

# MINDFUL COMMUNICATION SERIES

*Experiential business wisdom learning interventions from Pragya*



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Living Wisdom Centre



**Pragya Living Wisdom Centre, Bangalore**

[www.thehealingcircle.in/pragya-living-wisdom-centre](http://www.thehealingcircle.in/pragya-living-wisdom-centre)





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# TOTAL PRESENCE

advanced workshop

|| emotional intelligence and mindful presence in communication ||

# What is Total Presence



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A 3-4 months program for leaders  
to empower self and others.

Deep  
Listening

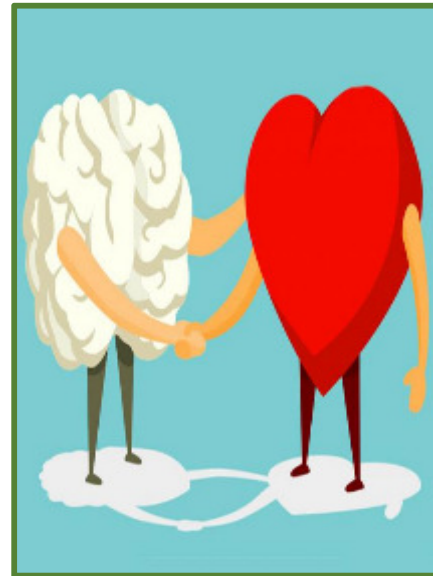


**LISTEN**  
TO UNDERSTAND

Mindful  
Communication



Emotional  
Empowerment  
Assertiveness



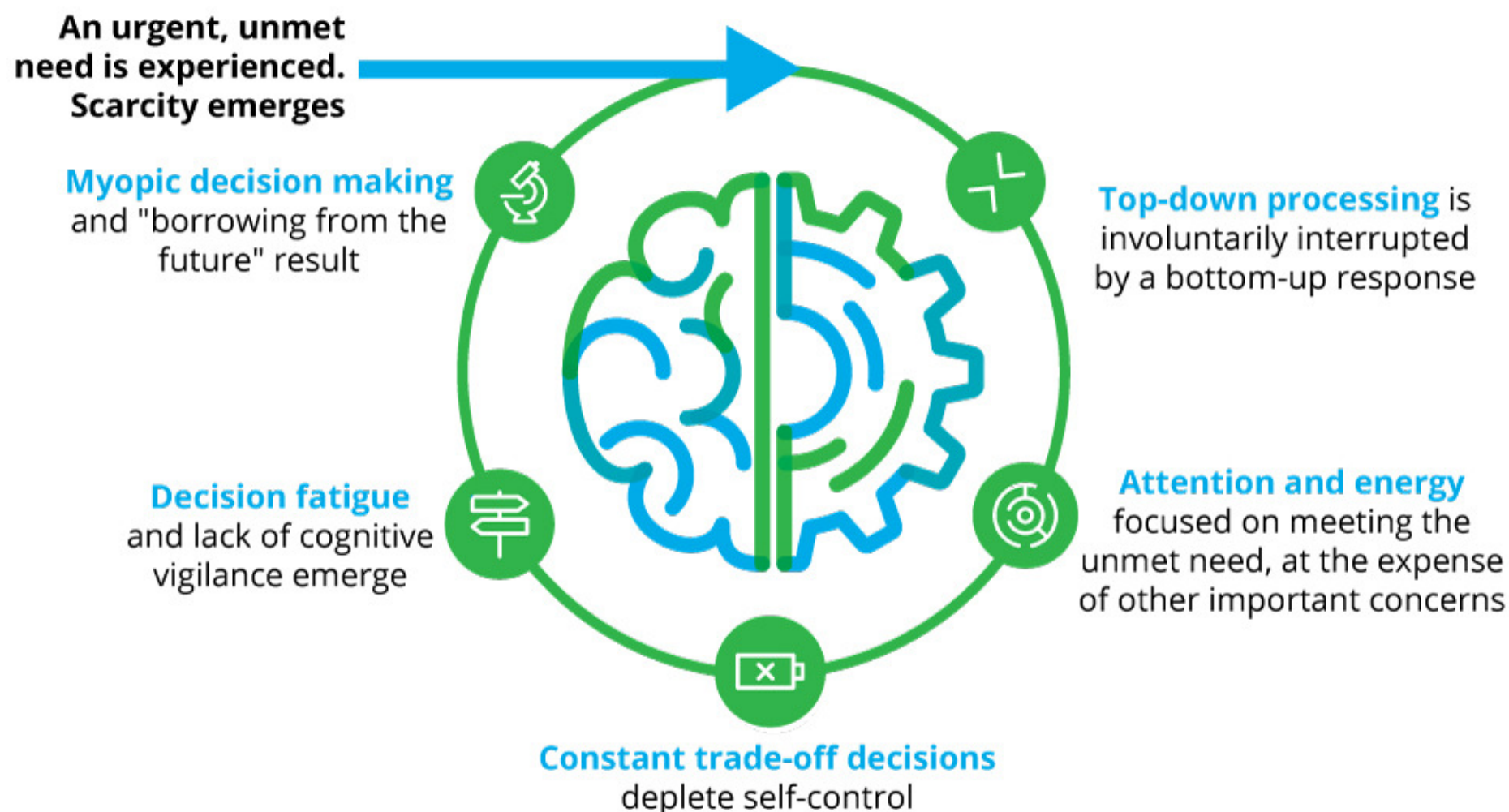
Aware action  
Authenticity



# a transformative journey

scarcity mind set → growth mind set

# Traditional thinking = Scarcity mind-set



Source: Deloitte analysis.



# Total Presence = Growth mind-set



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Risk, failure, and reflection are three legs of a tripod, without any one of the elements, the tripod falls. Failure is inherent in risk, but through reflection, failure ceases to be an endpoint, rather it is a way station, a chance to take stock, examine the map, make a new plan and move forward with more knowledge.

Kristi Mraz and Christine Hertz

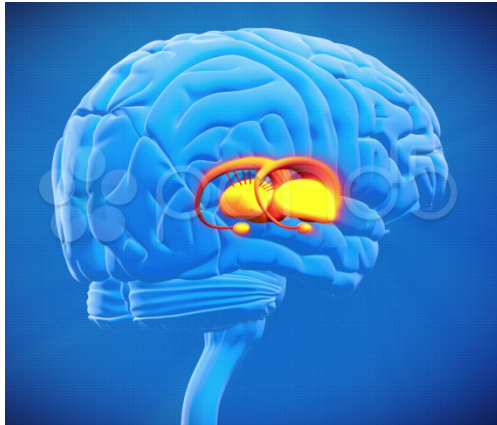


## Research in Neuroscience

### The Brain on Autopilot (Hunter & Scherer 2010)



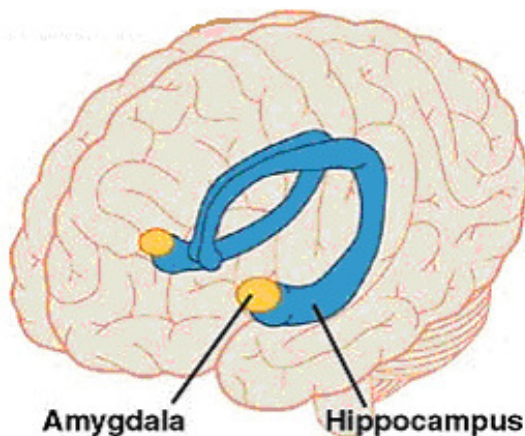
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Older Basal Ganglia triggers  
*Auto Pilot mode*

#### Without Mindfulness practice

- While managing limited cognitive resources, *the brain moves a repeated action or belief from the conscious control of the newer and more complex prefrontal cortex to the instinctual and much older basal ganglia.*
- This transfer turns conscious and intentional behaviour – (thoughts and feelings) gradually into a non-conscious and automatic habit, often playing out *rigidly and unknowingly.*
- It becomes, literally, *unthinking and non-adapting, even unproductive and unskilful*, thus making it the default response or habit.



#### With Mindfulness practice

- Individuals exercise a more *sophisticated part of the brain, namely, the hippocampus stimulating critical thinking skills.*
- This part of the brain creates more flexible memories and allows for a *deeper, more robust knowing.*
- Disrupting automatic tendencies results in a greater ability to apply more *nuanced understanding when dealing with challenges.*



# Committed to address learning needs



While we share a broad structure in our proposals,  
each module is customized to meet client needs –  
in **Design** and **Delivery**.





# Learning Objectives



**Self**



**Team**



**Organization**



**Steer goals through ownership and inspiration**



**Strengthen self esteem**



**Accelerate growth**

**Be inclusive**



**Bolster team morale**

**Resolve conflicts**



**Show grace and responsibility**



**Enhance meeting productivity and outcome**



**Be authentic  
Evolve strategies that meet everyone's needs**



# Participant Profile



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Total Presence is an advanced communication program.  
Best suited for leaders and emergent leaders.

# Pedagogy – our process



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Customization and Launch – understand needs and challenges of participants, and the organization



Spaced modular half day sessions; experiential workshops alternating with small group learning circles for each critical skill



Extended learning with a gap of 2-4 weeks between modules to allow for assimilation and application of each learnt skill



High confidentiality to facilitate transformation for participants



Individualized prework to encourage maximum engagement



# Total Presence – 3 modules

## Module 1

### Awaken!

month 1

1 Theory

1 Learning circle

## Module 2

### Emotional Empowerment

month 2

1 Theory

1 Learning circle

## Module 3

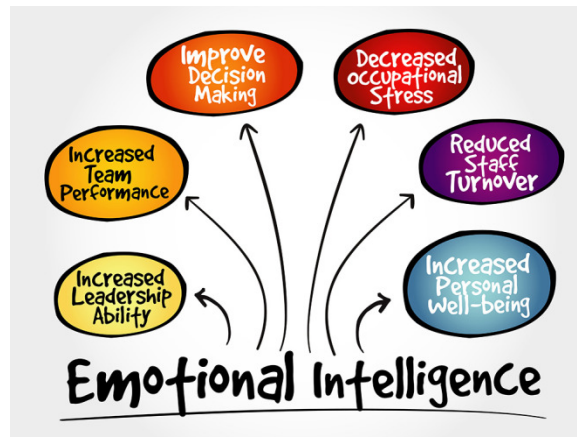
### Compassionate Communication

months 3-4

1 Theory

2 Learning circles

Mind Full, or Mindful?



# The Total Presence Journey ... ..

Month 1: Day 1 <b>Awaken</b>	<ul style="list-style-type: none"> <li>• Theory - half day - 12 participants</li> <li>• Mindfulness- Introduction</li> <li>• Mindfulness @ Work</li> </ul>
Month 1: Day 2 <b>Awaken</b>	<ul style="list-style-type: none"> <li>• Learning Circle - half day - 12 participants</li> <li>• Deep listening</li> </ul>
Month 2: Day 3 <b>Emotional Empowerment</b>	<ul style="list-style-type: none"> <li>• Theory – half day – 12 participants</li> <li>• Emotional Intelligence</li> <li>• Thoughts, Feelings, Needs</li> </ul>
Month 2: Day 4 <b>Emotional Empowerment</b>	<ul style="list-style-type: none"> <li>• Learning Circle – half day – 6 participants per batch</li> <li>• Managing emotions – self help tool kit</li> </ul>
Month 3: Day 5 <b>Compassionate Communication</b>	<ul style="list-style-type: none"> <li>• Theory – half day – 12 participants</li> <li>• 4-step process</li> </ul>
Month 3: Day 6 <b>Compassionate Communication</b>	<ul style="list-style-type: none"> <li>• Learning Circle – half day – 6 participants per batch</li> <li>• 4-step process – Practice session 1</li> </ul>
Month 4: Day 7 <b>Compassionate Communication</b>	<ul style="list-style-type: none"> <li>• Learning Circle – half day – 6 participants per batch</li> <li>• 4-step process – Practice session 2</li> </ul>





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# TOTAL PRESENCE

|| 3 modules – theory + learning circle ||



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# Module 1 – Awaken!

*apply mindfulness at work*

Days 1 & 2



# Module 1 – Awaken!

*applying mindfulness at work*



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Day 1 Theory

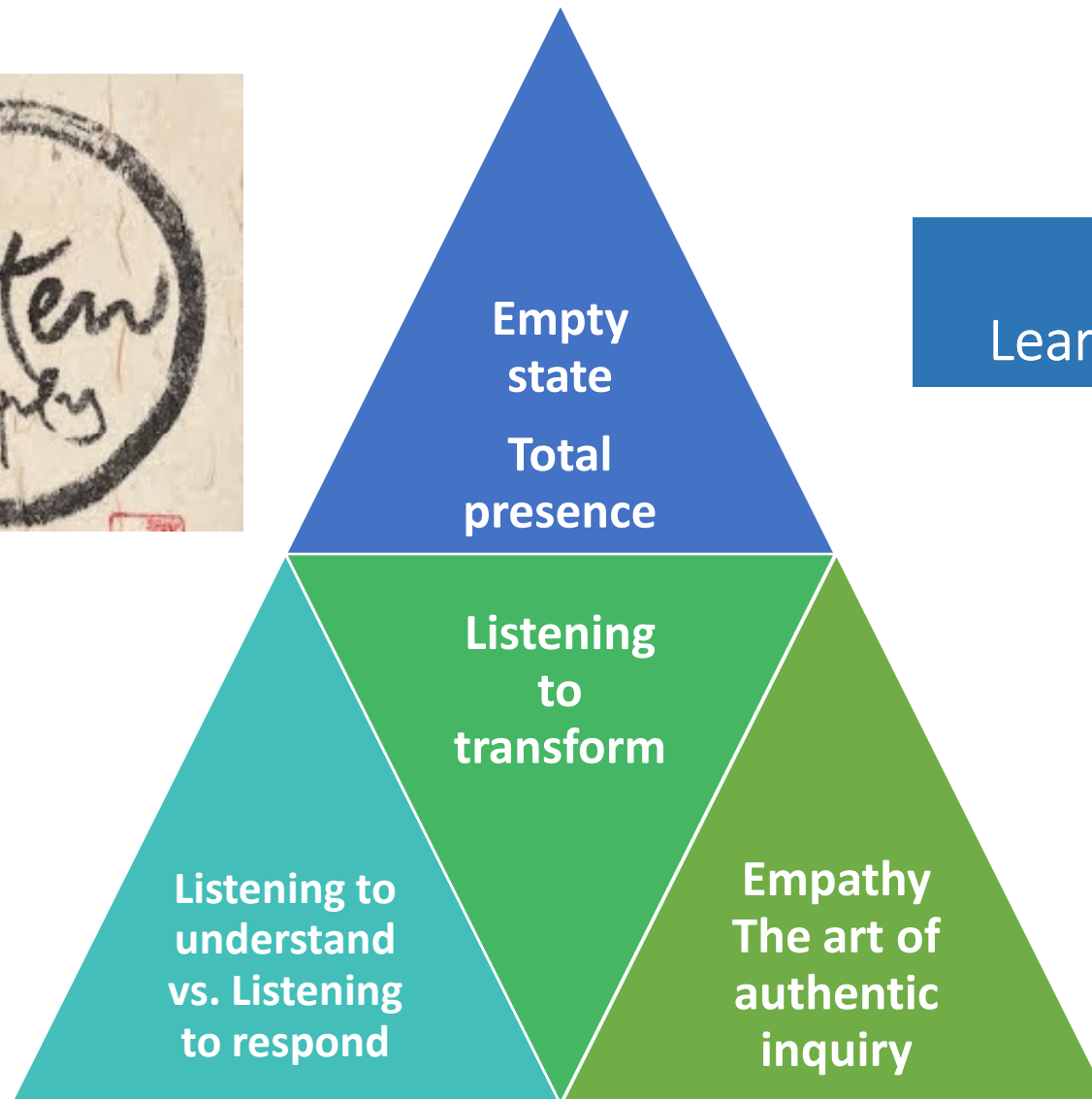


# Module 1 – Awaken!

*deep listening; tenets of deep listening*



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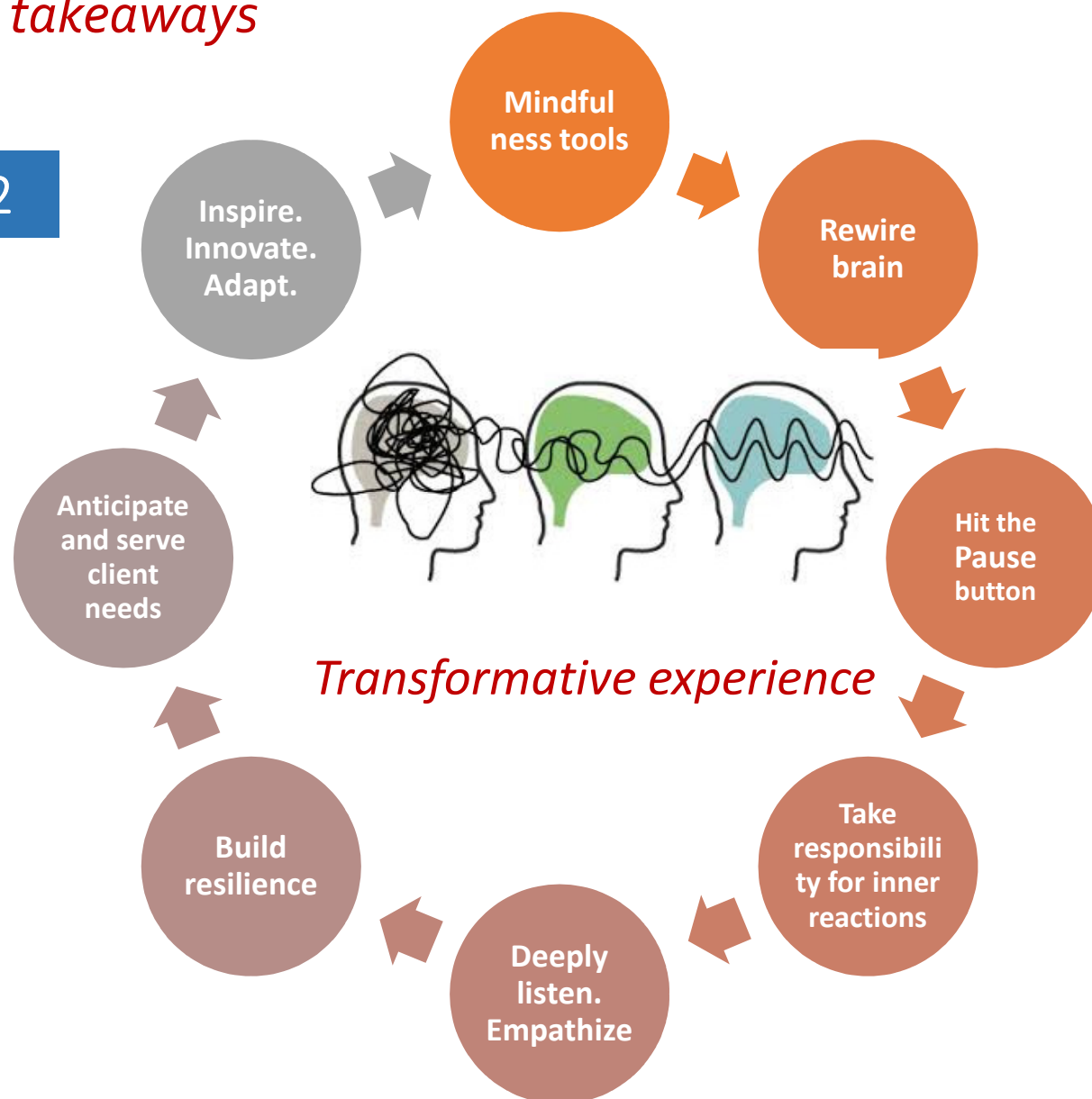
Day 2  
Learning Circle



# Module 1 - Awaken!

*participant takeaways*

Days 1 & 2

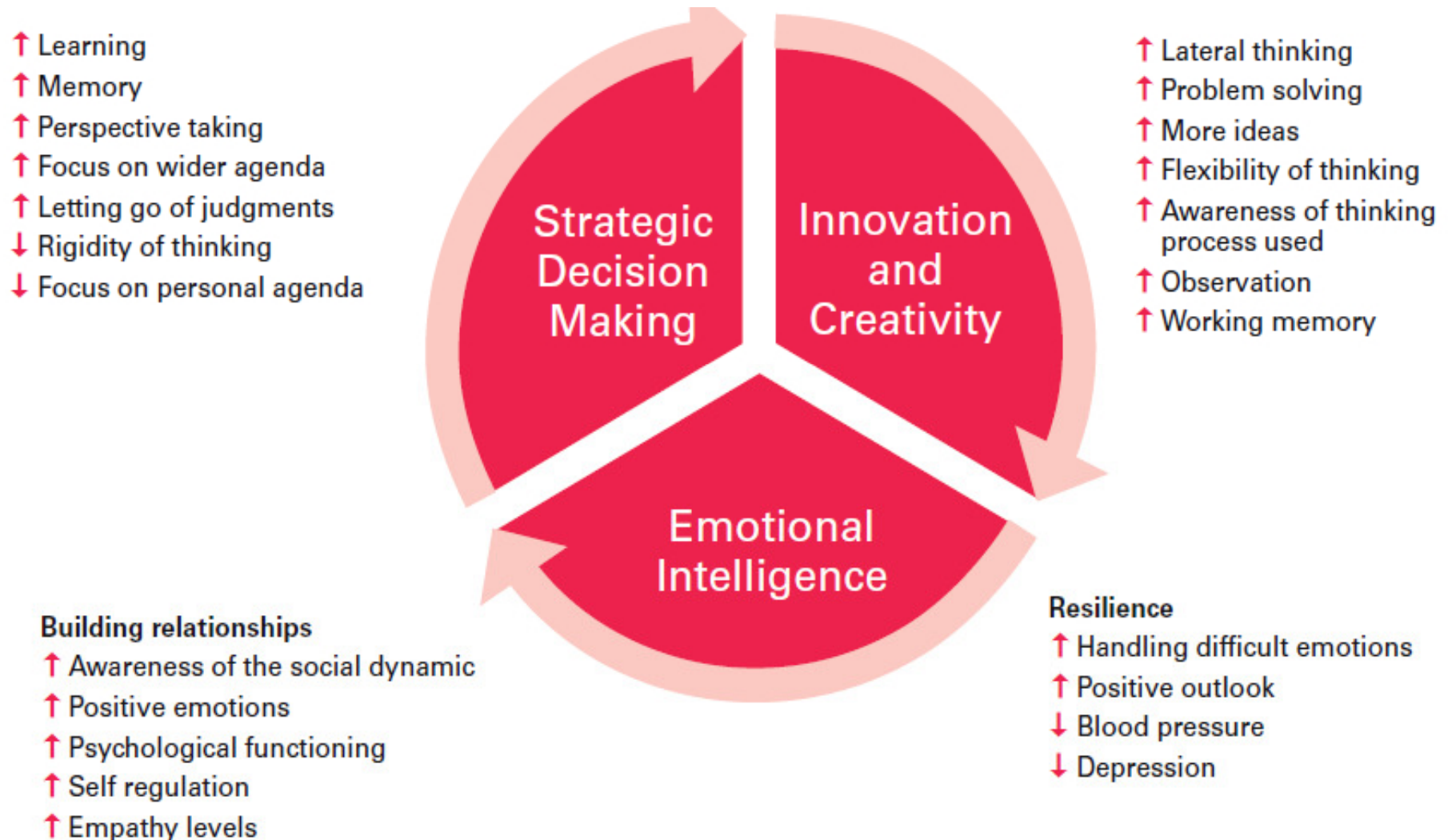




# Mindfulness: benefits for leaders



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Days 1 & 2

# Module 2

## Emotional Empowerment

*open yourself and others to a new emotional paradigm*

EQ N IQ

The Heart-Brain Connection



EQ gets you through life  
vs.  
IQ gets you through school

Days 3 & 4



# Module 2- Emotional Empowerment



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Develop emotional awareness

- Understand influence of conscious, sub-conscious and unconscious mind on body, mind and emotions
- Decipher thoughts and feelings -
  - identify for self and others
  - articulate each with clarity and confidence

Work through fears, anger, stress and other negativity

- Acknowledge why Feelings are our best Teachers
- Develop and use a self-help tool kit e.g. Emotional Freedom Technique, BreathWork to release emotions in safe ways

Channelize emotions in positive ways

- Regulate emotions for self and others e.g. to influence audiences
- Apply tools of self care

Day 3 Theory  
Day 4 – Learning Circle



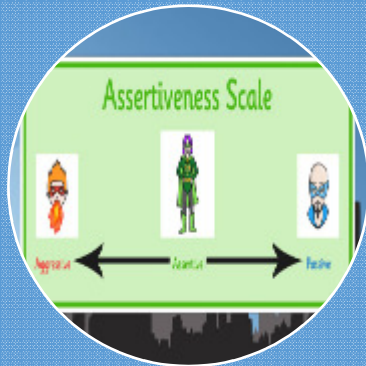
# Module 2 – Emotional Empowerment



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Days 3 & 4

*participant takeaways*



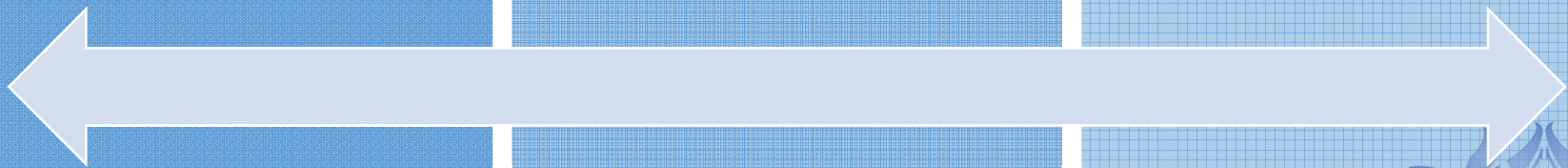
Identify, acknowledge and work through non-assertion areas



Be authentic and respectful while expressing thoughts, needs, feelings, including a NO



Display grace under fire  
Strengthen trust  
Build lasting relations  
Show positive intent in tough situations and with tough people



# Module 3

## Compassionate Communication

*Observe, Feel, Need, Request*



Days 5, 6 & 7





# Module 3 – Compassionate Communication

Decipher thoughts, needs and feelings

Express each – thoughts, needs and feelings – clearly and confidently

Take responsibility – behind every unmet need is a negative emotion

Learn the 4-step Compassionate Communication Process

Acknowledge and apply Universal Core Values in tough situations

Day 5 - Theory



# Module 3 – Compassionate Communication



**1. Apply the 4-step process**

**2. Shift from –**

- judgment to observation
- comparison & ambiguity to specificity
- sympathy to empathy
- thoughts to needs
- harsh demands to sincere requests

**1. Identify unmet need for self and others in each situation**

**2. Align with universal needs to find common ground/sweet spot**

**3. Hit the PAUSE button**

**4. Become aware that the other is only the stimulus – the response in me is me attending to my need!**

Learning Circle

Day 6 – Practice 1

Day 7 – Practice 2



# Module 3 – Compassionate Communication

*participant takeaways*



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Garner trust;  
invite  
collaboration  
and  
contribution

Meet  
everyone's  
needs

Focus on  
relationships  
over quick fix

Express with authenticity  
and clarity while being  
respectful and empathic

Make  
responsible  
choices

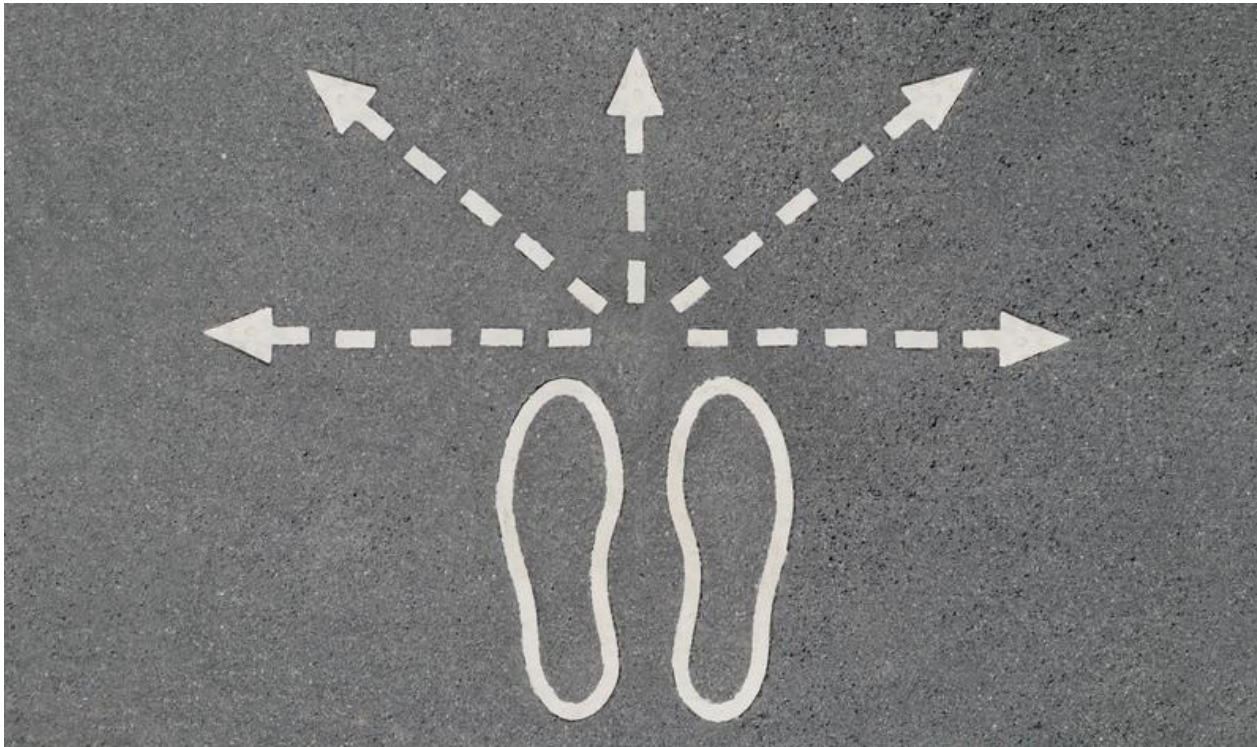
Take aware action





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Let the journey begin ... ..



*Conscious Living: the daily work of making incremental self improvements, despite the many forces working against us.*

*- Greg Brandes*



# Contact



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