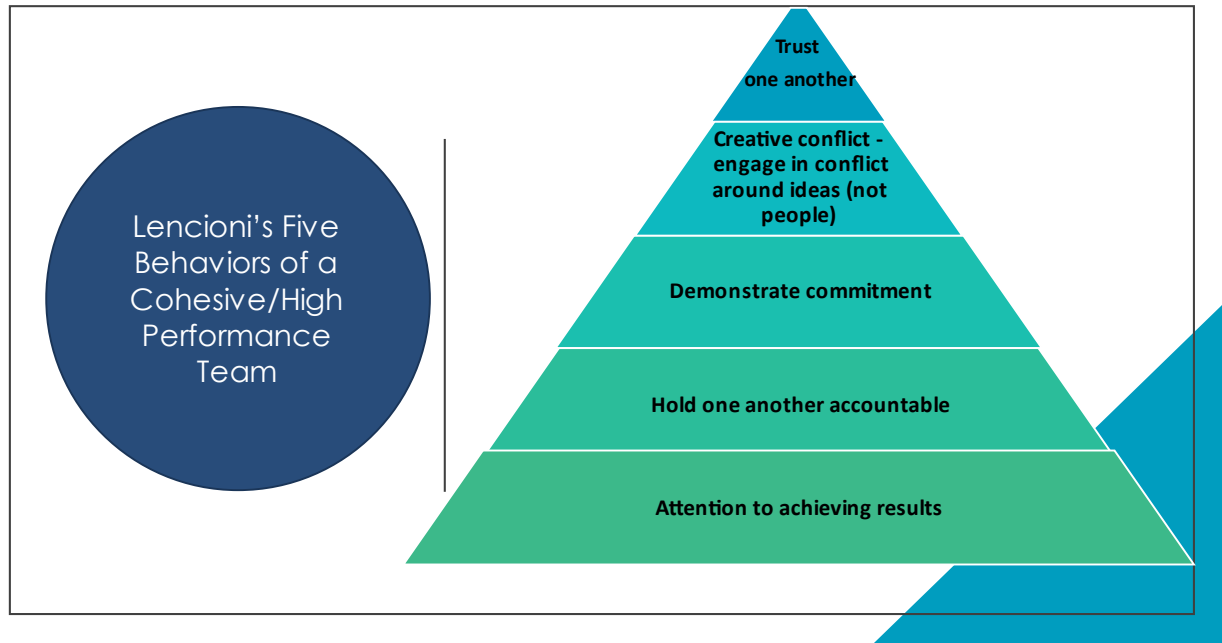
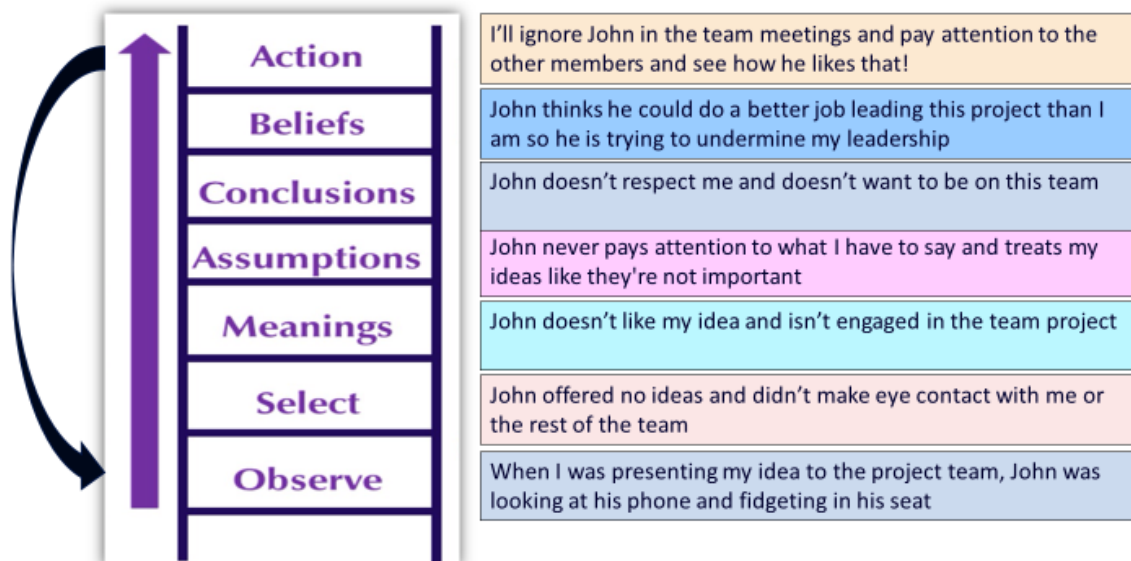


## Study Guide Summary Tips: Building High Performing Teams

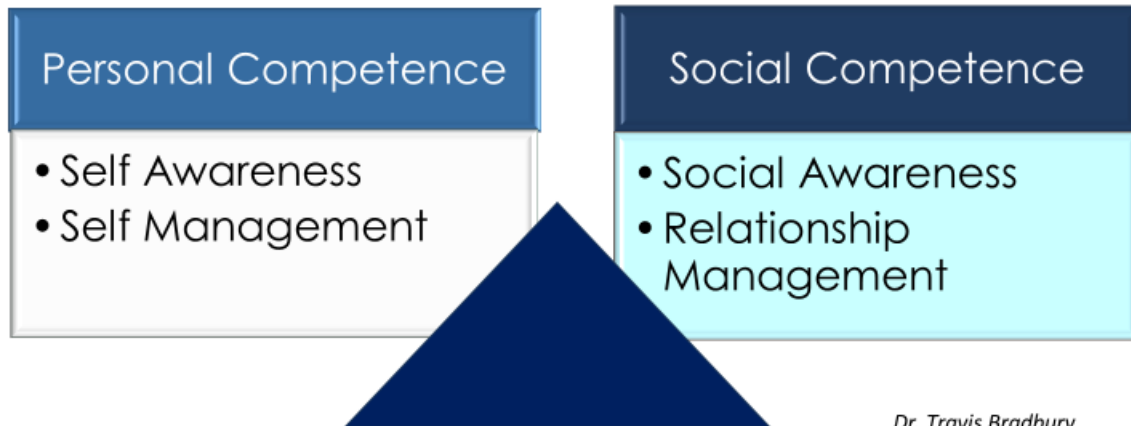
### CUNA Management School



## Ladder of Inference: Seven Step Reasoning Process:

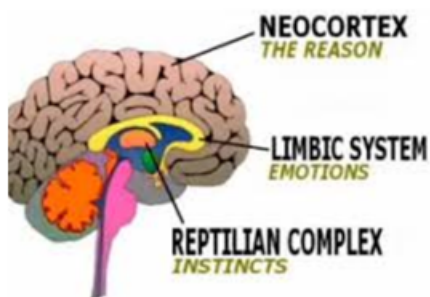


# Emotional Intelligence 2.0:



Dr. Travis Bradbury

## 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



## Shared Beliefs, Norms, and Expectations

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

