



**#315 – How crazy am I?
Understanding the neurology
of wellness and safety**

Scott Warrick, JD, MLHR, CEQC, SPHR

Thursday, March 31, 2011
2:15 to 3:15 p.m.



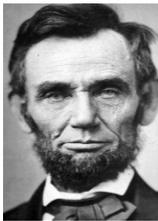
***“How Crazy Am I ... Really?”
Understanding the Neurology
of Wellness & Safety***

by

Scott Warrick, JD, MLHR, CEQC, SPHR

www.scottwarrick.com

EMOTIONAL INTELLIGENCE:



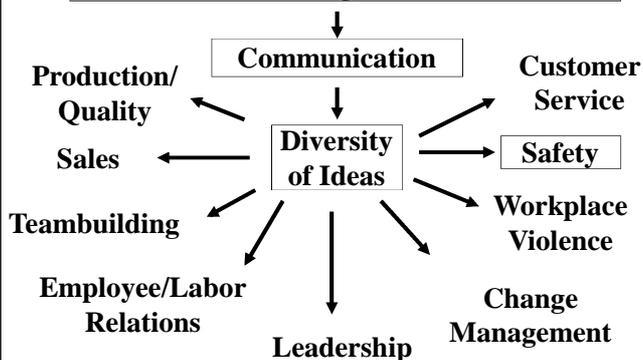
***Can You Control Your
EGO & EMOTIONS?***

Is It Good To Have

***“Older Workers”
&
“Younger Workers”
Working Together?***

It ALL Begins With EI

Emotional Intelligence = Tolerance



Why “Emotional Intelligence”?

SAFETY & PRODUCTION

Supervisors in a manufacturing facility trained in Emotional Intelligence skills, such as “Listening Skills” and “Problem Solving Skills,” reduced lost-time accidents by **50 percent**

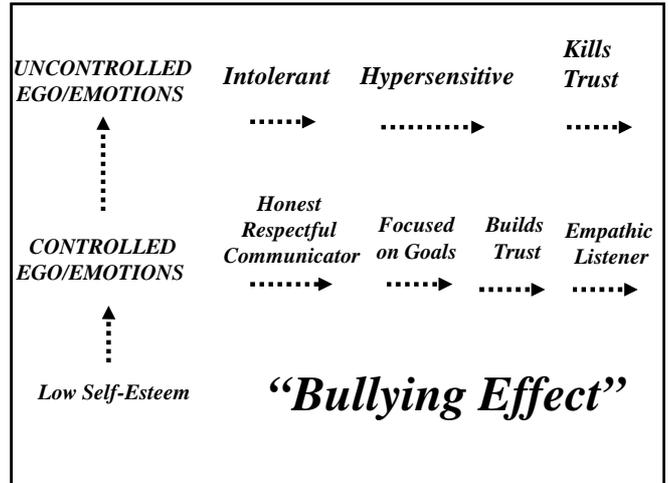
Formal grievances were reduced from an average of **15 per year to 3 per year**, and the plant exceeded productivity goals by **\$250,000**.

Why “Emotional Intelligence”?

PRODUCTION

In another manufacturing plant where supervisors were trained in EI skills, production increased by

17 percent.



What Are Our Workplaces Like?

77% Of All Americans HATE Their Jobs

20% More Americans Have HEART ATTACKS On Monday Morning Than Any Other Day Of The Week?



Why Do 77% of Americans HATE Their Jobs?

#1 Reason:
BULLIES

How Violent Are We?

**3 Murders Occur In The Workplace
Everyday In America**

**Homicide Is The Second Leading Cause
Of Death In The Workplace**

**Homicide Is The LEADING
Cause Of Death In The Workplace
For Women**

How Violent Are We?

**Over 1,000,000 Assaults Occur In The
Workplace Every Year...**

**That Is 18,000
Physical Assaults Every Week**

What Are The
RULES
Of
Leadership?

“Rules” of Leadership

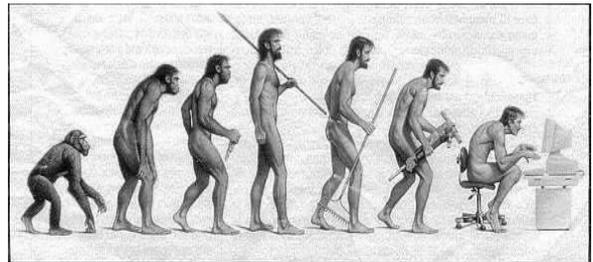
RULE #1:
“NEVER UPSET ANYONE!”

RULE #2:
“AVOID ALL FORMS OF CONFLICT”

RULE #3:
**“NEVER ADDRESS AN ISSUE.
IGNORE IT...IT WILL GO AWAY.”**

Do We **DIFFUSE**
Or
ESCALATE Situations?

1. What makes people angry?
2. What happens in our bodies when we get angry?



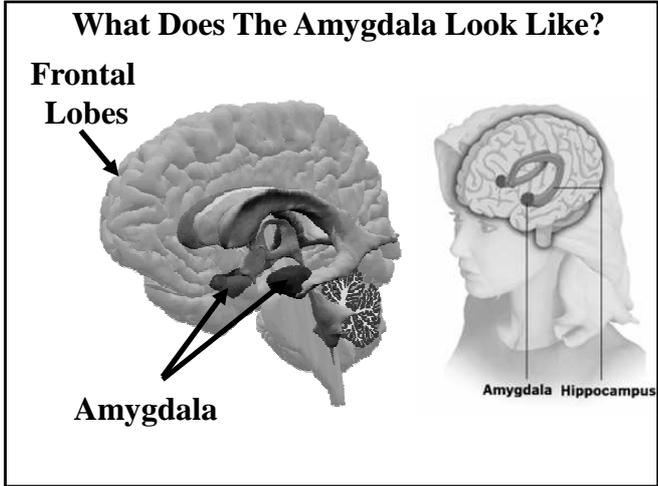
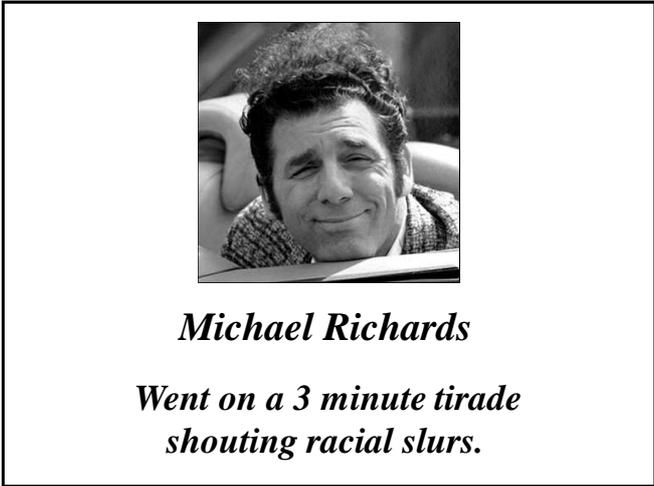
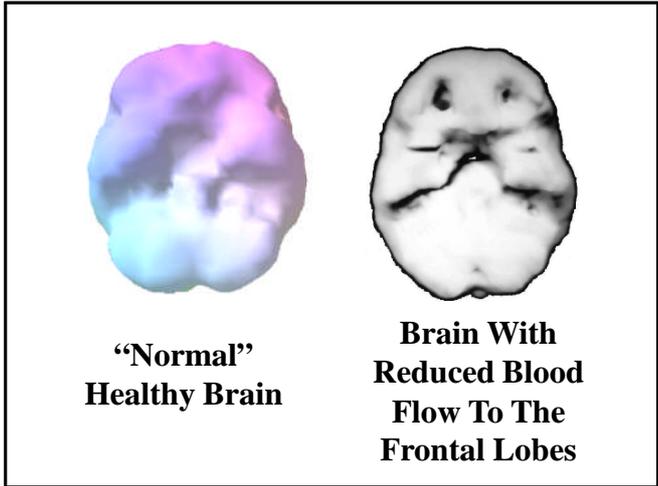
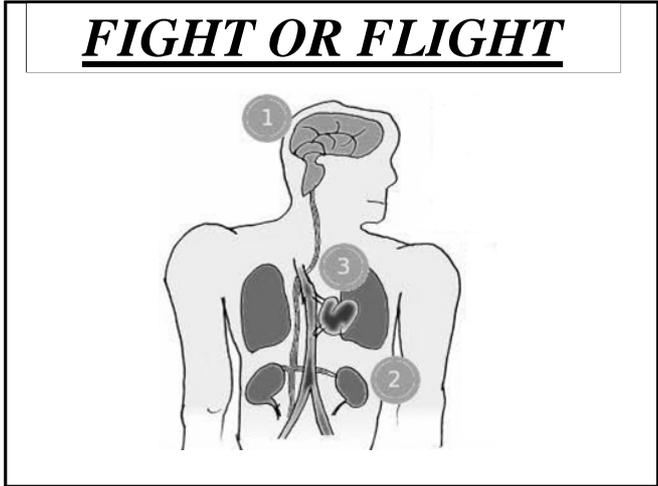
Evolved?

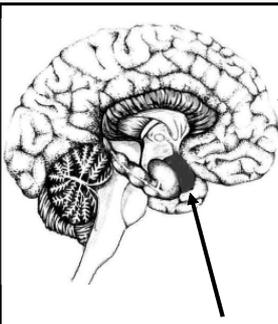
Yabba, Dabba Doo!

**I didn't get
EATEN
today!**



***Which is Stronger...
Logic or Emotions?***





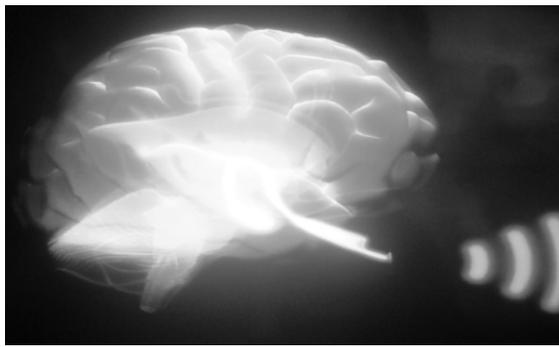
**Frontal Lobes:
High Road Logic**

- Further from Thalamus
- Loses Blood Supply in “Fight or Flight”

The Amygdala: Low Road Emotions

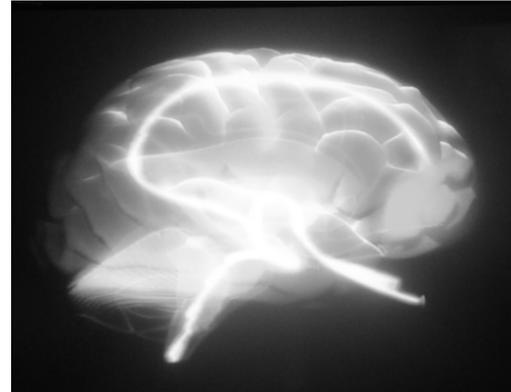
- Closer To Thalamus
- Retains Blood Supply in “Fight or Flight”

Low Road : 1/33,000th of a second




**BOTTOM LINE:
Is Your Amygdala
Emotionally Hijacking
Your Brain?**

High Road : 1/16,000th of a second



High Road : 1/16,000th of a second



SLOW DOWN and THINK!

Why “Emotional Intelligence”?

#1 Factor

that determines your

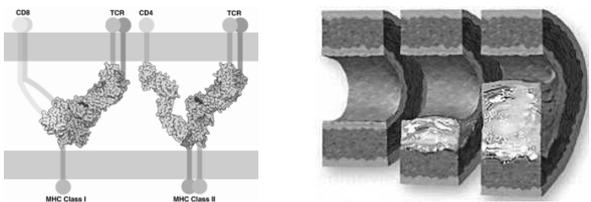
HEALTH

What Is In This For Me?
YOUR HEALTH!



What Is In This For Me?
YOUR HEALTH!
HEART DISEASE AND STROKE

What Is In This For Me?
YOUR HEALTH!
HEART DISEASE AND STROKE

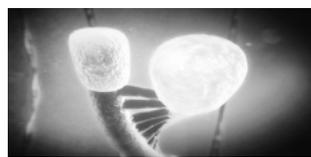


What Is In This For Me?
YOUR HEALTH!
HEART DISEASE AND STROKE
GETTING SICK!

What Is In This For Me?
YOUR HEALTH!
GETTING SICK!



What Is In This For Me?
YOUR HEALTH!
HEART DISEASE AND STROKE
GETTING SICK!
AGING BEYOND YOUR YEARS



What Is In This For Me?

YOUR HEALTH!



1860



1864



1865

What Is In This For Me?

YOUR HEALTH!



FLOODING

V.

FLOW

WHAT IS STRESS?

EUSTRESS

DISTRESS



Physical and/or Emotional Activity

Can Fruit Lower My Claims?



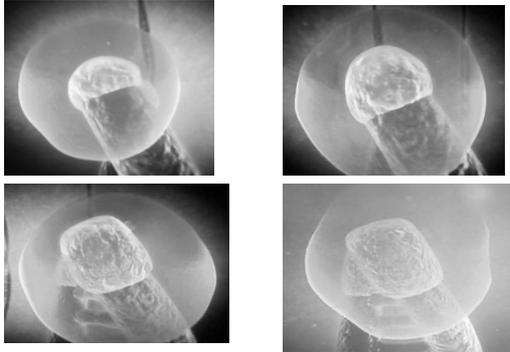
So ...What Interrupts FLOW?

WE DO!!!



What Is In This For Me?

YOUR HEALTH!



What Is In This For Me?

YOUR HEALTH!

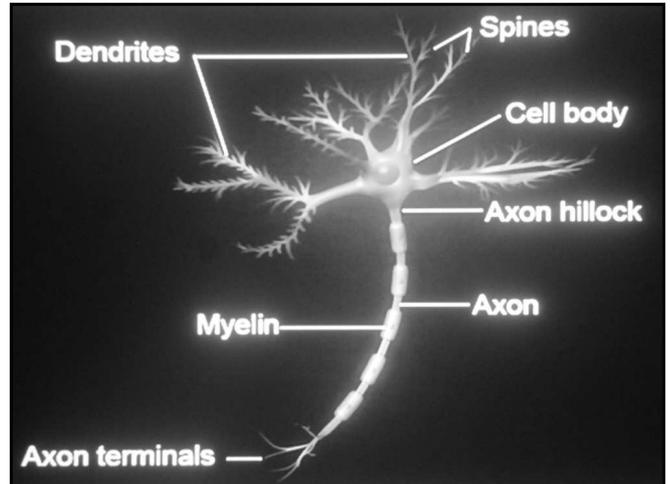
HEART DISEASE AND STROKE

GETTING SICK!

AGING BEYOND YOUR YEARS

MEMORY LOSS

**Why Do I Forget Things
When I Am Stressed?**



Why “Emotional Intelligence”?

***St. Paul Fire & Marine
Insurance Company:***

***Implementing EI skills across 22 hospitals
reduced malpractice claims by 70%***

***In contrast, there was NO REDUCTION
in malpractice claims in a matched group
of 22 hospitals that did not implement
EI skills***

Why “Emotional Intelligence”?

***St. Paul Fire & Marine
Insurance Company:***

***Implementing EI skills in one
700 bed hospital reduced
medication errors by
50%***

What Is In This For Me?

YOUR HEALTH!

HEART DISEASE AND STROKE

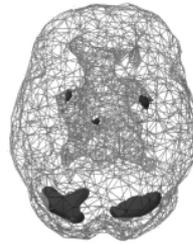
GETTING SICK!

AGING BEYOND YOUR YEARS

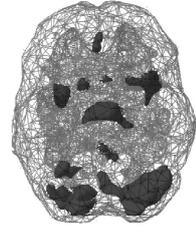
MEMORY LOSS

MENTAL IMPAIRMENTS

Damaged Goods

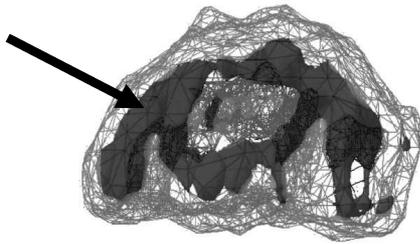


**“Normal”
Healthy Brain**



**Brain With
Depression, OCD,
& Panic Attacks =
PTSD**

**VIOLENCE:
37 Year Old Attorney**



**What Environment Are *YOU* Creating
For *YOU & YOUR Employees?***

***How Do You React To
Your Culture?***



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“How Crazy Am I ... Really?”

Understanding the Neurology of Wellness & Safety

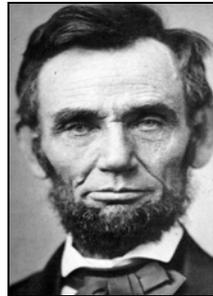
by

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EMOTIONAL INTELLIGENCE



Can You Control Your EGO and EMOTIONS?

What Effect Does EI Have On The Workplace?

- In one study, after supervisors in a manufacturing facility were trained in Emotional Intelligence skills, such as “Listening Skills” and “Problem Solving Skills,” lost-time accidents were reduced by **50 percent**. Additionally, formal grievances were reduced from an average of **15 per year to 3 per year**, and the plant exceeded productivity goals by **\$250,000**. ¹
- In another manufacturing plant where supervisors received similar training, production increased by **17 percent**. There was no such increase in production for a group of matched supervisors who were not trained. ²

¹ Porras, J. I., & Anderson, B. (1981). Improving managerial effectiveness through modeling-based training. *Organizational Dynamics*, 9, 60-77.

² Porras, J. I., & Anderson, B. (1981). Improving managerial effectiveness through modeling-based training. *Organizational Dynamics*, 9, 60-77.

What are our workplaces *really* like? Well ...

- ❖ 77% of all Americans **HATE** like their jobs, (Gallup Poll 2005)
- ❖ **20%** more Americans have **HEART ATTACKS** on **Monday morning** than on any other day of the week, (CardioResearcher.com)
- ❖ **HOMICIDE** is now the **SECOND LEADING** cause of **DEATH** in the workplace in the US, (However... **HOMICIDE** is the **LEADING CAUSE OF DEATH FOR WOMEN**), (Bureau of Labor Statistics, or “BLS”)
- ❖ **THREE** Americans are **MURDERED** in the workplace **EVERYDAY (BLS)** ... and
- ❖ Over **1,000,000** Americans are **PHYSICALLY ASSAULTED** in the workplace **EVERY YEAR** ... which equates to **18,000** Americans needing first aid or emergency room treatment **EVERY WEEK** because some co-worker had finally had enough and hit them in the head with a trash can! (BLS)

Why are our workplaces so caustic? Well, according to various surveys, including those conducted by CareerBuilder.com and Scott Hunter, author of “Making Work Work” (Hunter Alliance Press, 2003), the number one reason Americans hate their jobs are:

Bullies

Of course, my term for a “bully” is a “Troll.”



TROLLS!!!

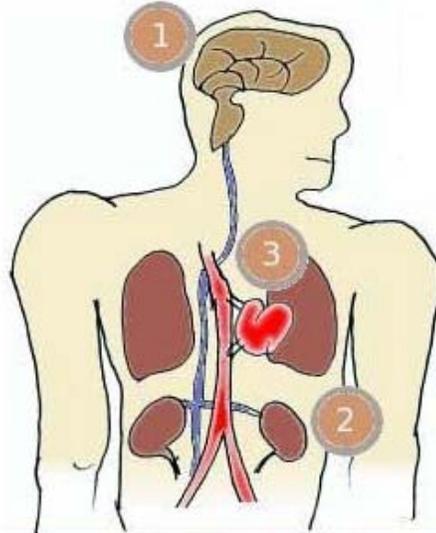
Why Are Emotions *SO* Much Stronger Than Our Logic?

FIGHT or FLIGHT

What happens in your body?

1.

We hear, see, taste, smell or feel a “danger” or stimulus. The brain instantly sends an alarm down our “Vagus Nerve” which goes directly to our adrenal glands, located right above our kidneys. We then get that “tightening knot” in our “gut.”



3.

The blood in the body is re-routed to the lungs, arms and legs, leaving the frontal lobes deprived of blood and the face “flushed.”

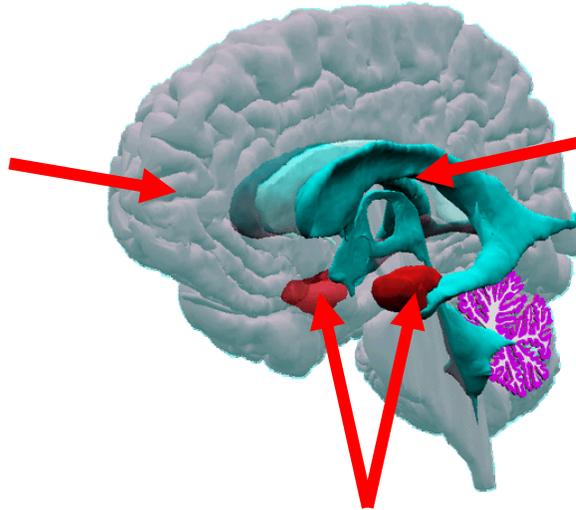
2.

The adrenal glands release epinephrine (adrenaline) into our body. This release of adrenaline will then speed up our heart rate. When our heart rate hits approximately 145 beats per minute, we go into full fight or flight.



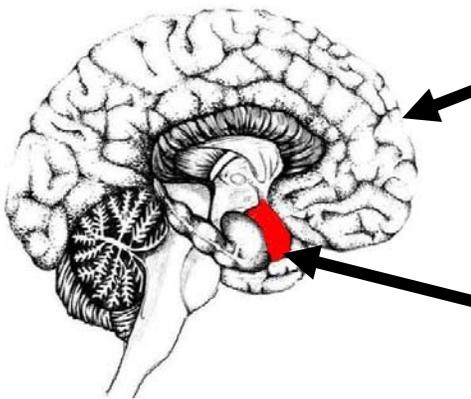
Different parts of our brain do different things, as shown in the following diagram:

Frontal Lobes:
Logical Center,
&
Emotional
Thermostat



Thalamus:
The Brain's
“Neural Junction Box”

Amygdalae: Emotions



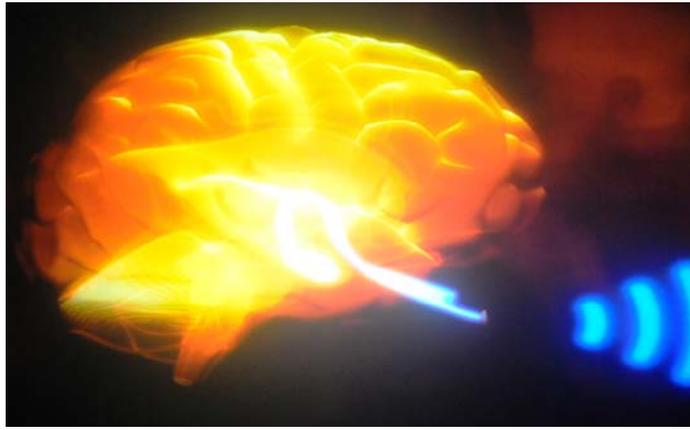
FRONTAL LOBES: LOGIC
1/16,000ths of a Second

- *Further from Brain Stem*
- *Loses Blood Supply in “Fight or Flight”*

AMYGDALAE: EMOTIONS
1/33,000ths of a Second

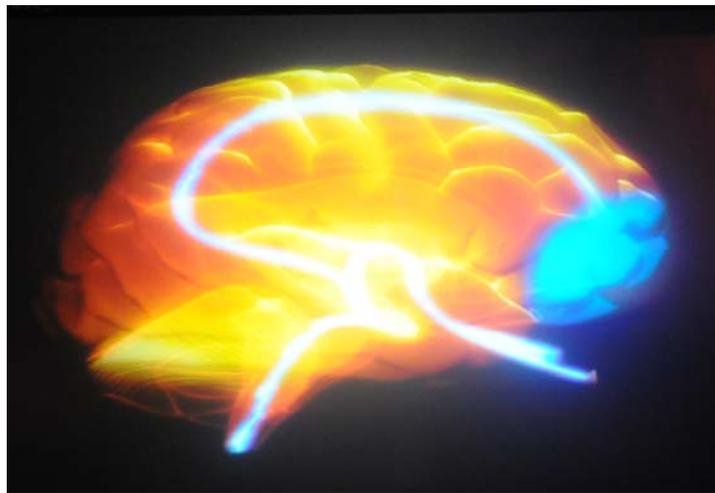
- *Closer to the Brain Stem*
- *Retains Blood Supply in “Fight or Flight”*

COMPUTER IMAGE OF THE SPEED OF EMOTIONS



Computer Image #1

In Computer Image #1, the stimulus enters the brain and goes to the thalamus, where it then takes the “Low Road” directly into the amygdalae, or the emotional center of the brain. As you can see, the “Low Road” to the emotional system takes the stimulus only 1/33,000ths of a second ... which is “lightening” fast.



Computer Image #2

However, in Computer Image #2, the stimulus enters the brain and takes the “High Road,” where it is finally delivered to the frontal lobes of the brain, or our “Executive Center.”

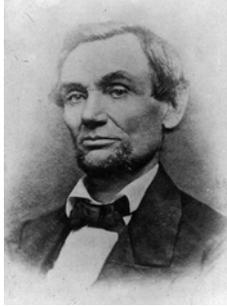
As you can see, the stimulus taking the “High Road” to the logical brain takes at least twice as long to reach the frontal lobes as it does to reach the emotional center of the brain. This is a primary reason why our emotions are so much faster than our logic.

What Is In This For Me? YOUR HEALTH!

HEALTH RISK #1: HEART DISEASE AND STROKE

HEALTH RISK #2: GETTING SICK!

HEALTH RISK #3: AGING BEYOND YOUR YEARS



1860



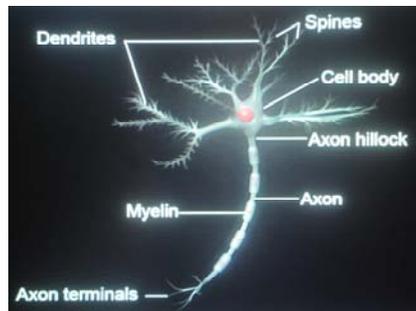
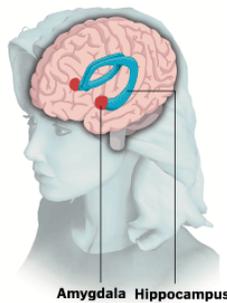
1864



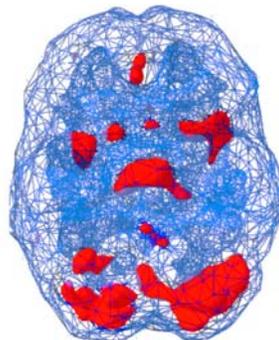
1865



HEALTH RISK #4: MEMORY LOSS



HEALTH RISK #5: MENTAL IMPAIRMENTS





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CEO Magazine's 2008 Human Resources "Superstar"

Nationally Certified Emotional Intelligence Counselor

2010, 2008, 2007, 2006 and 2003 SHRM National Diversity Conference Presenter

[Scott Trains Managers and Employees ON-SITE in over 40 topics](#)

Scott Warrick specializes in working with organizations to prevent employment law problems from happening while improving employee relations. Scott uses his unique background of **LAW** and **HUMAN RESOURCES** to help organizations get where they want to go.

Scott travels the country presenting his revolutionary ["Emotional Intelligence, Tolerance & Diversity for White Guys ... And Other Human Beings: Understanding the Neurology of Intolerance."](#) This one of a kind **SKILL-BASED** program is the *only* **SKILL-BASED Emotional Intelligence/Tolerance/Diversity Program** in the country approved by HRCI-SHRM for **STRATEGIC** SPHR Credit because it creates an atmosphere of open communication so we are better able to resolve all kinds of conflicts in our organizations.

Scott's ["Do It Yourself HR Department & Legal Compliance CD"](#) is a favorite among Human Resource Professionals across the country to not only inform clients of the changes in Employment Law but to also bring their departments into compliance ... **AND KEEP THEM THERE!**

Scott's academic background and awards include:

- Capital University College of Law (Class Valedictorian (1st out of 233))
- Master of Labor & Human Resources and B.A. in Organizational Communication: The Ohio State University
- The Human Resource Association of Central Ohio's Linda Kerns Award for Outstanding Creativity in the Field of Human Resource Management and the Ohio State Human Resource Council's David Prize for Creativity in Human Resource Management

Solving Employee Problems BEFORE They Happen!