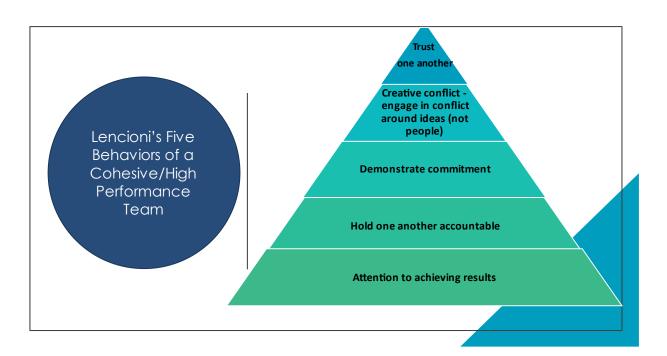
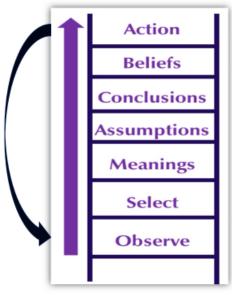
Study Guide Summary Tips: Building High Performing Teams CUNA Management School



Ladder of Inference: Seven Step Reasoning Process:



I'll ignore John in the team meetings and pay attention to the other members and see how he likes that!

John thinks he could do a better job leading this project than I am so he is trying to undermine my leadership

John doesn't respect me and doesn't want to be on this team

John never pays attention to what I have to say and treats my ideas like they're not important

John doesn't like my idea and isn't engaged in the team project

John offered no ideas and didn't make eye contact with me or the rest of the team

When I was presenting my idea to the project team, John was looking at his phone and fidgeting in his seat



Emotional Intelligence 2.0:

Personal Competence

- Self Awareness
- Self Management

Social Competence

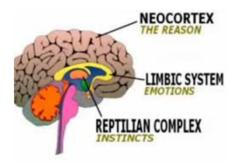
- Social Awareness
- Relationship
 Management

Dr. Travis Bradbury



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What happens when we feel threatened?



Amygdala Hijack

- Stored sugar, fats, and adrenaline pour into bloodstream
- Heart rate and breathing increases to oxygenate the muscles
- Blood clotting mechanisms activated
- Digestion ceases to divert blood to muscles
- Perspiration and salivation increases, pupils dilate
- Our ability to apply reason and logic can drop by 75%
- It can take nearly 20 minutes to recover from an emotional encounter

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Shared Beliefs, Norms, and Expectations

Cultural elements of team dynamics that shape how team members believe they should behave



