Effective Decision Making in Crisis Situations

*From Cognitive to Emotional Skills*

*For Responsible and Effective Servant Leaders*

Interactive Workshop
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May 4, 2015
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 work-related illness
- 30% of employees experience mental illness in career
- Financial cost: EU € 240 billion, Netherlands € 4.4 billion

**STUDENTS**:
- 75% experience too 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 Rate

2. Stop after 2 minutes

3. Note % red, blue and green
Biology of Stress

Role of Stress in Human Evolution
Effects of Stress

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

**Flight**

**Freeze**

**Body**
- 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

- Disturbed Perception
- Worst Case Scenario
- Loss of Focus
- Chaos & Panic
- Sleep Disorders
- Small Health Problems
- Emotional Instability
- Loss of Energy

“Flow”: optimal performance

“Healthy” tension

Reduced Performance

Burn-out

Performance vs. Stress
A short movie... on how different things can look
Feelings & Emotions: strong effect on ANS and HRV

- STRESS
  - Chaotic HRV

- FLOW:
  - Coherent HRV

Graphs showing heart rate over time:
- Upper graph: Negative emotions (1st movie)
- Lower graph: Positive emotions (2nd movie)
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 Rate

2. Stop after 2 minutes

3. Note % red, blue, and green