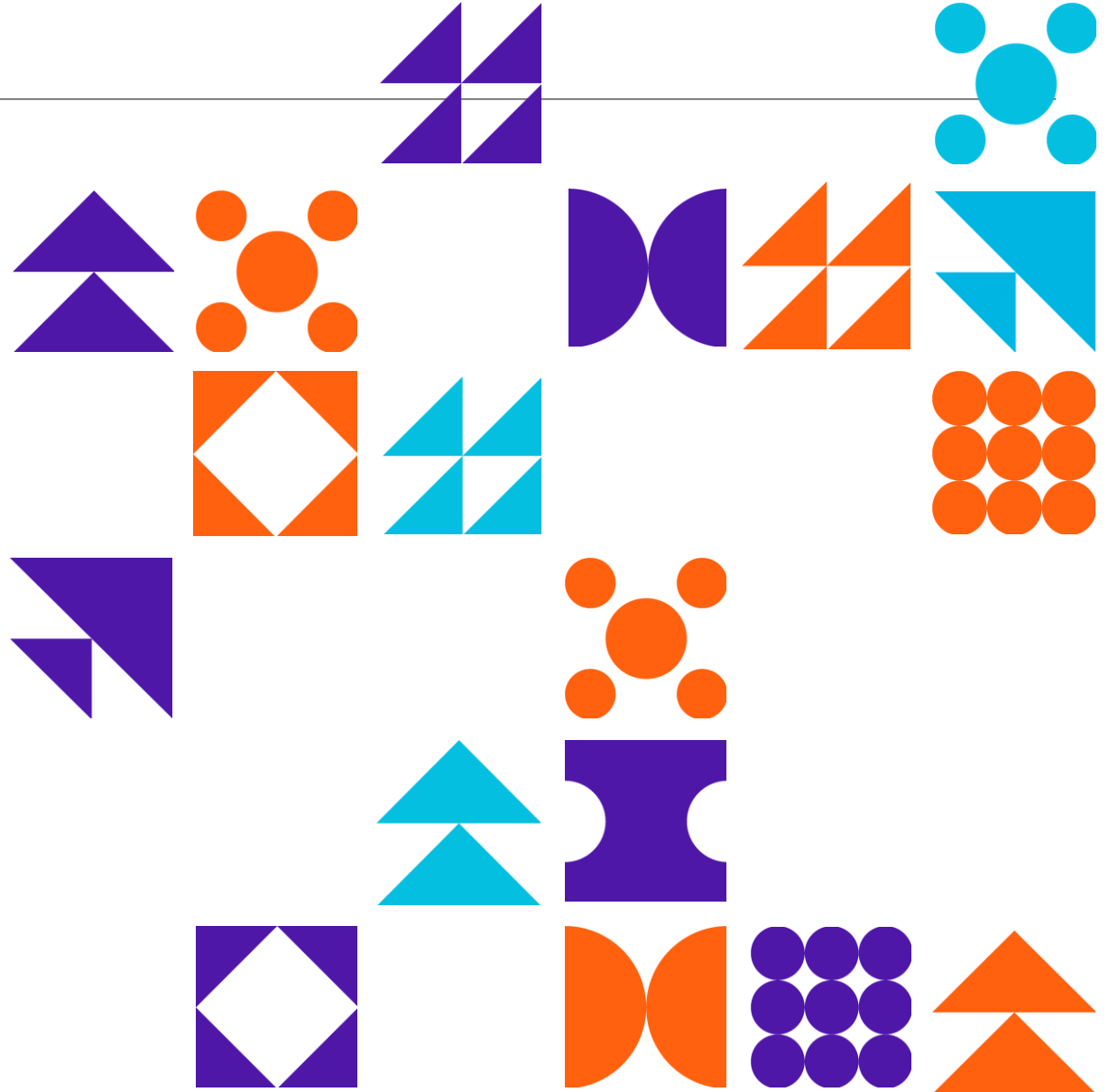
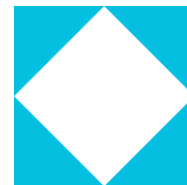
**Project
Management
Institute.**
Orange County

Effectively Communicating in Challenging Times

Judy Hersch, MBA, PMP
Executive Coach and Corporate Trainer
judy@myevolutionsolutions.com

PDD 2024 | PMI-OC

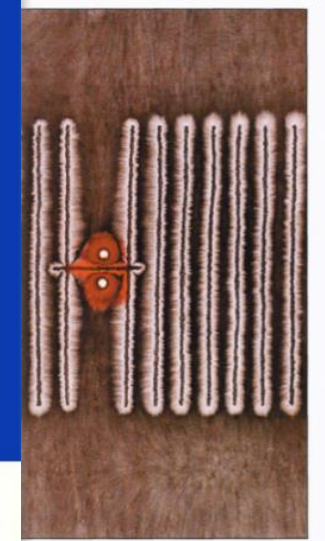
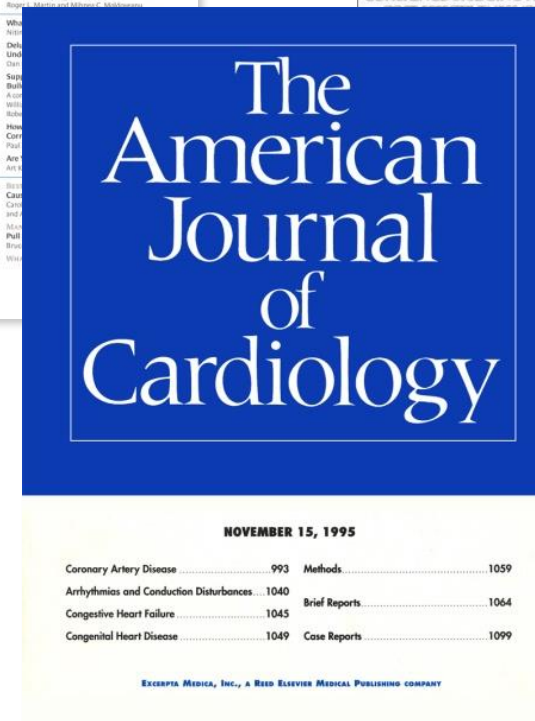
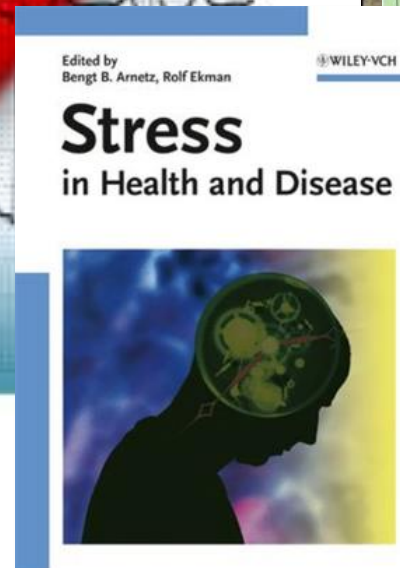
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Judy Hersch, MBA, PMP

- 20+ years of corporate training, coaching and project management in Pharmaceutical and IT industries
- Founder and Chief Executive Officer of Evolution Solutions, a Business Coaching & Training Organization
- Certified Executive Coach, Life Mastery Consultant™ and **HeartMath Trainer**

HeartMath Institute



Explore

- The Physiology of Optimal Communication
- Heart-Focused Breathing™ Technique
- Coherent Communication™ Technique
- Sustainability Strategy



Why is Effective Communication important for:

- You?
- Your work?
- The world?





The Physiology of Optimal Communication

Coherence is an optimal state in which the heart, mind, and emotions are aligned and in sync.



COHERENT PHYSIOLOGICAL STATE



COMMUNICATION

1. Calm & Relaxed
2. Focused & Productive
3. Effective Decision-Making
4. Resilient & Flexible
5. Open to Change
6. Easier to Self-Regulate

INCOHERENT PHYSIOLOGICAL STATE



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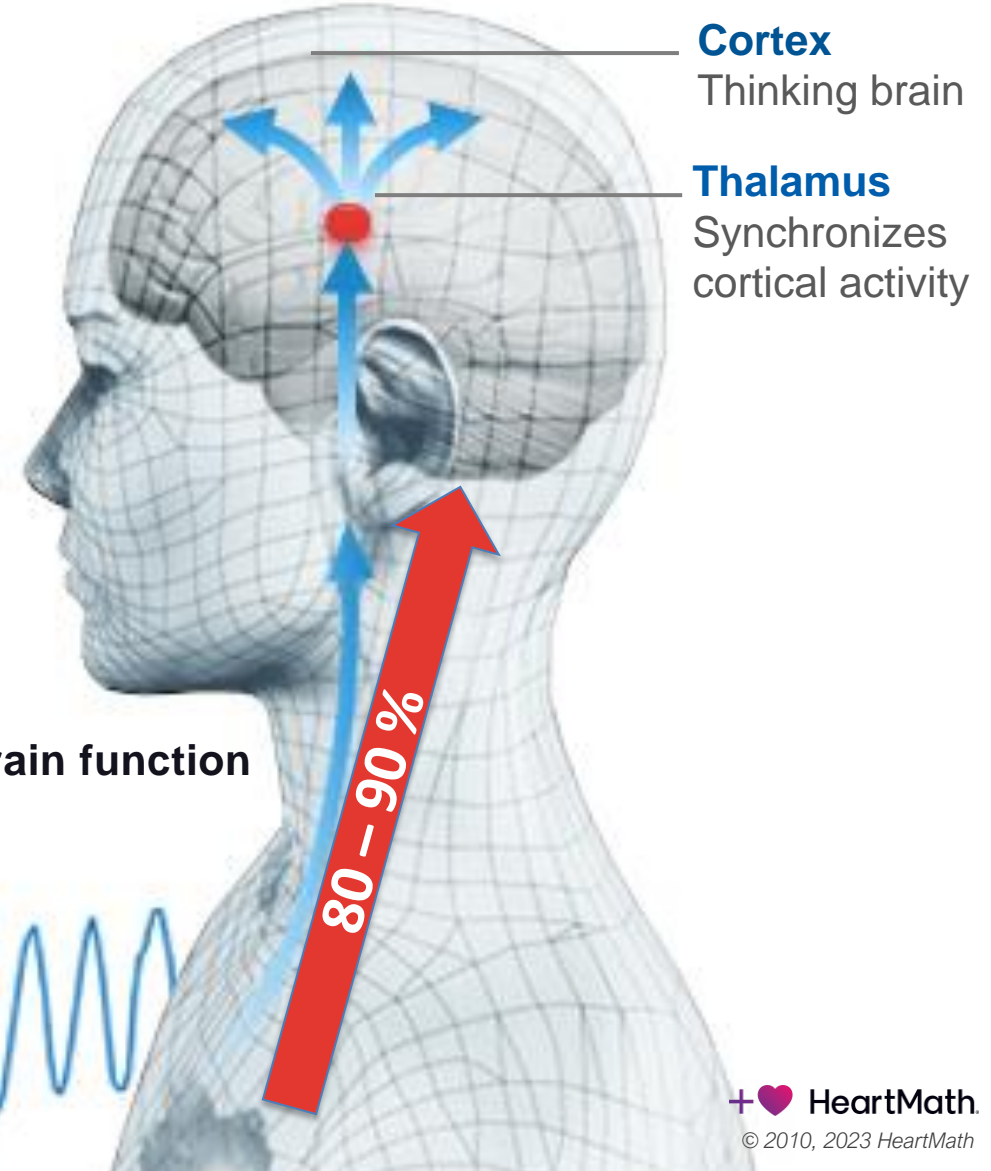
1. Tense & Stressed
2. Less Productive & Focused
3. Planning & Decision-making abilities impaired
4. Lack of Impulse Control
5. Not Receptive to Change
6. Difficult to Self-Regulate

Heart Rhythms Affect Physical and Mental Performance

Heart rhythms directly affect brain centers involved in foresight, decision-making, social awareness and our ability to self-regulate.

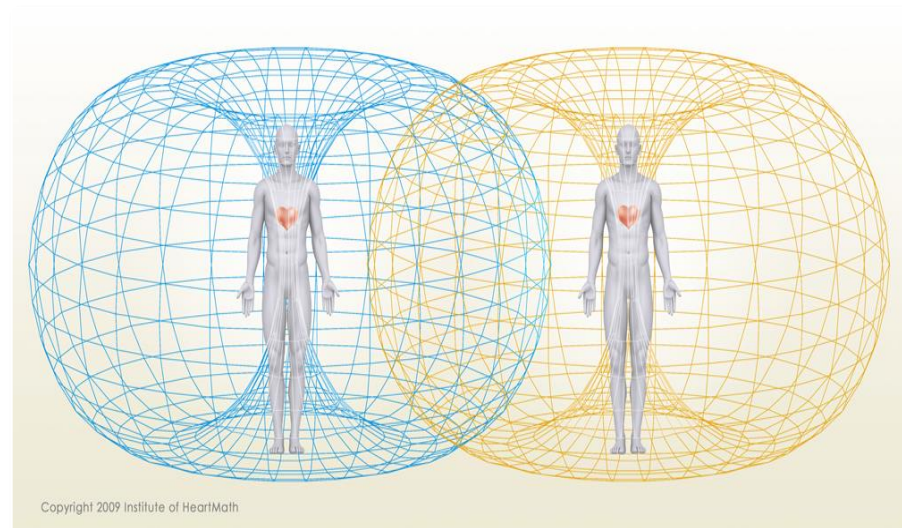
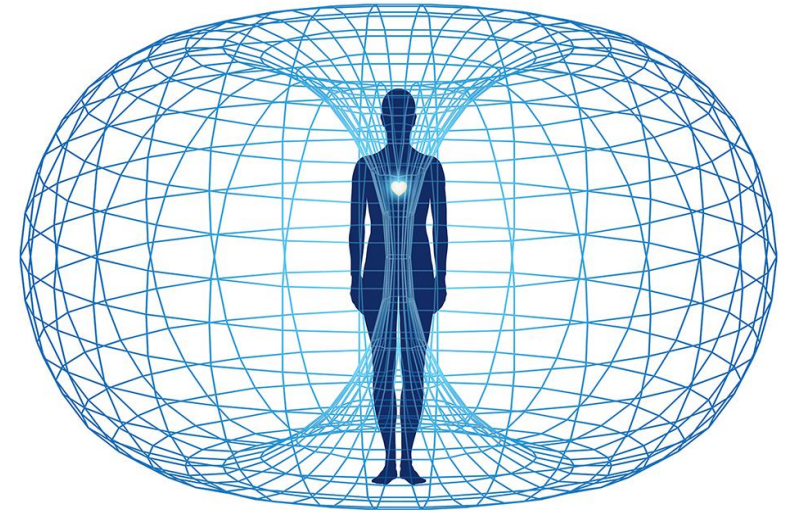
Incoherence inhibits brain function

Coherence facilitates brain function

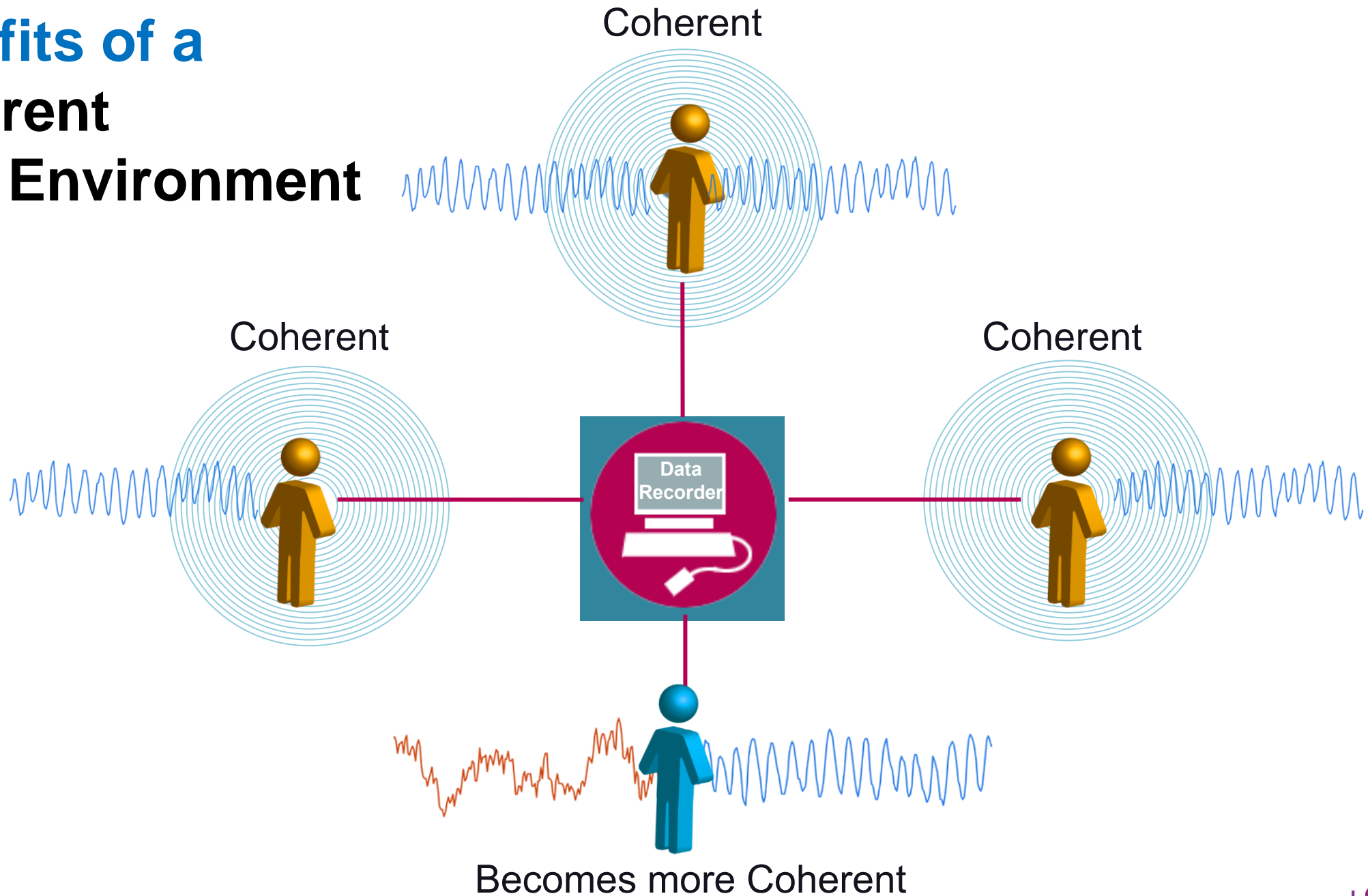


The Heart's Magnetic Field

- Each heartbeat produces electricity, measured by the electrocardiogram.
- When there is a flow of electrical current, a magnetic field is produced.
- Magnetometers measure heart's magnetic field.
- Emotional information (thoughts and feelings) radiated by the heart's magnetic field affects others and our external environment.



Benefits of a Coherent Field Environment



Real-World Application: France Project





Heart-Focused Breathing™ Technique

Focus your **attention in the area of the heart**.
Imagine your breath is flowing in and out of your heart or chest area, **breathing a little slower and deeper than usual**. Find an easy rhythm that's comfortable.



Practicing Heart-Focused Breathing™



Heart-Focused Breathing™ Uses

- Prepare yourself for your day/evening/sleep.
- Increase composure before a meeting or potentially challenging conversation.
- In the moment to take the intensity out of a stress reaction.
- Shift out of a stress reaction.



Coherent Communication™ Technique

Step 1

Shift into a heart coherent state before communicating to effectively share and receive information.

♥ Use Heart-Focused Breathing Technique ♥

***Suggestion:** Set an intention to be respectful of others' views or situations.*



Coherent Communication™ Technique

Step 2

Listen for the **essence** of what is being said without prejudging or getting pulled into drama before the communication is complete.

***Suggestion:** Remember to re-center in your heart if you start to overreact or lose emotional composure.*

Speak from a genuine tone and consider what you are going to say and how it may impact others.



Coherent Communication™ Technique

Step 3

During important or sensitive communications, it's effective to **confirm the essence** of what you heard to ensure mutual understanding.

Yet, when rushing communications, this is the step most of us forget.



Coherent Communication™ Technique

“What I think I heard was...is that right?”

“Just to confirm, were you saying...?”

“Did you mean...?”

Real-World Application: France Project



Real-World Application: France Project

1. Shift into heart coherence with Heart-Focused Breathing.
 - First thing in the morning
 - Before meetings / during meetings
2. Listen and consider the essence.
 - Listening with presence to fully understand
 - Not judging or interrupting
3. Confirm mutual understanding.
 - *Did you mean? Were you saying?*

Real-World Application: France Project





Coherent Communication™ Exercise

Coherent Communication™ Technique

Partner **A** is the Speaker. Partner **B** is the Listener.

1. Speaker speaks about 1 area they wish to change, improve, or advance over next 3 - 6 weeks. **(1 minute)**
2. Listener stays coherent & listens for essence of what speaker is saying.
3. Listener shares essence of what they heard in their own words. **(1 minute)**
4. Confirm mutual understanding. **(1 minute)**





Coherent Communication™ Observations

Develop Your Sustainability Strategy

Ask yourself...

1. What are 1 or 2 Main Learnings I'm willing to commit to integrating into my daily life for the next 2 weeks?
2. What am I willing to commit to doing?
3. When (specifically) will I begin?
4. How will I remember to practice? *This is vital to an effective strategy.*



HeartMath® Tools

for Reducing Stress and
Staying Balanced

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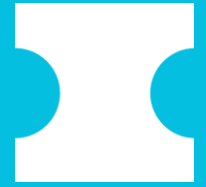
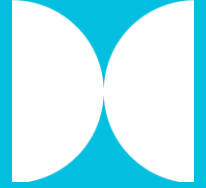
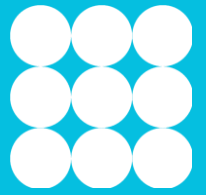
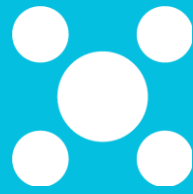
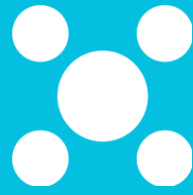
**E-booklet: 12 HeartMath Tools for
Reducing Stress & Staying Balanced**



THANK YOU

JUDY HERSCH
EXECUTIVE COACH AND CORPORATE TRAINER

JUDY@MYEVOLUTIONSOLUTIONS.COM





Technique Quick Reference Cards



Heart-Focused Breathing™ Technique

Heart-Focused Breathing™ Technique

Heart-Focused Breathing is an effective technique to help stop the momentum of stress energy and emotional reactions. It enables you to pause and choose how to respond, rather than from usual reactions such as impatience, anger or frustration. With practice, you will be able to neutralize stress reactions and take out some of the significance and drama more quickly. Practicing this technique in the moment can help you minimize energy drains and build resilience.

The Heart-Focused Breathing Technique

Focus your attention in the area of the heart. Imagine your breath is flowing in and out of your heart or chest area, breathing a little slower and deeper than usual. Find an easy rhythm that's comfortable.

Coherent Communication™ Technique

Once you are familiar with the technique, you can refer to the “Quick Steps” at the bottom of the page as a brief reminder of the full technique.

At the heart of all successful communication is the sense that people feel you are listening to them and that you are speaking authentically.

Don't forget that being judgmental or impatient impacts communication.

Holding judgments or anger blocks the ability to listen.

The Coherent Communication Technique brings coherence into communications and can be used in any situation whether you are communicating verbally or in writing.

Coherent Communication™ Technique

Step 1. Shift into a heart coherent state before communicating to effectively share and receive information.

Suggestion: Set an intention to be respectful of others' views or situations.

Step 2. Listen for the essence of what is being said without prejudging or getting pulled into drama before the communication is complete.

Suggestion: Remember to re-center in your heart if you start to overreact or lose emotional composure.

Speak from a genuine tone and consider what you are going to say and how it may impact others.

Step 3. During important or sensitive communications, it's effective to confirm the essence of what you heard to ensure mutual understanding.

Yet, when rushing communications, this is the step most of us forget.

Remember: Quieting the noise in the mind and emotions allows us to become more attuned to our own perceptions before we speak and to more genuinely hear what someone else is trying to say.

Coherent Communication Technique Quick Steps

Step 1: Shift into heart coherence

Step 2: Listen for the essence; speak with a genuine tone

Step 3: Confirm mutual understanding



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Orange County

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