

Effective Decision Making in Crisis Situations

*From Cognitive to Emotional Skills
For Responsible and Effective
Servant Leaders*

Interactive Workshop
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Effective Decision Making in Crisis Situations

Crisis: what Crisis?

Crisis and Stress

Stress and Decision Making

How to Cope with Stress

Life skills in 21 Century

From Cognitive to Emotional skills

From Crisis to Flow

What is a crisis?

An Unwanted and
Unexpected Event

Effect: Stress

In Crisis we Need:
Effective & Responsible
Decision Making

Stress: Workplace and University

○ **WORKPLACE**

- WHO: in 2020 Stress is major cause for workrelated illness
- 30% of employees experiences mental illness in career
- Financial cost: EU € 240 billion, Netherlands € 4.4 billion

• **STUDENTS:**

- 75% experience to much stress
- 1/3 has daily stress
- Causes: social media, work pressure, uncertainty, social pressure,

Stress: Effect on Body & Mind



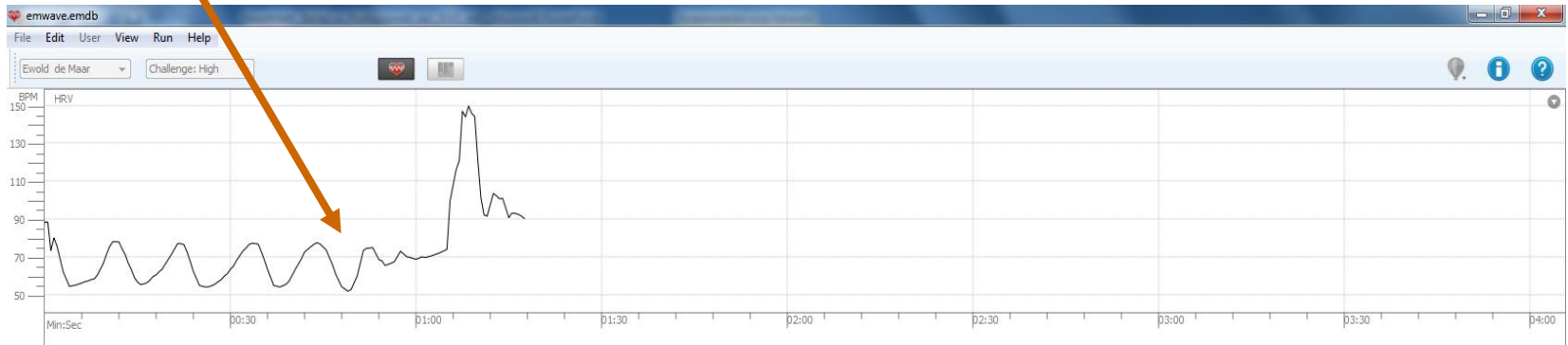
- Who experiences Stress?
- How often / when ?
- What is the effect of stress on your body, concentration, feeling?
- What does it mean to your performance?

Biofeedback Heart Monitor

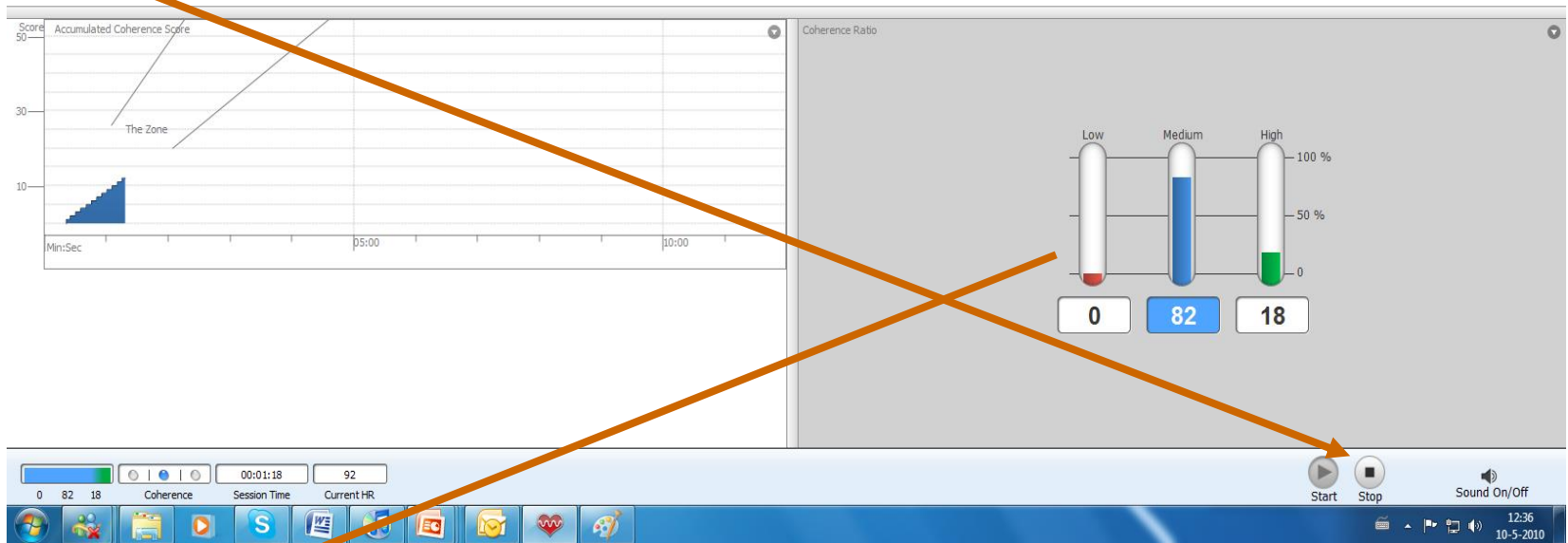


EmWave2®
Biofeedback & Heartmonitor

1. Observe Changes in Heart Ritme



2. Stop after 2 minutes



3. Note % red, blue and green

Biology of Stress

Role of Stress in Human Evolution



Effects of Stress

Fight



Flight



Freeze



Body

- hormone adrenaline en cortisol (HPA-as)
- increased bloodpressure
- heartbeat increases
- faster breathing
- blood to muscles

Brains

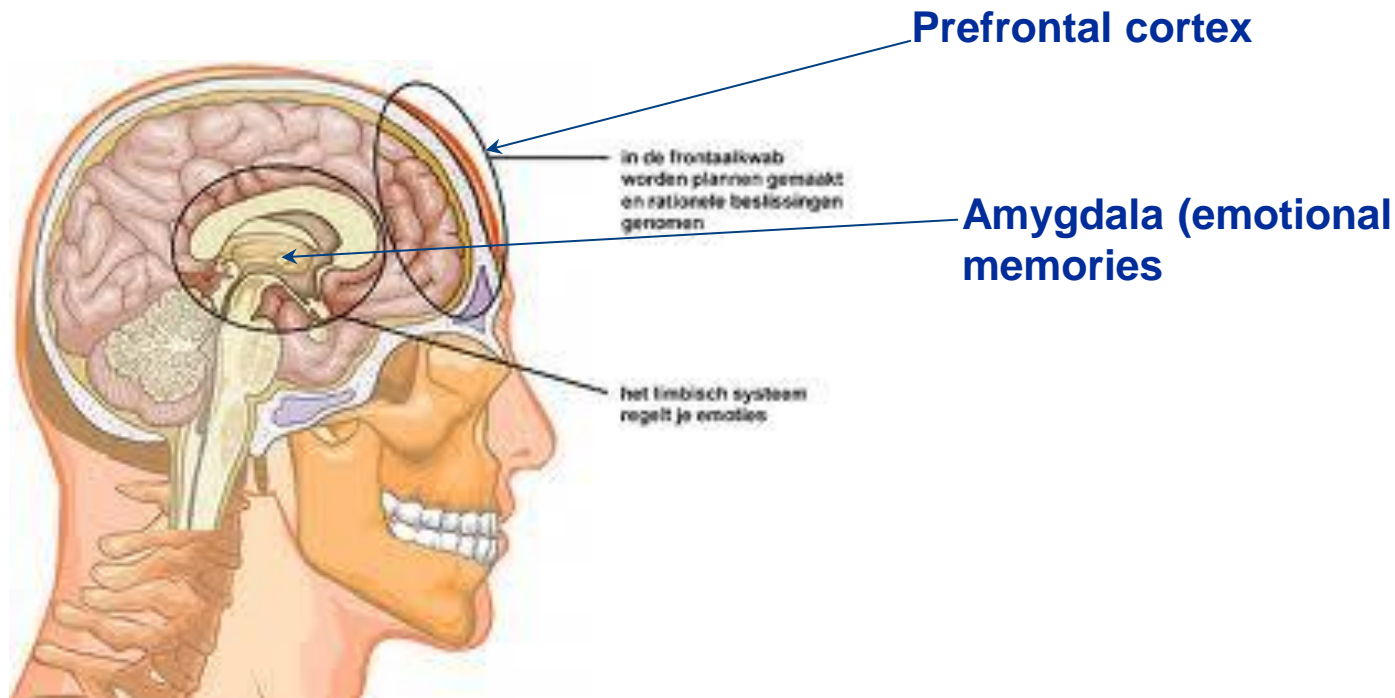
- Intellectual brain less dominant
- Primitive brain becomes dominant: focus = "fight or flight"
- "Survival" = tunnel vision

EFFECT: quality of decision making reduced, panic and chaos

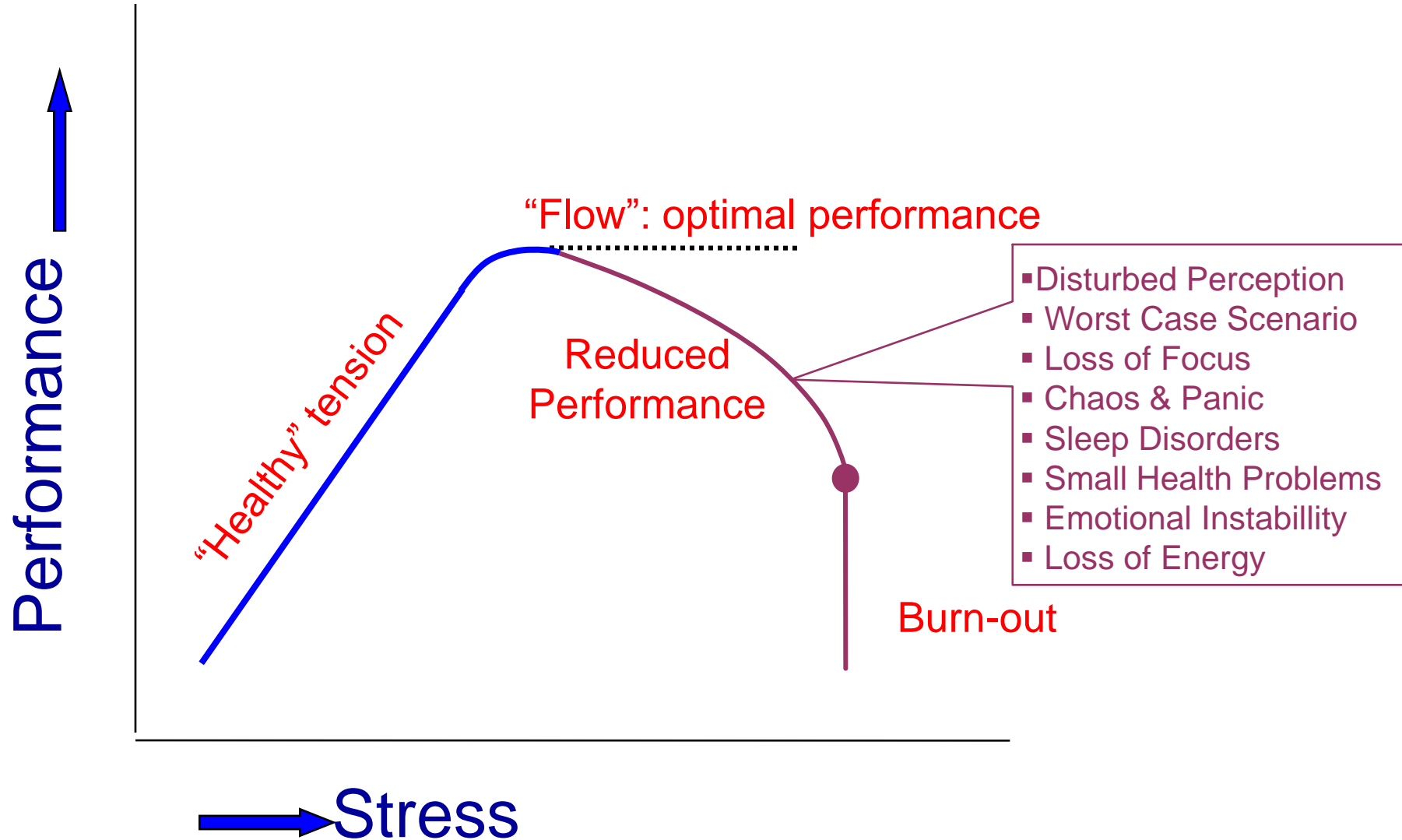
Prefrontal Cortex: AMYGDALA HIGH JACK

- Executive Brain Functions:

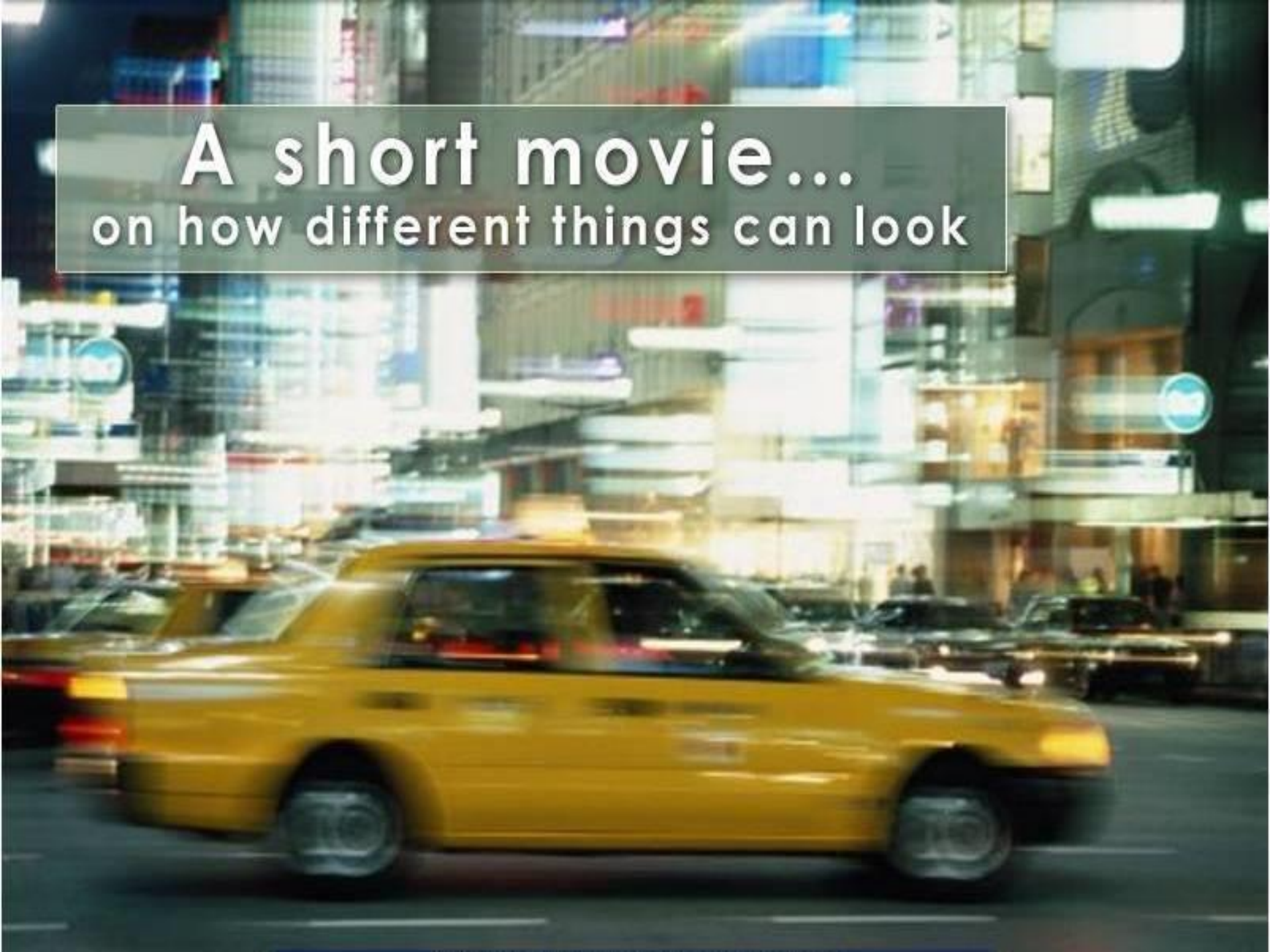
- Decision Making
- Planning
- Problem Solving
- Intuition
- Communication
- Courage
- Memory
- Learning
- Overview
- Performance



Performance - Stress curve



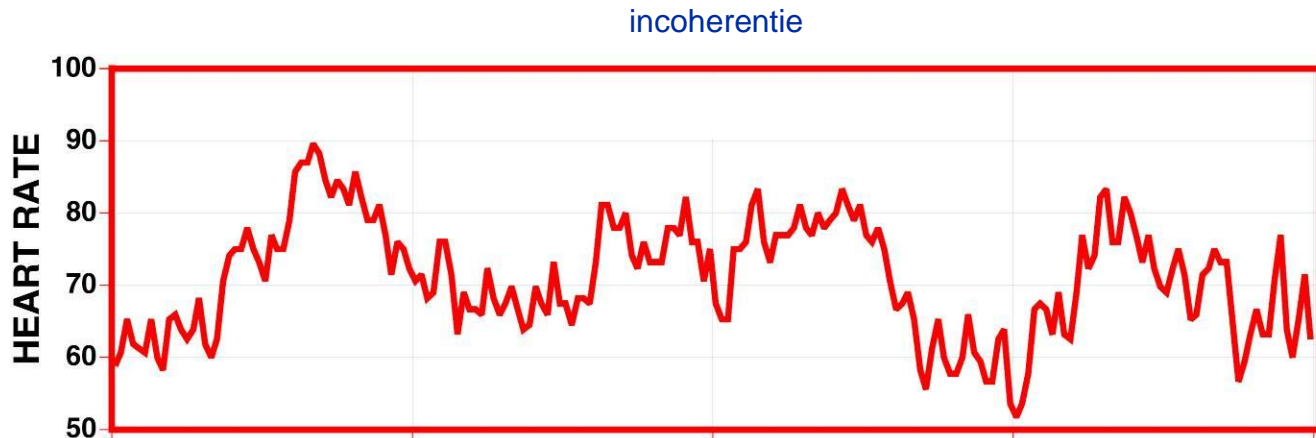
A short movie...
on how different things can look



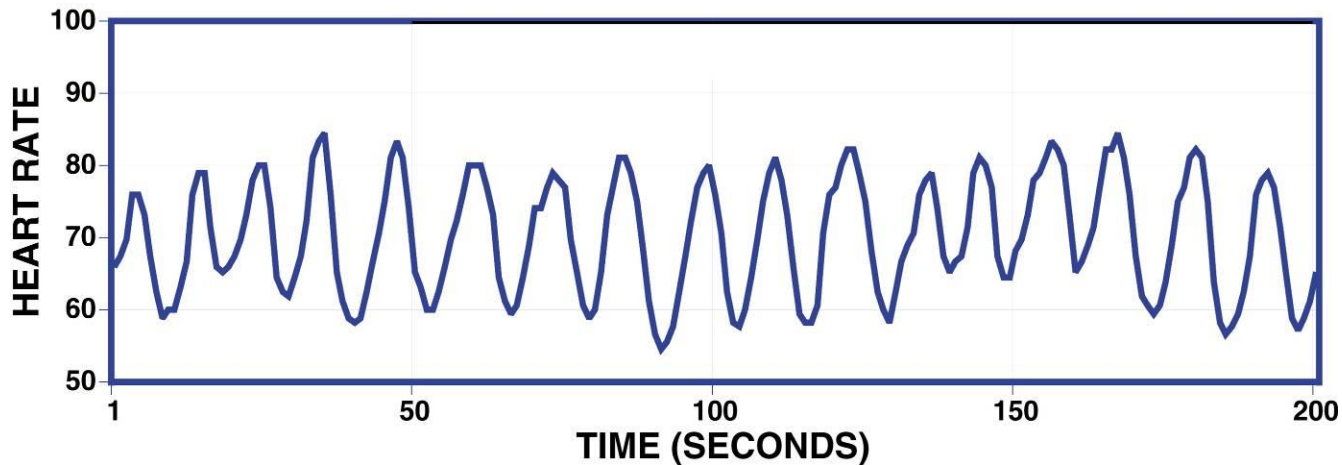
Feelings & Emotions:

strong effect on ANS and HRV

STRESS
Chaotic HRV



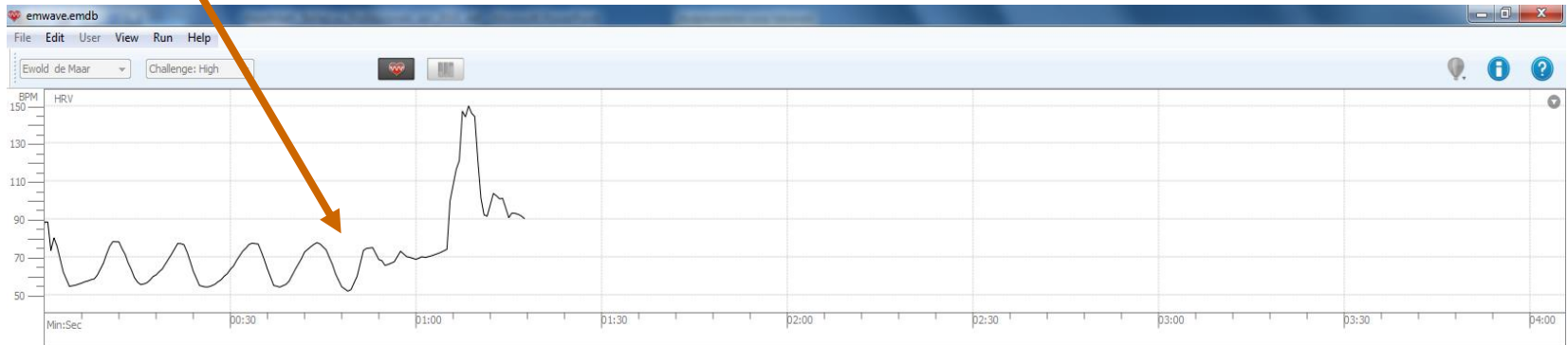
FLOW:
Coherent
HRV



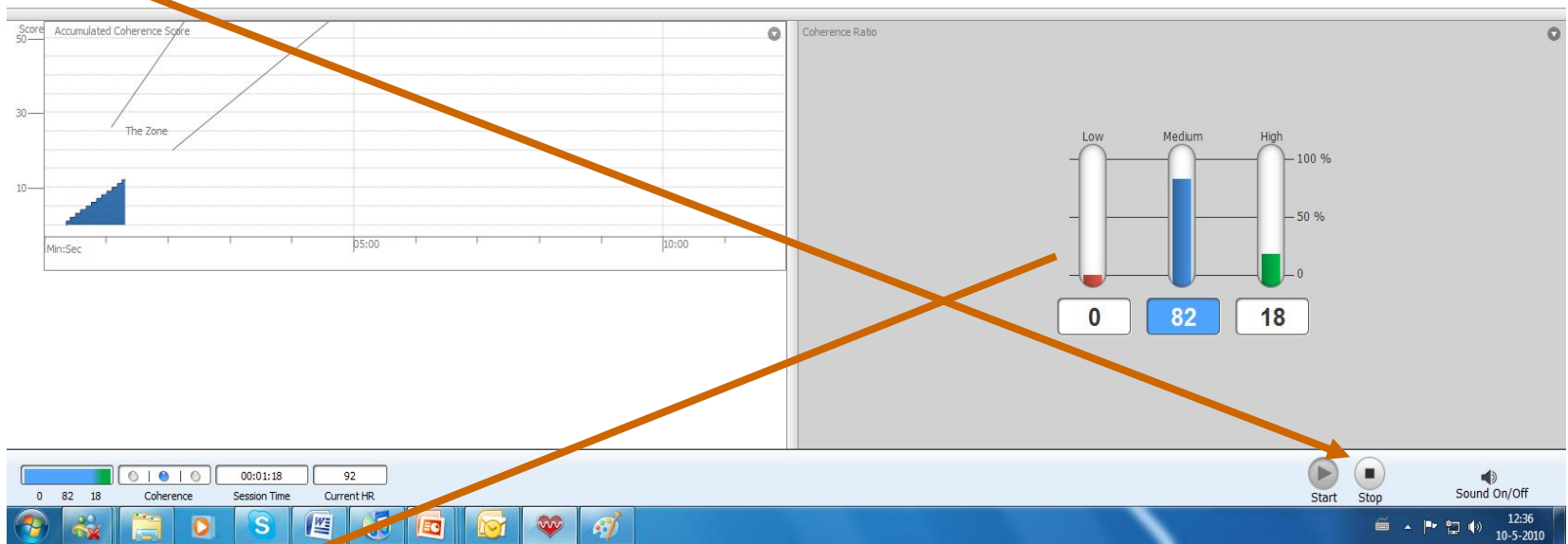
Neutral

- **Heart Focus and Breathing**
 - Take a time out, breathe slowly and deeply
 - Concentrate your attention on your heart
 - Imagine the air entering and leaving through the heart area or the center of your chest
 - Pace: 5 seconds in and 5 seconds out if you can

1. Observe Changes in Heart Ritme



2. Stop after 2 minutes



3. Note % red, blue and green