



The Science of Presence

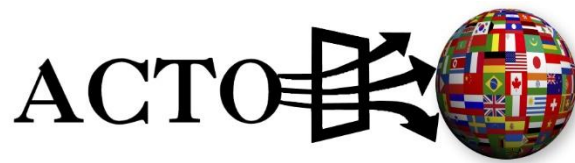
With

**Marcia Reynolds, PsyD, MCC
Training Director, Healthcare Coaching Institute**

2015 ACTO Conference, Orlando, FL



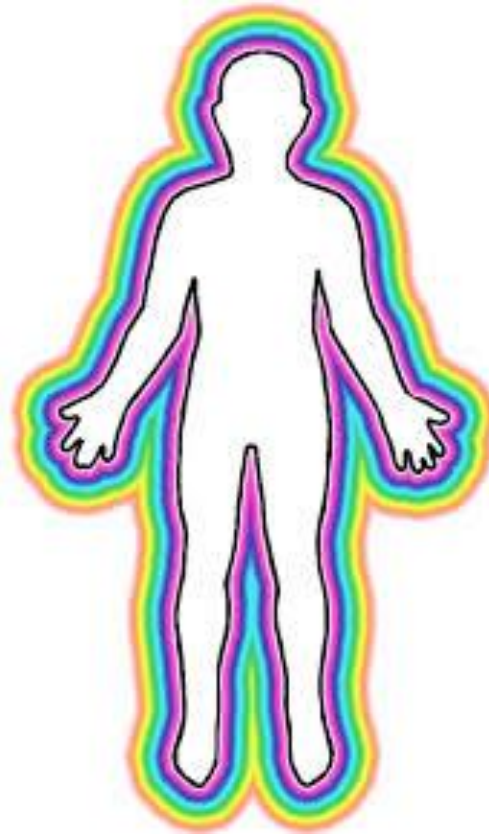
The best coaches make us feel
unsure of ourselves.



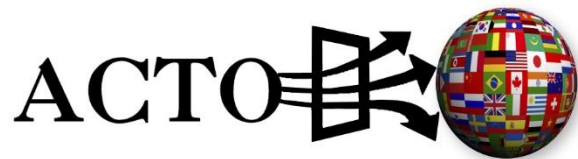
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**Learning
happens
in the
brain**



**Receiving
information
happens in
the body**



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Mammalian/ Social Brain

Long-Term Memory
Emotions

Ego

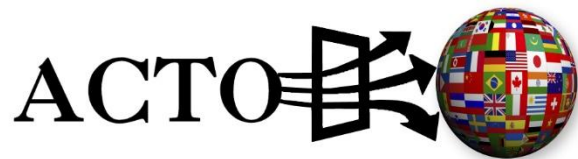


Cortical/Thinking Brain

Fact-based learning
Analysis

Reptilian/Primitive Brain

Fear-based Learning
Motor Skills



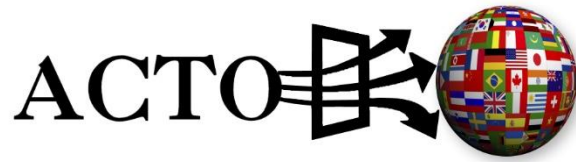
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How Humans Change Behavior



**Insight-Based
Learning
"Aha" moments**

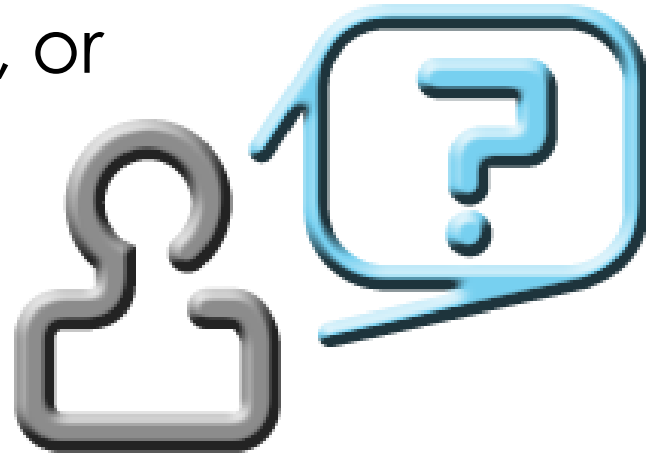


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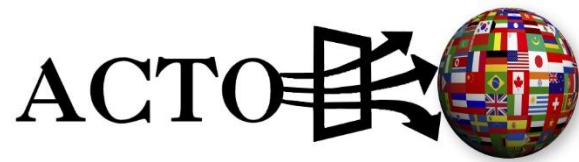
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What Triggers Behavioral Learning?

A surprising fact,
a disruptive reflection, or
a powerful question.



Learning happens in the moment of uncertainty.

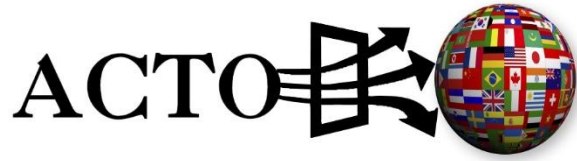


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**How do you listen so you know what
questions will create breakthroughs?**

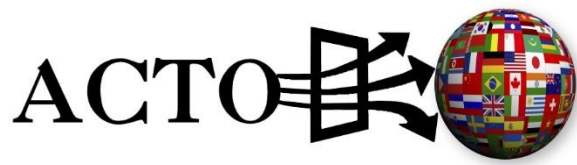


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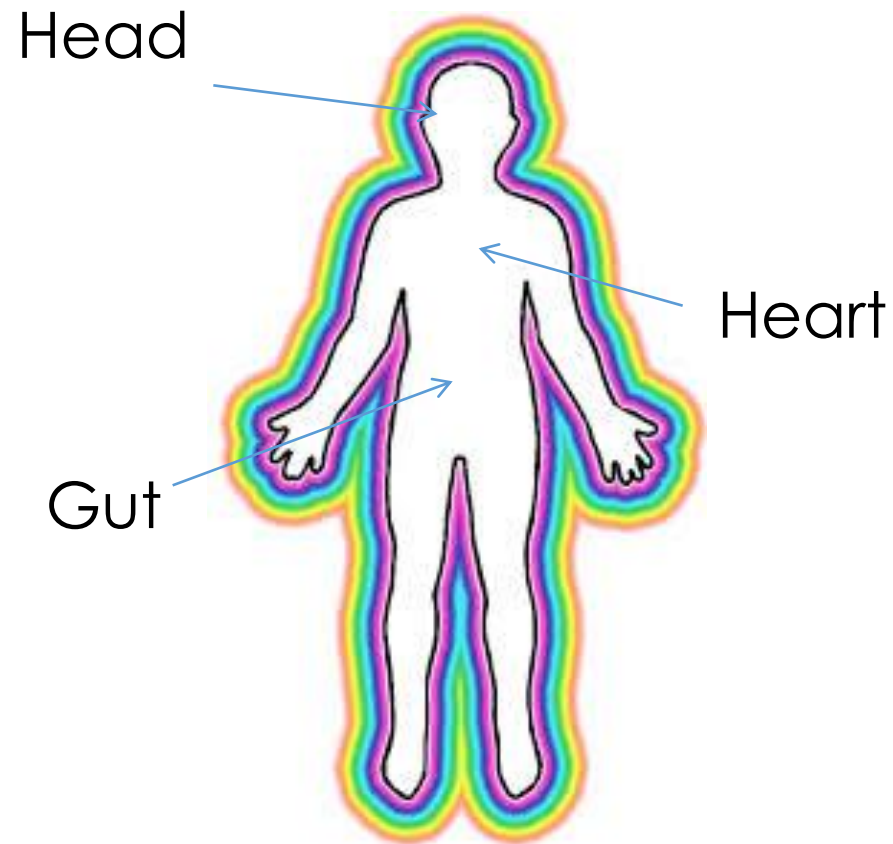
WHAT IS INTUITION?





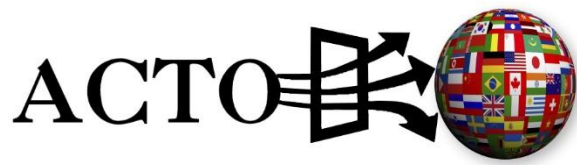
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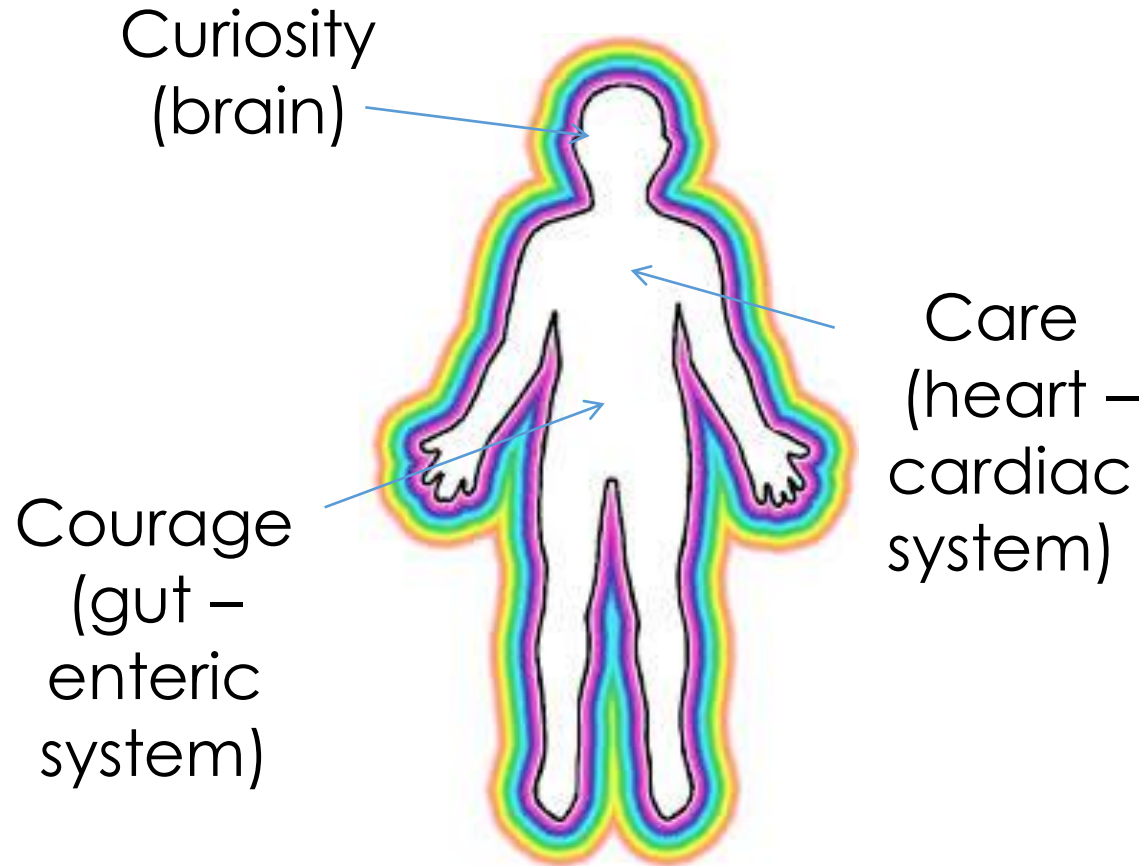
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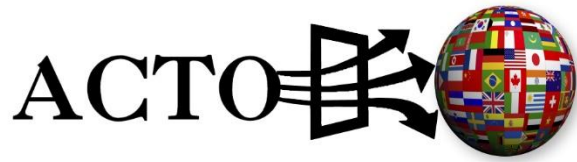
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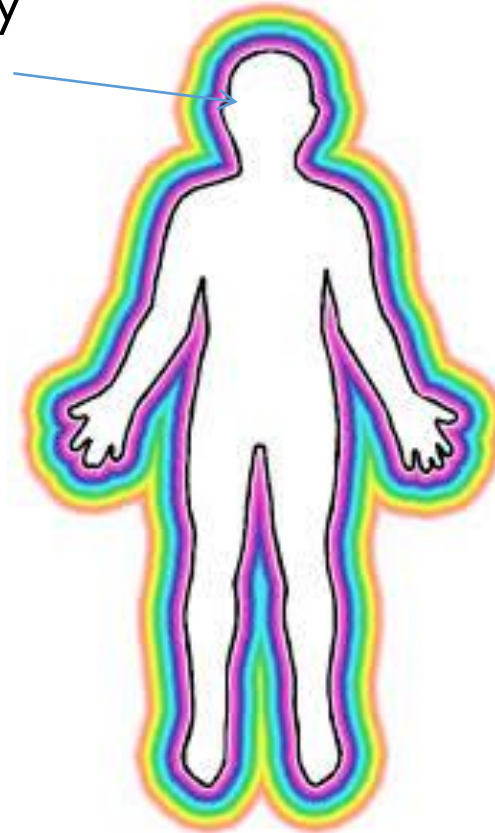
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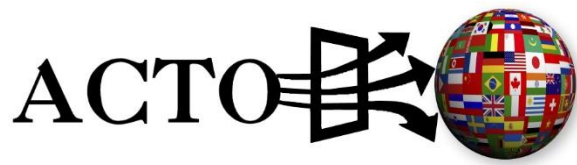
Curiosity
(brain)



**Beliefs &
assumptions,
about “what is
true”**

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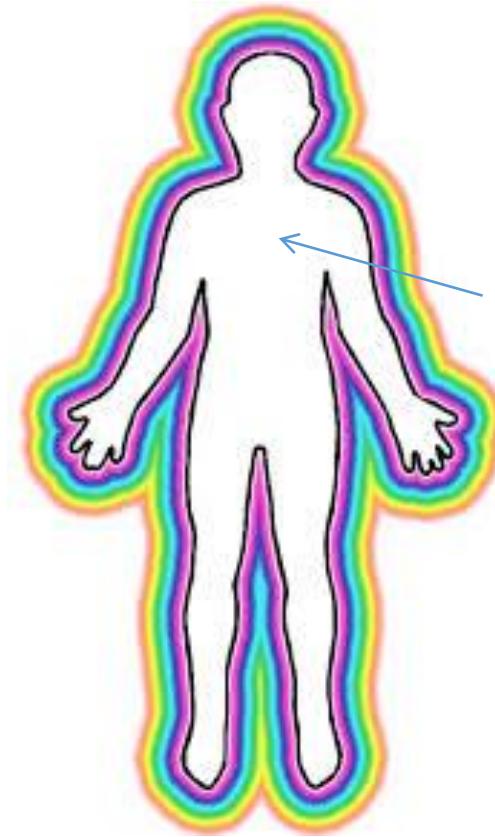
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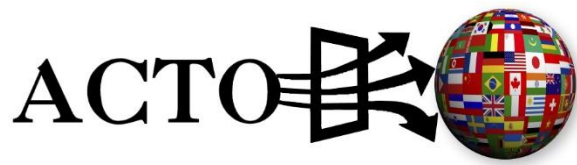
**Desires, Needs,
Values...
Disappointments,
Betrayal**



Care
(heart)

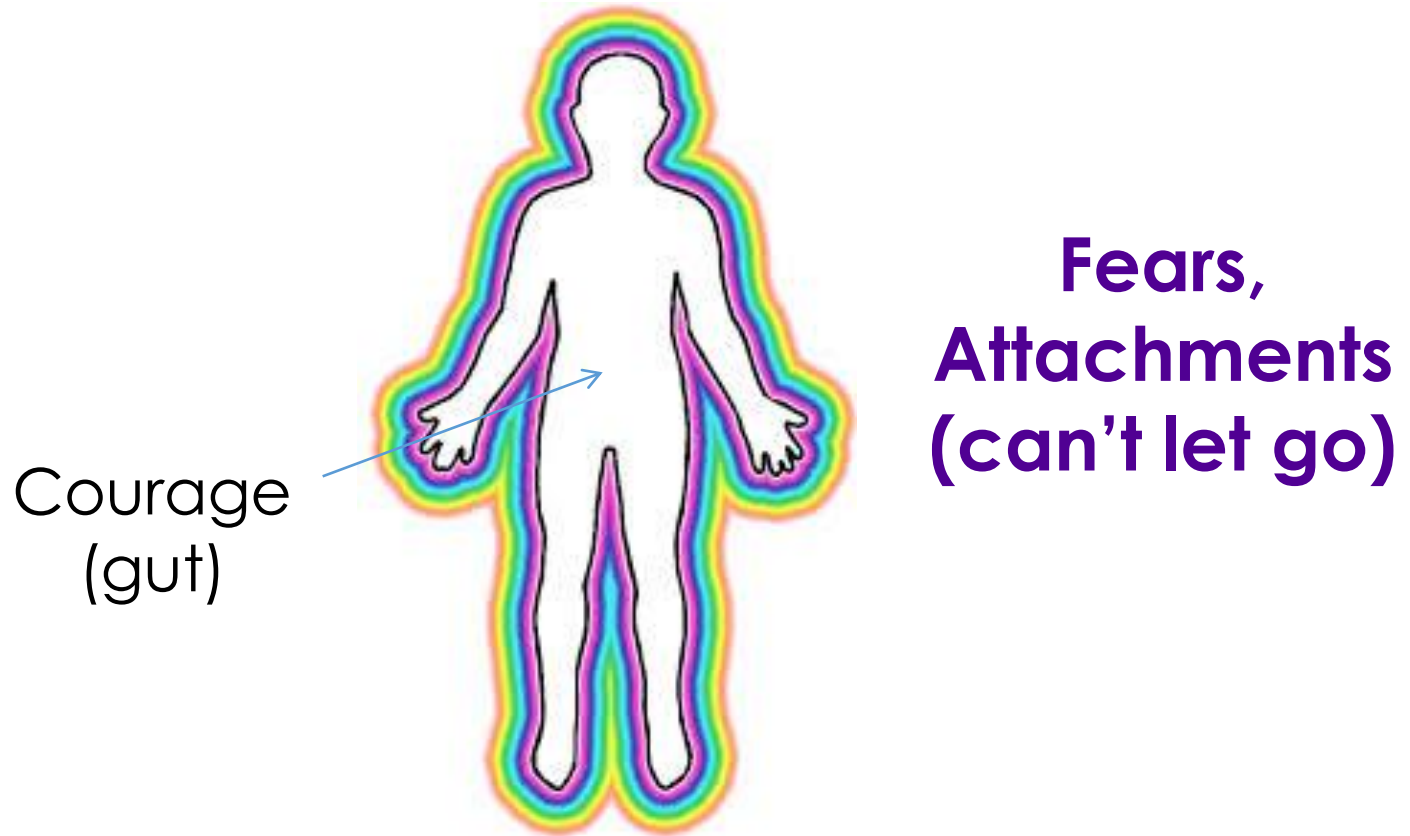
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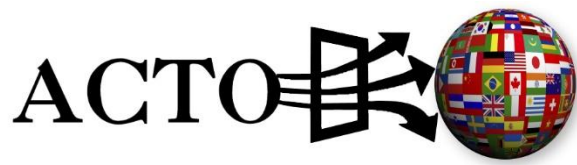
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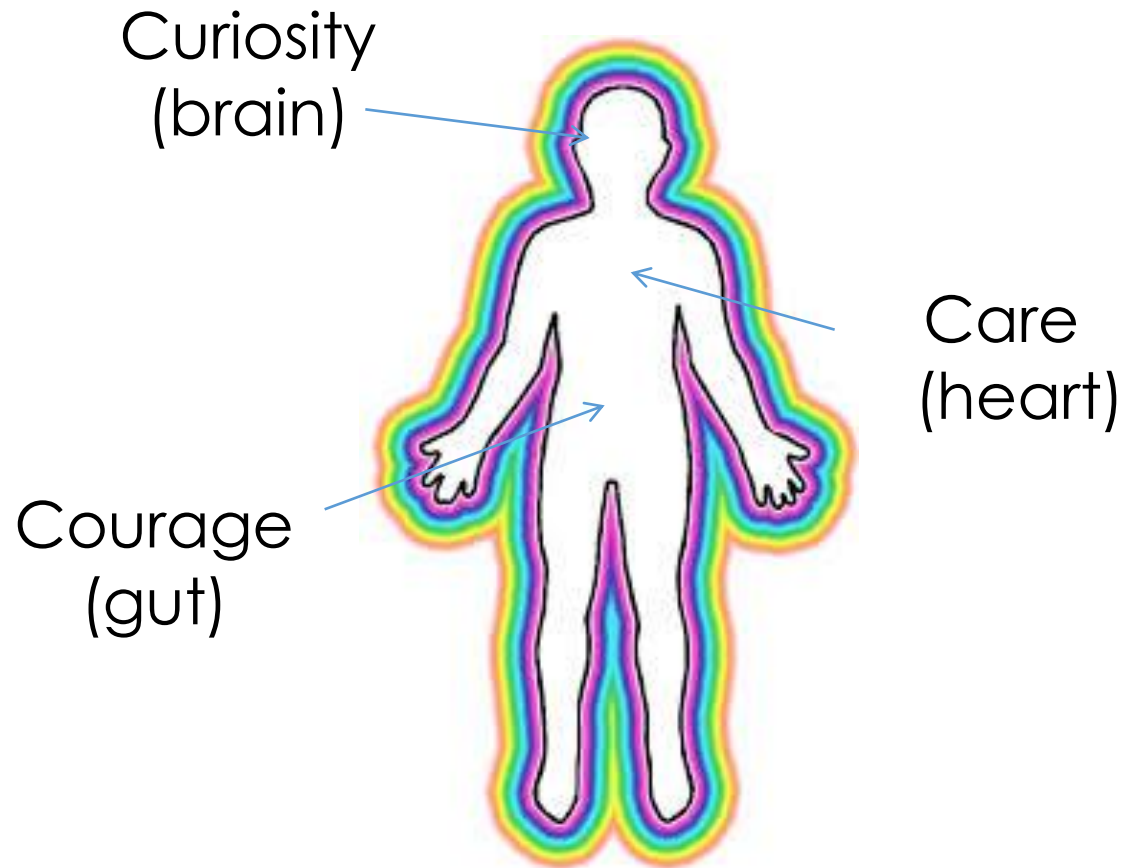
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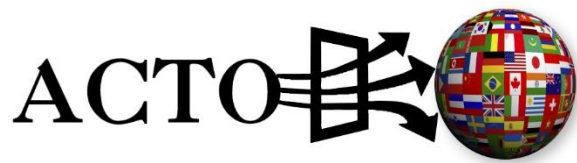
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Curiosity

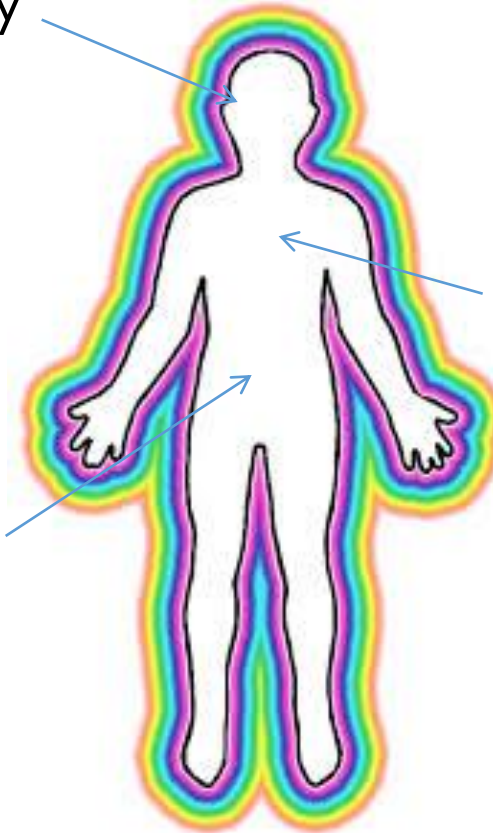
Alignment (presence)

Intention (emotions)

Empathy (receiving)

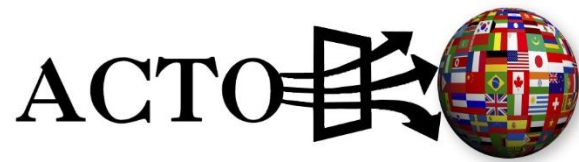
Care

Courage



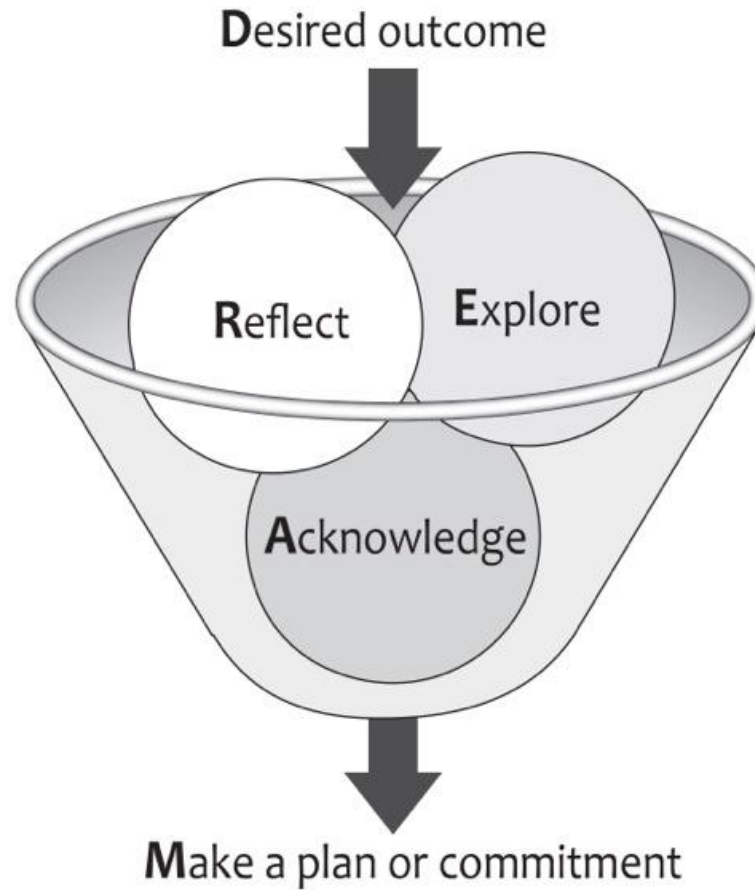
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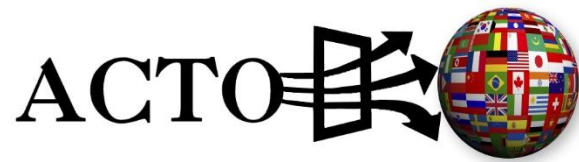
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If you want the listening exercise and more information on the science of coaching you can use in your training, visit

**[www.OutsmartYourBrain.com/](http://www.OutsmartYourBrain.com/Discomfort-zone-book)
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