

# The Psychology of Success

Conscious Leadership  
During Challenging Times



# Objectives

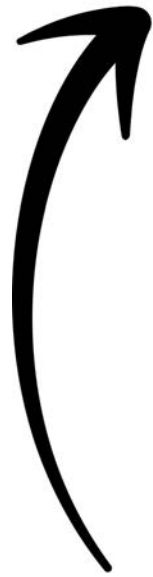
- How to Promote Positive Mental Health & Resilience
- Mindfulness & EQ at Work
- Financial Mindset Fix for Business Growth
- Visioning Workshop



# Group Rules

- Confidentiality
- Psychological safety
- Respect
- Mindful listening
- Self-awareness
- Empathy
- Collaborative & positive mindset





*SCAN ME*



<https://qrco.de/bemZqq>

**“Our intentions create our  
reality”**

**~Wayne Dyer, Author of the Power of Intention**

**Introductions & Intentions**

# Current Stressors

- Overwork and understaffing
- Economic uncertainty
- Racial injustice issues coming to the forefront
- Political divide and unrest globally
- Challenges managing uncertainty & change
- Personal challenges/life events



# STRESS AND ITS IMPACT ON ABILITY TO FUNCTION



**27%** of all adults said that most days they are so stressed they can't function



% REPORTING THEY ARE SO STRESSED THEY CAN'T FUNCTION

**46%** of those under 35



**42%** ages 35 to 44



**16%** ages 45 to 64



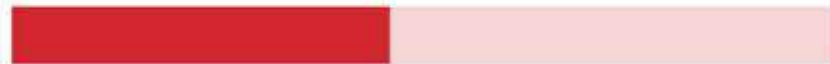
**4%** ages 65+



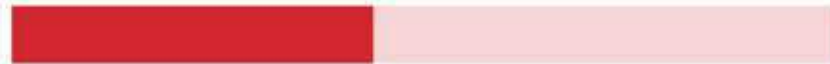
**56%** of Black adults under 35



**46%** white adults under 35



**44%** Latino/a adults under 35



**43%** Asian adults under 35



# Signs & Symptoms of Stress

- Physical
- Emotional
- Cognitive
- Relational
- Financial







# Mental Health Implications

- Feelings of grief and loss
- Increase in stress, anxiety and depression
- Increase in substance abuse
- Relationship conflict, abuse, violence
- PTSD/Trauma
- Increase in suicide rates
- Burnout

# Stress vs Burnout

- Stress is the body's physical and psychological response to anything perceived as overwhelming
- Burnout is a state of emotional and physical exhaustion caused by excessive and prolonged stress



# Symptoms of Burnout

## Feelings of:

- Powerlessness
- Hopelessness
- Detachment
- Isolation
- Irritability
- Frustration
- Failure

## Decrease in:

- Despair
- Cynicism
- Apathy
- Emotional exhaustion

## Increase in:

- Errors
- Absenteeism
- Physical complaints
- Sleep disruption

# Mental Health Continuum

**In Crisis**

Very anxious  
Very low mod  
Absenteeism  
Exhausted  
Very poor sleep  
Weight loss

**Struggling**

Anxious  
Depressed  
Tired  
Poor performance  
Poor sleep  
Poor appetite

**Surviving**

Worried  
Nervous  
Irritable  
Sad  
Trouble Sleeping  
Distracted  
Withdrawn

**Thriving**

Positive  
Clam  
Performing  
Sleeping Well  
Eating normally  
Normal social  
activity

**Excelling**

Cheerful  
Joyful  
Energetic  
High performance  
Flow  
Fully realizing  
potential

# Free Self Test Tools

- [psychologytoday.com/us/tests](https://psychologytoday.com/us/tests)
- [psychcentral.com/quizzes/](https://psychcentral.com/quizzes/)



# EAP Services

- Free sessions per issue, per year
- Immediate family members also eligible
- Counseling for stress, mental health, substance abuse, relationship issues, etc.
- Resources to alleviate stressors
- Childcare & Eldercare
- Legal & Financial
- Educational resources



“

Acceptance  
**If you don't like  
something, change  
it. If you can't  
change it, change  
your attitude.**

Maya Angelou

”



# Control what you can, let go of the rest

## **What you can control:**

- Your own thoughts
- Your own emotions
- Your own behaviors
- Your own choices

## **What you can't control:**

- Other people's thoughts
- Other people's emotions
- Other people's behaviors
- Other people's choices
- Outcome
- The Pandemic



“

*I've suffered many troubles  
in my life, most of which  
have never happened."*

~Mark Twain

”





## Positivity

**A man is but the  
product of his  
thoughts...what he  
thinks, he becomes.**

MOHANDAS GANDHI



# Keep Your Thinking Positive

- Turn down volume of your inner critic
- Detach from fear
- Avoid catastrophic thinking
- Practice the power of affirmations and mantra



“

## Practice Gratitude

**He is a wise man who does not grieve for the things which has not, but rejoices for those which he has.**

EPICETETUS

”



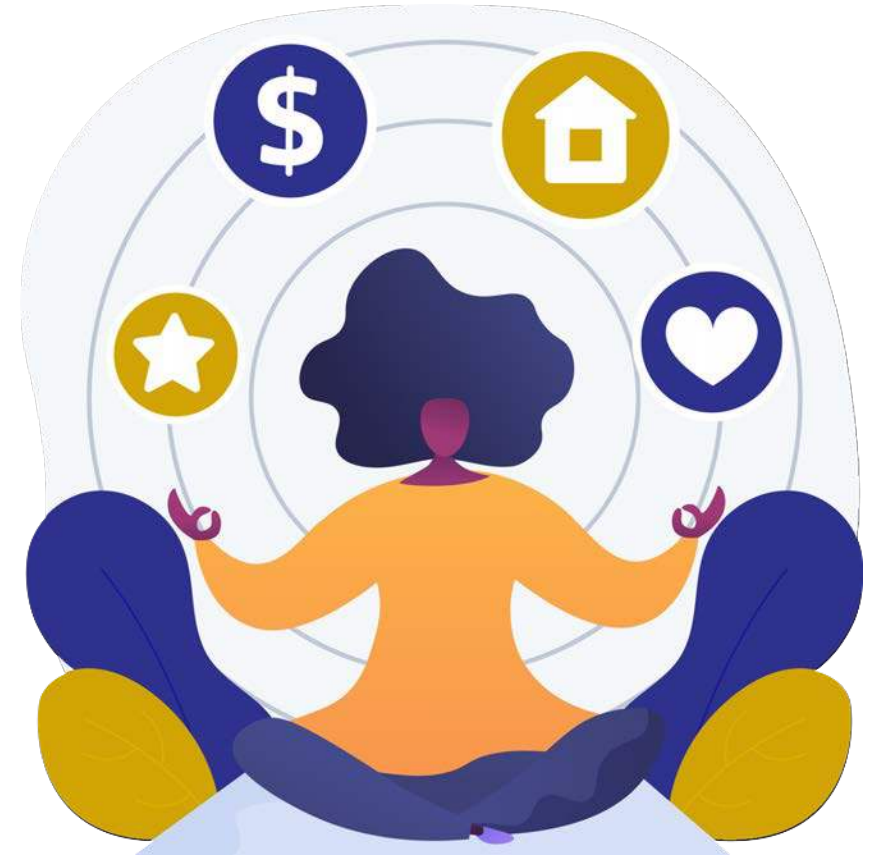
# Prioritize Your Own Well-Being

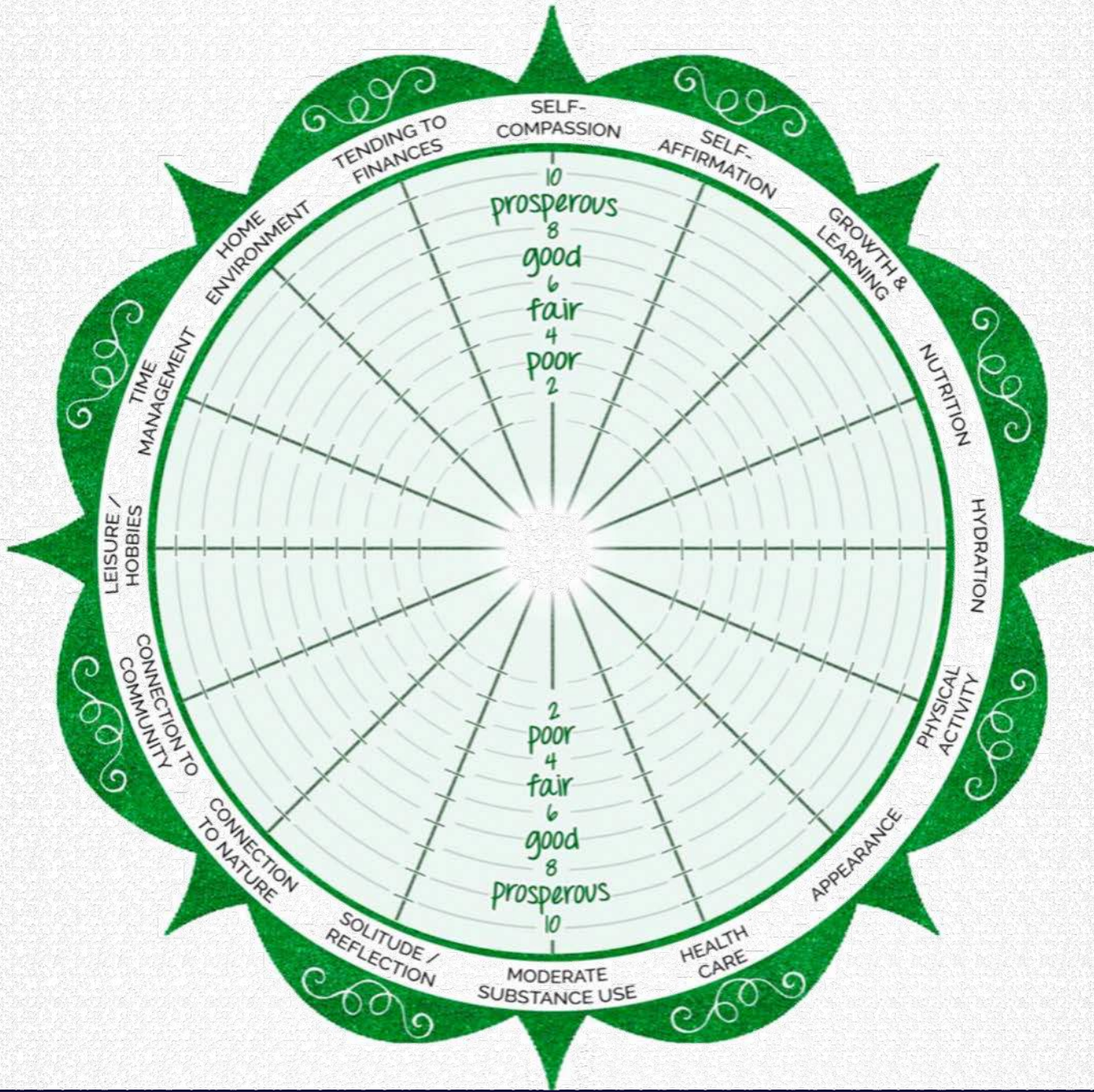
- Practice self-care
- Set healthy limits and boundaries with assertive communication



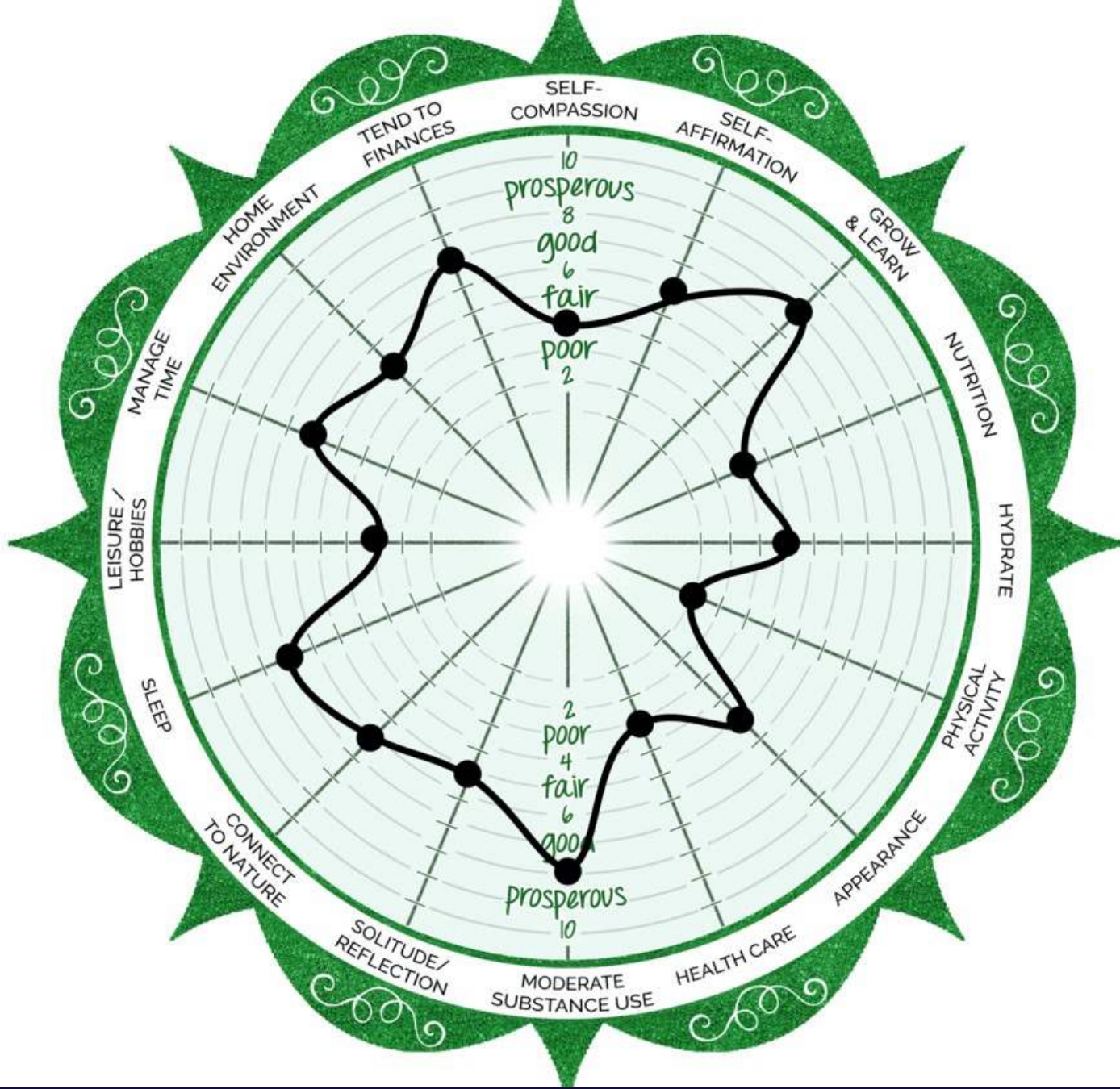
# *Practice Self-Compassion*

- Honor your feelings
- Don't judge or ignore your feelings
- Practice self-forgiveness
- Honor your personal priorities
- Keep asking, "Am I making the choices I want?"





# Self-Care Wheel



**Sample  
Completed  
Self-Care  
Wheel**



“  
Support

**Alone we can do so  
little, together we can  
do so much.**

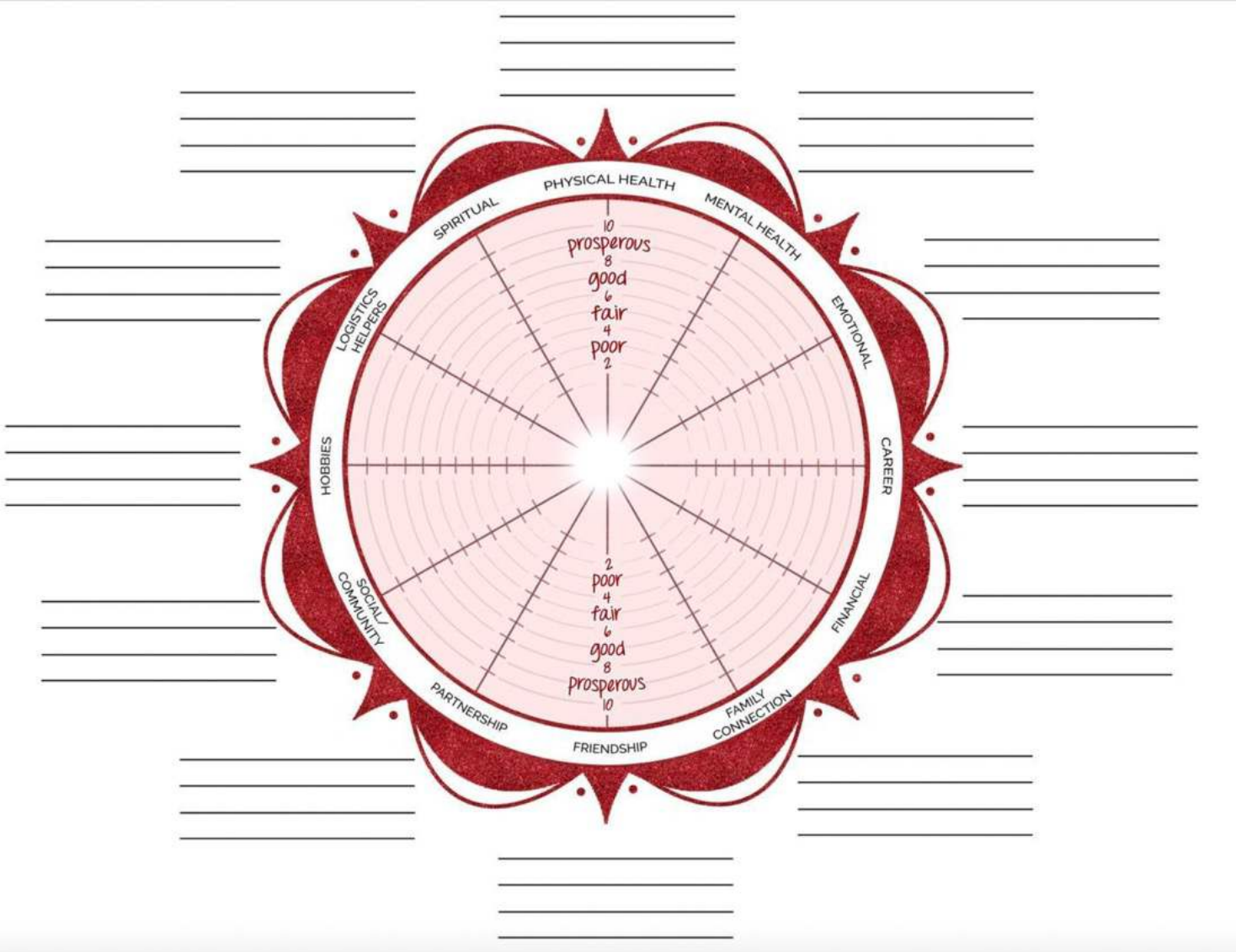
HELEN KELLER

”

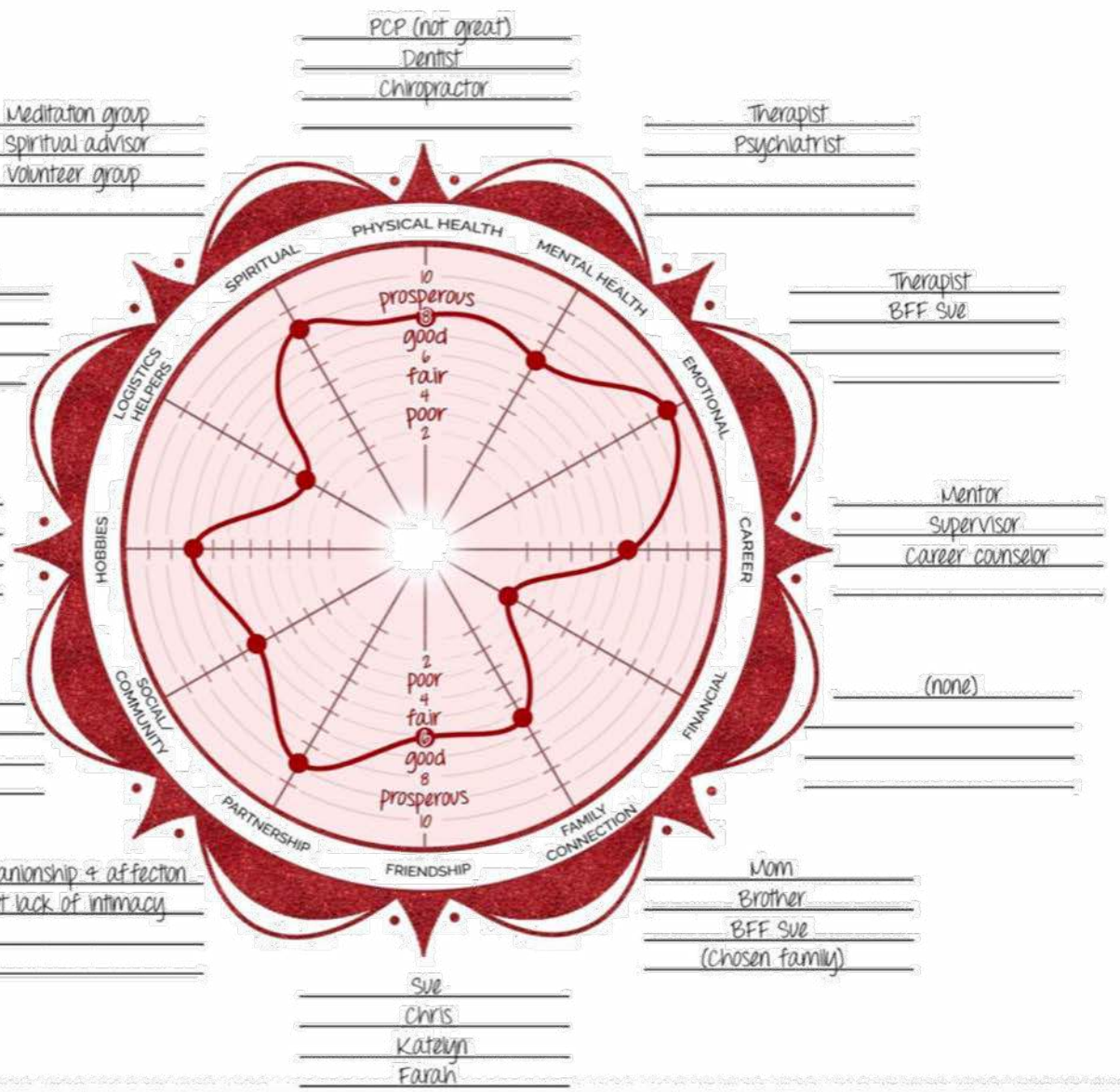


# Barriers to Accessing Support

- Fear (difficulty trusting)
- Pride
- Shame or stigma
- Guilt
- Fear of imposition
- Low self-esteem, not feeling deserving
- Learned helplessness
- Hopelessness
- Loss of power and control (ego)
- Loss of credit (ego)
- Early life messages
- Expense
- Introversion or shyness



# Support Network Wheel

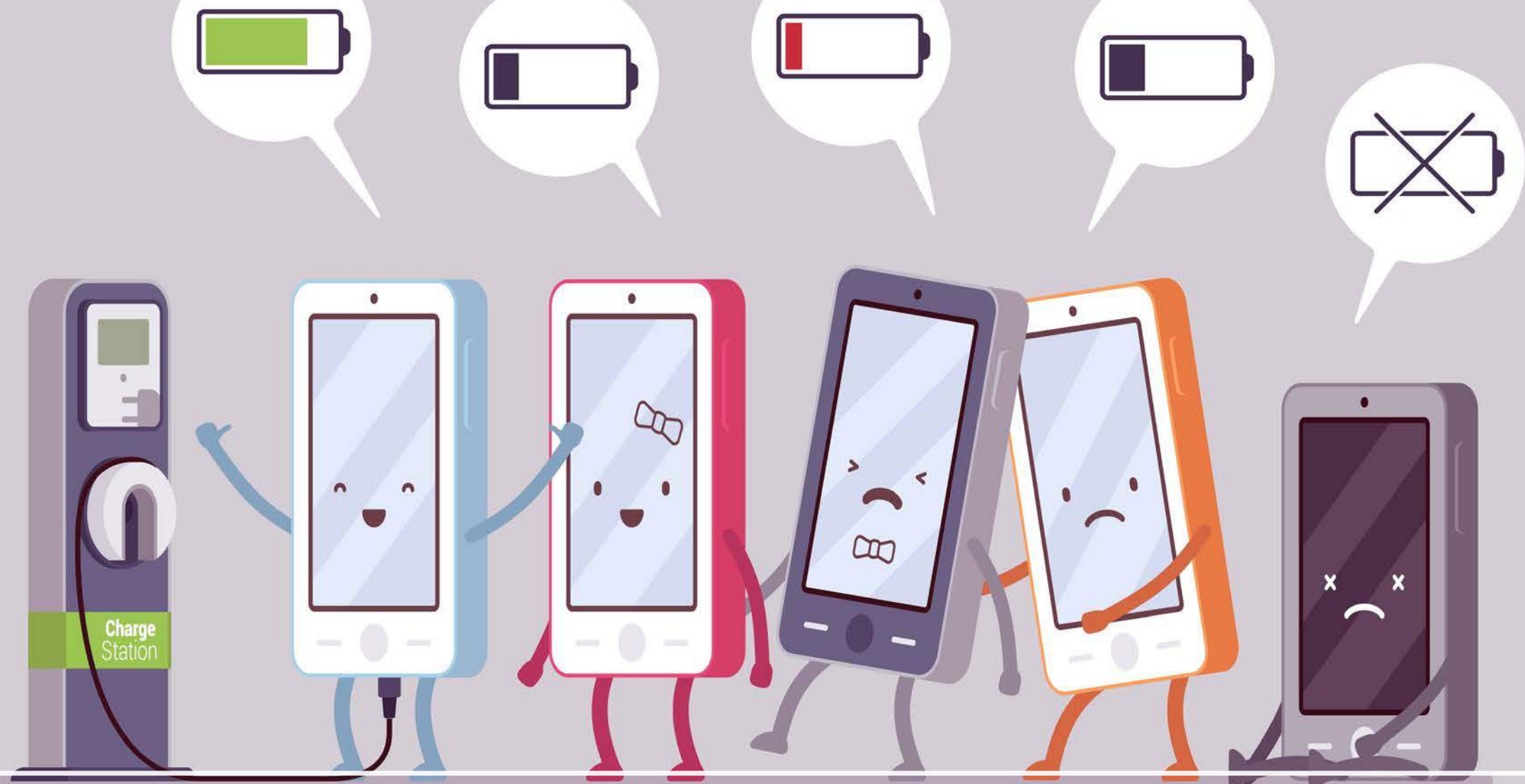


# Sample Support Network Wheel

# Access Support

- Avoid isolating with your feelings
- Connect with loved ones
- Ask for what you need
- Access community
- Utilize teletherapy





# Cell Phone Activity

# Mental Health Tips

- Prioritize your mental health & wellbeing
- Create structure to your day
- Take a break from the news
- Take time for mindfulness practices



# Overview of Mindfulness

- Maintain a moment-by-moment awareness of our thoughts, feelings, bodily sensations, and surrounding environment
- Noticing our thoughts and feelings without judging them
- Allows us to respond, rather than react





# Benefits of Mindfulness

- Enhances relationships
- Improves job performance
- Reduces chronic pain
- Increases focus and attention, and improves decision-making skills
- Improves creativity, memory, and cognitive flexibility
- Improves mood, empathy, and overall quality of life
- Boosts immune system

Source: Glomb, T. M., Duffy, M. K., Bono, J. E., & Yang, T. (2012). Mindfulness at work. *Research in Personnel and Human Resource Management*, 30, 115-157.

Int J Yoga. 2015 Jul-Dec; 8(2): 128-133. Effectiveness of mindfulness meditation on pain and quality of life of patients with chronic low back pain

# Benefits of Mindfulness, cont

- Decreases anxiety, stress, depression, tiredness, and irritability
- Increases emotional intelligence
- Encourages healthier eating habits
- Improves heart and circulatory health
- Aids in recovery from substance use
- Improves sleep
- Increases financial well-being

Source: Glomb, T. M., Duffy, M. K., Bono, J. E., & Yang, T. (2012). Mindfulness at work. *Research in Personnel and Human Resource Management*, 30, 115-157.

Int J Yoga. 2015 Jul-Dec; 8(2): 128-133. Effectiveness of mindfulness meditation on pain and quality of life of patients with chronic low back pain

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## Presence

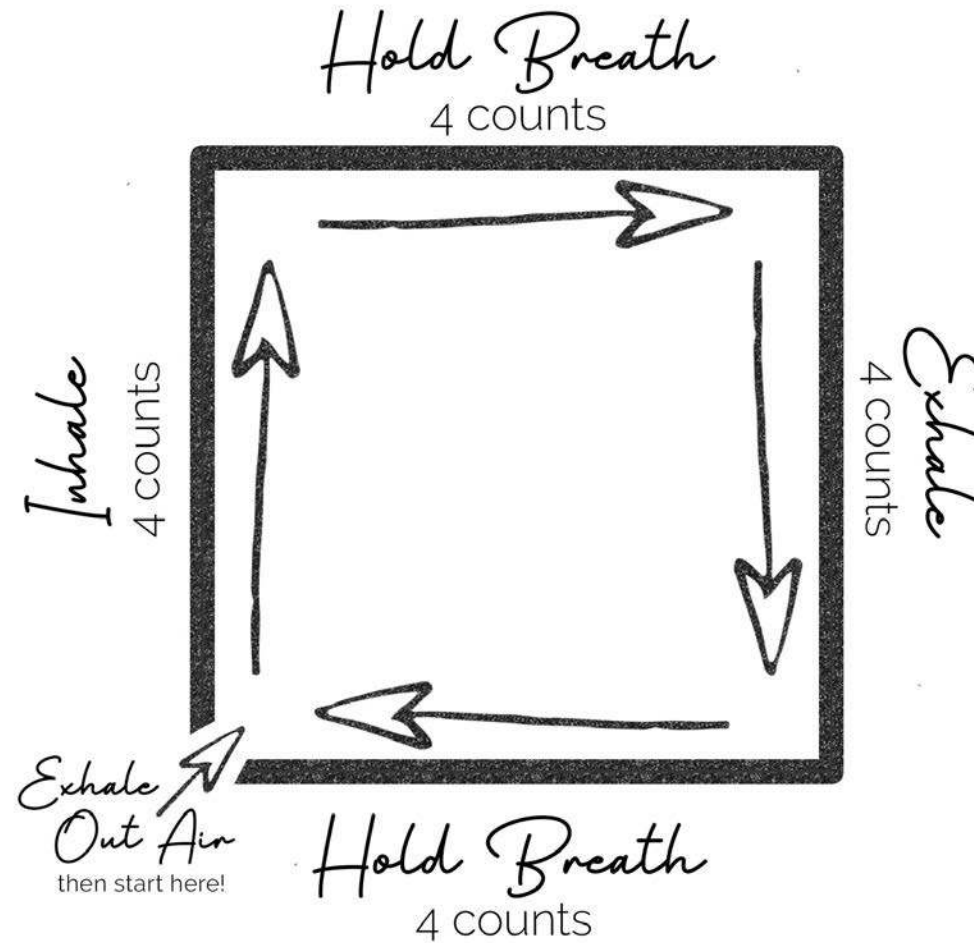
**Be as least as interested in what goes on inside you as what happens outside. If you get the inside right, the outside will fall into place.**

ECKHART TOLLE

”



# Square Breathing



# Strategies to Increase Mindfulness

- Progressive muscle relaxation
- Unplugging from technology
- Listening & using your senses
- Mindful eating & spending
- Yoga
- Breathing
- Body scan
- Positive mantra
- Connection to nature
- Meditation
- Morning routine



# Meditation Resources

- [Calm: 30 Days Free](#)
- [Headspace: Free Trial](#)
- [Insight Timer](#)
- [Jack Kornfield: Compassion in the Time of Coronavirus](#)
- [Eckhart Tolle](#)
- [Jon Kabat-Zinn](#)
- [Tara Brach](#)



# Guided Meditation



# Mindful Workplace Exercises

- Start your day with a mindful moment and plan for mindful breaks
- Slow down to increase your productivity
- Switch off distractions
- Be a single-tasker
- Pay attention to your coworkers

Source: <https://hbr.org/2016/03/how-to-practice-mindfulness-throughout-your-work-day>, <http://www.mindful.org/10-ways-mindful-work/>







# *Mindfulness & Emotional Intelligence*

- Know your emotions
- Manage your emotions
- Motivate yourself
- Recognize & understand the other people's emotions
- Manage relationships (manage the emotions of others)

Adapted from Daniel Goleman's book "Emotional Intelligence"

**Joyce Marter**

# Embrace Mindfulness as a Leader

- 1. Validate:** Reflect back in a positive way & acknowledge progress.
- 2. Get Curious:** Bring beginner's mind, not answers.
- 3. Be Present:** Our presence is one of our best gifts.
- 4. Have a Growth Mindset:** *Focus on the actions that have generated success rather than the outcomes.*
- 5. Reward yourself:** *for the planting, not just the outcome.*

# *High EQ*

- Low insecurity
- High openness
- Assertive
- Self-aware
- Inclusive
- Respectful
- Takes responsibility for actions

# *Practical Solutions*

- Become rooted in the present
- Let go of defensiveness
- Take responsibility
- Appreciate the power of empathy
- Practice flexibility, adaptability, & compromise



**Joyce Marter**

## Detachment

**Feelings are waves of energy which we can choose to surf, rather than allowing them to overcome us.**

ARLENE ENGLANDER



# Detachment as a Mindfulness Practice

- Pause
- Connect with the breath
- Get grounded
- Zoom out
- Imagine a protective barrier
- Unhook or unplug



# Detach From

- Your own negative emotions like fear, anxiety, anger and sadness
- The negative emotions of others
- Expectations
- Outcome (embrace uncertainty)



# Detach with Love

- Detachment doesn't mean you don't care, aren't connected or are in denial
- Detachment is a mindfulness practice that involves:
  - Healthy separation
  - Not attaching your wellbeing to others
  - Not trying to control others
  - Not getting hooked
  - Not becoming defensive





# Detachment Strategies

- Visualization of protective barrier
- Unhook from conflict
- Drop your end of the rope
- The Container Exercise
- Zoom out for greater perspective
- Lifeguard analogy



# The Disease of Being Busy & Multi-Tasking

- Hampers Creativity
- Drains Energy
- Reduces Wellbeing
- Reduces Efficiency
- Kills Prioritization
- Decreases Quality
- Shrinks Brain

Taken from Staford University "Cognitive Control in Media Multi-Taskers" Study



# What Can We Do to be More Mindful?

- Take a 21 Day Mindfulness Challenge
- Avoid multitasking
- Turn off all email notifications
- Don't do emails in the AM
- Be mindful in meetings



# *Mindfulness Tips*

- Choose a growth mindset
- Accept what you can't change
- Connect with the breath, the senses and the body
- Start & end your day with self-reflection
- Commit to practice like meditation or yoga



“

**Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.**

- William James

”



“

**The primary cause of unhappiness is never the situation but the thought about it. Be aware of the thoughts you are thinking. Separate them from the situation which is always neutral. It is as it is.**

**- Eckhart Tolle**

”



# Conflict Style

- Avoidant
- Passive
- Passive Aggressive
- Assertive
- Aggressive



# Unconscious Response to Conflict

- Fight
- Flight
- Freeze
- Fawn





# Avoid Behaviors that add Fuel to the Fire

- Criticism
- Contempt
- Stonewalling
- Defensiveness



# Conscious Response to Conflict

- Mindful self-awareness & integrity
- Empathy
- Active listening
- Open communication that is:
  - Kind
  - Necessary
  - True
- Collaboration
- Compromise



# Use Assertive Communication

- Neither passive, aggressive, nor passive-aggressive
- “I” Statements
- Honest, direct, clear, and diplomatic
- Does not triangulate
- Face-to-face best, then voice to voice, etc.
- Avoid conflict over email or text
- Diplomacy & Respect



# Set Healthy Boundaries

- Information
- Time
- Financial
- Workload
- Physical
- Boundary Experts: [Cloud-Townsend Resources](#)





**How can you  
turn a difficult  
conversation  
into a productive  
dialogue?**

# Difficult Conversation Starters

- “I’d like to schedule a short call with you to discuss X.”
- “It seems like we may have had a misunderstanding. I’m wondering if we could set up a time to get back on the same page.”
- “It seems like you might be upset with me, and I would like to understand and work through it.”
- “I’m wondering if it might be easier for us to chat about this in person.”
- “I’m struggling with X and am wondering if we could please talk about it.”

# Improve the Communication Process

- **First seek to understand** the other party
- **Recognize** that you may not be understood
- **Notice when your emotional brain** has been activated
- **Observe** your process
- **Watch the other's reaction** to you as a way toward self-awareness
- **Take a break** and regroup
- **Seek help** when needed
- **Re-engage** when you are not triggered

# Practical Solutions to Conflict

- Avoid a fight, flight or freeze response
- Avoid engaging tug-of-war
- Don't lock horns
- Unhook from the minutia
- “Zoom out” to gain perspective





# Practical Solutions to Conflict

- Become rooted in the present
- Let go of defensiveness
- Take responsibility
- Appreciate the power of empathy
- Practice flexibility, adaptability & compromise



# 6 Steps to Effectively Resolve Conflict

1. Pause and get grounded.
2. Set an intention for the conversation. Visualize it going well.
3. Request a time to talk
  - Consider place and time
  - Face-to-face or voice-to-voice preferred over email/messaging
4. Speak with healthy assertiveness, positivity and respect
5. Listen with openness, empathy & healthy detachment
6. Collaborate to find a win-win compromise or resolution



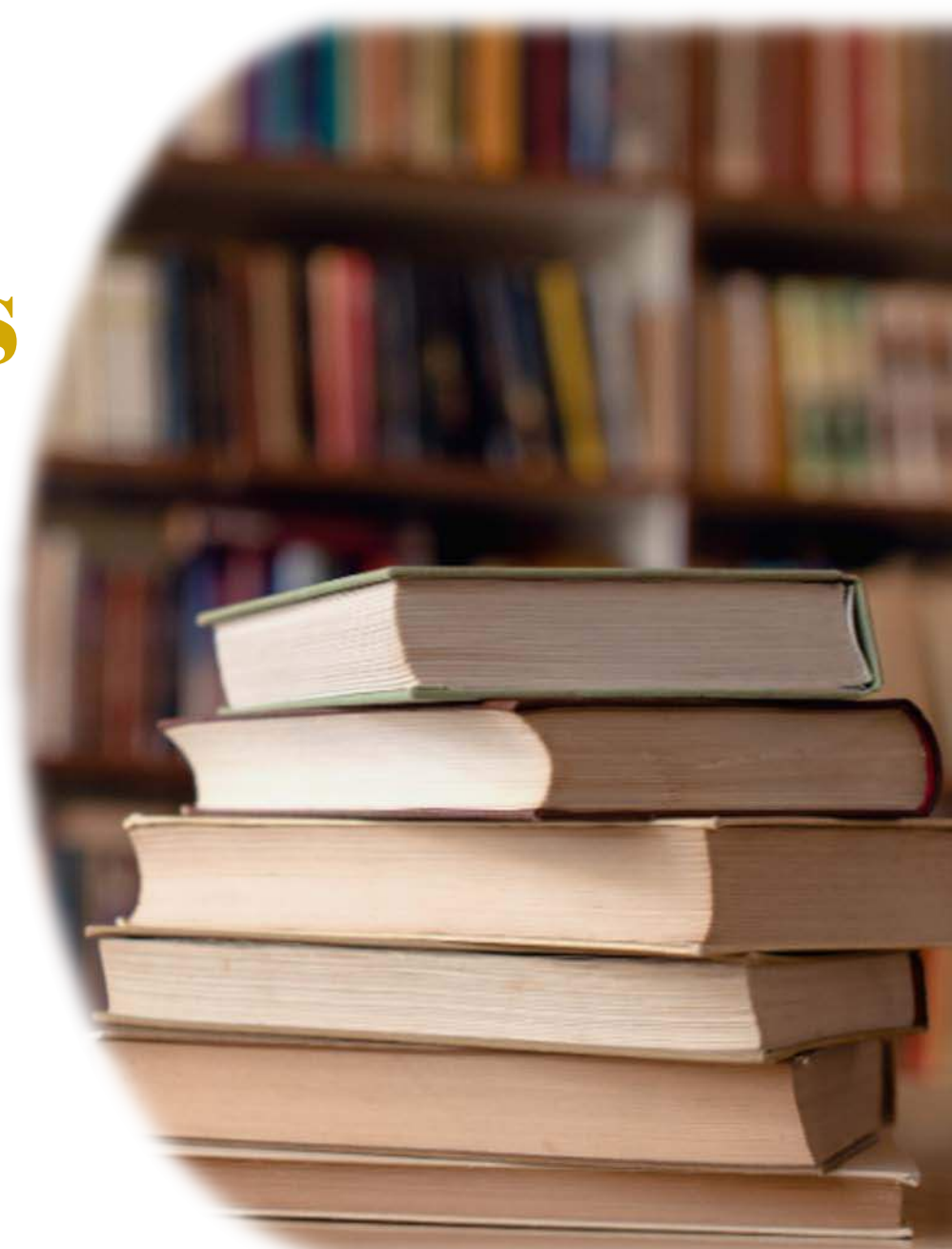
**Resentment is like  
drinking poison and then  
hoping it will kill your  
enemies.**

**- Nelson Mandela**



# EQ and Conflict Resolutions Resources

- Emotional Intelligence: Why It Can Matter More Than IQ
- Emotional Intelligence 2.0
- Perfect Phrases for Conflict Resolution: Hundreds of Ready-to-Use Phrases for Encouraging a More Productive and Efficient Work Environment
- Resolving Conflicts at Work: Ten Strategies for Everyone on the Job



Resilience

**Life will give you  
whatever experience is  
most helpful for the  
evolution of your  
consciousness.**

EKHART TOLLE



**Lao Tzu:**

**If you realize that all  
things change,  
there is nothing you will  
try to hold on to.**

Embrace the power of mantra,  
“I am flexible and bendable, like a reed in the wind.”



# Key Components to Building Resilience

- Prioritize your mental health & wellbeing
- Seek and give support
- Strive for work/life balance
- Engage fully in life; don't isolate yourself
- Develop a sense of purpose/meaning in life









# The Financial Mindset Fix:

How to Use Psychology to  
Improve Business Growth



**Joyce Marter**



# A Surprise Bonus from Therapy

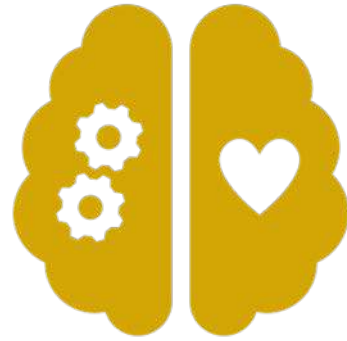
# The Psychology of Money

- Feelings of worthiness
- Thoughts about money
- Emotions around money
- Behaviors with money
- Relationship with money
- Financial relationships with others





# My Money Story



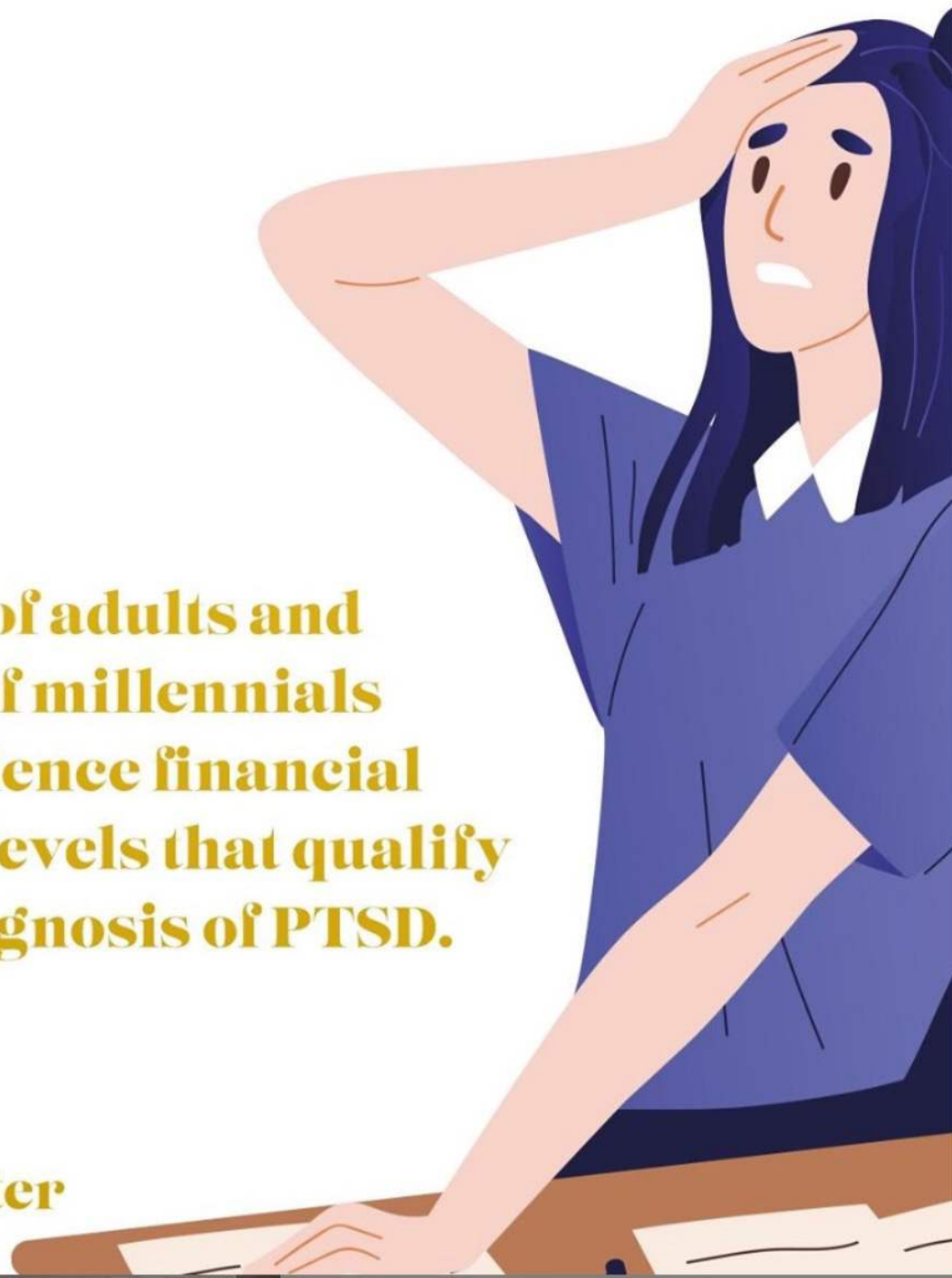
# **The intrinsic relationship between mental health & financial health**

# Financial Traumas

- Racism, discrimination, marginalization
- Poverty, lack of resources, mounting debt
- Unemployment, reduction of income
- Business closing
- Foreclosure, short sale
- Bankruptcy
- Theft/Scams/Financial losses
- Lawsuit
- Divorce, breakup
- Unexpected healthcare expenses

**23% of adults and  
36% of millennials  
experience financial  
stress at levels that qualify  
as a diagnosis of PTSD.**

**Joyce Marter**





“

**Financial distress accounts for 16 percent of suicides in the US and correlates with lower life satisfaction.**

**Joyce Marter**

# A Scarcity Mindset Is Rooted In:

- Fear
- Lack
- Guilt
- Competition over resources
- Self-limiting beliefs
- Negativity
- Low self-worth



# Financial Boundaries in Relationships

- Employer
- Clients
- Vendors
- Partner
- Kids
- Extended family
- Friends
- Yourself



# Impact of Poor Financial Boundaries

- Impaired mental health
- Poor self-esteem
- Resentment
- Relationship conflict
- Financial hardship
- Long-term consequences



# Discuss Money Boundaries with Your Partner

- How your money is structured
  - Joint
  - Separate
  - Combo
- Financial roles in the partnership
  - Be mindful of financial dependency
- Financial power & control in the partnership
- Financial transparency & trust



**A Guide to Talking About Money**  
With Your Partner

# An Abundance Mindset Facilitates:

- Creativity
- Positivity
- Hope & possibilities
- Openness
- Flexibility
- Empowerment
- Problem-solving
- Growth and expansion
- Collaboration
- Self-worth



# Financial Self-Awareness

“He who knows others is wise.  
He who knows himself  
is enlightened.”

- Lao Tzu



“

We unconsciously  
recreate the familiar  
until we become  
aware, and we choose  
something better.

”





FEATURED ON **Psychology Today**

---

**Are your mother's  
money beliefs  
making you buy  
ugly shoes?**





# Understand Your Money Script

- Money Worship
- Money Status
- Money Avoidance
- Money Vigilance

# Common Money Biases

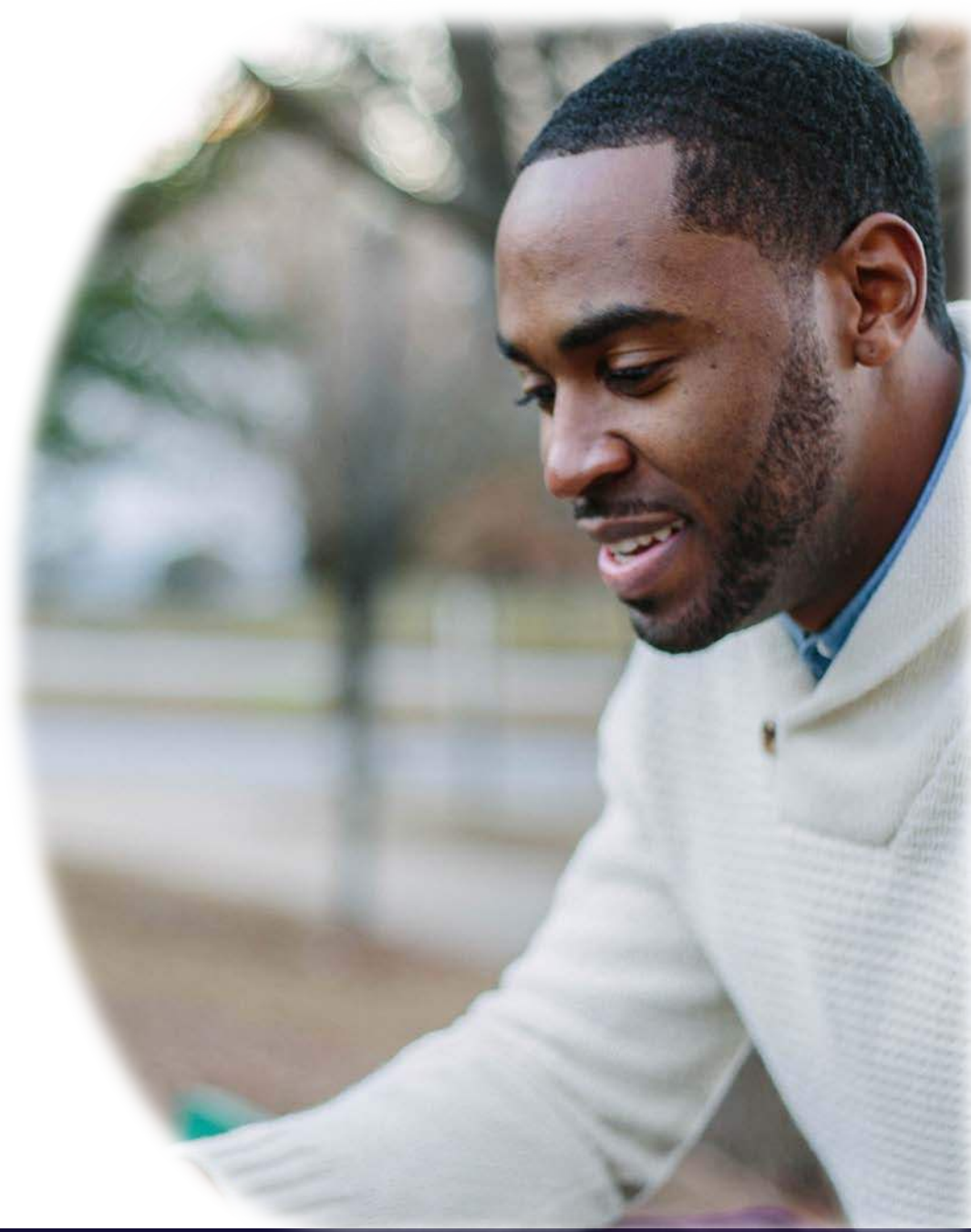
- Present bias of money
- Overconfidence
- Loss aversion
- Anchoring bias



# Presence

“Yesterday is gone. Tomorrow has not yet come. We have only today. Let us begin.”

- Mother Theresa



# Apply Mindfulness to Finance

- Save and spend mindfully
- Tap into your intuition when negotiating or making financial decisions
- Respond consciously rather than react emotionally
- Name your financial self





**A story  
about  
Penny &  
Prosperity**

# Essence

“Whenever you feel superior or inferior to anyone, that is the ego in you.”

-Eckhart Tolle



**Healthy  
self-esteem  
is midway  
between **Div**a  
and **Do**ormat**



<b>Doormat</b>	<b>Successful Self</b>	<b>Diva/Divo</b>
<p>Underearner, accepts low pay, may overspend on others, neglects self</p>	<p>Balanced earning and spending, earns enough to thrive and prosper, balanced spending on self and others</p>	<p>Demands high pay, overspends on self, stingy with others</p>
<p>Financial struggle <i>(Disclaimer: Not all people who struggle financially are Doormats, but Doormat behavior leads to financial struggle.)</i></p>	<p>Financial peace and stability, altruism, generosity, enoughness</p>	<p>Greed, dominance, corruption, living beyond means, living a financial lie, materialism, excess</p>
<p>Focuses on debts instead of assets while feeling destined to live a life of modest financial means</p>	<p>Knows actual net worth (assets minus liabilities) and has a realistic yet optimistic financial outlook</p>	<p>Focuses on assets while having delusional, grandiose visions of success</p>

# Responsibility

“Everything you do is based on the choices you make. It's not your parents, your past relationships, your job, the economy, the weather, an argument or your age that is to blame. You and only you are responsible for every decision and choice you make.”

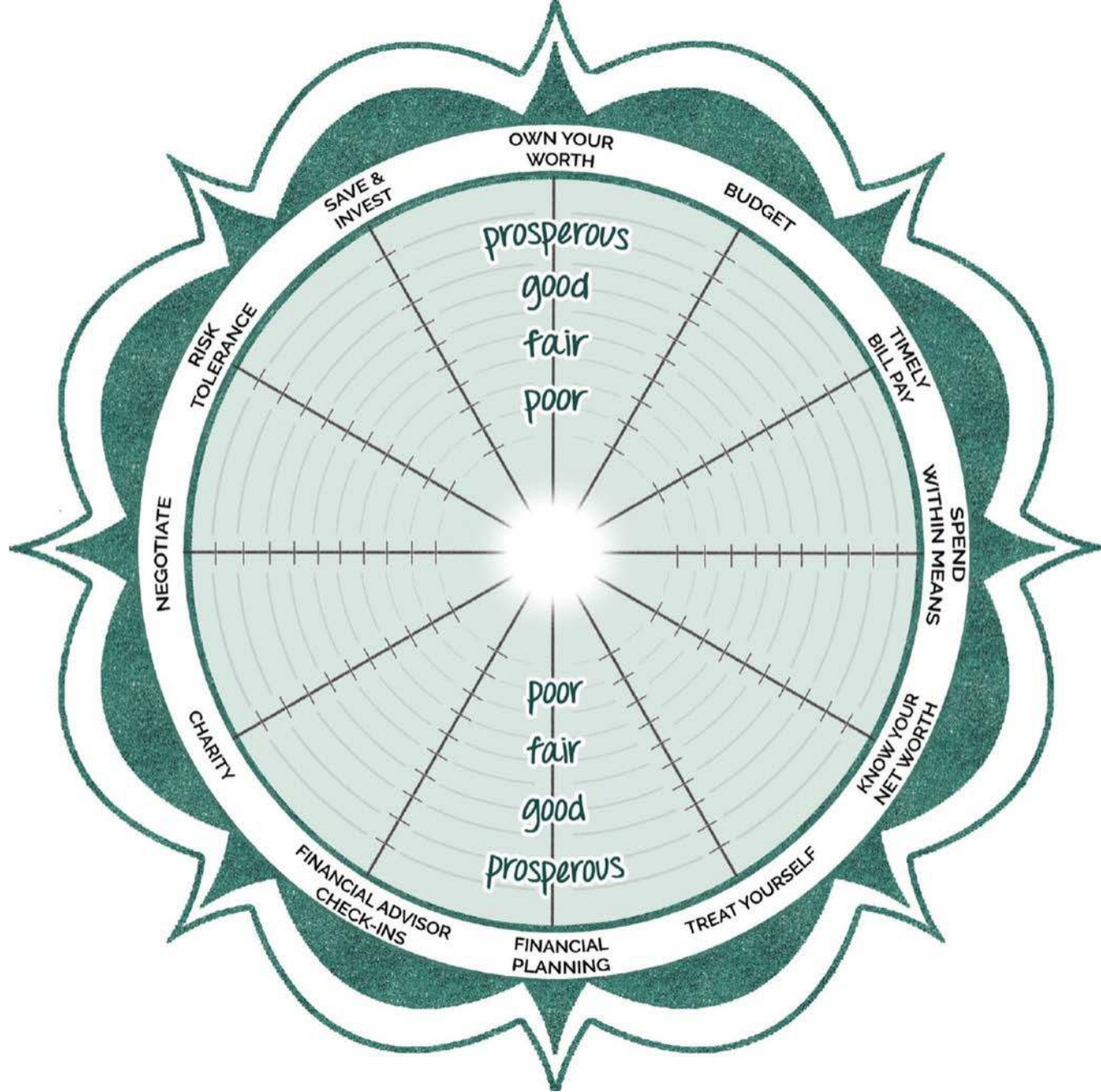
- Wayne Dyer, The Power of Intention



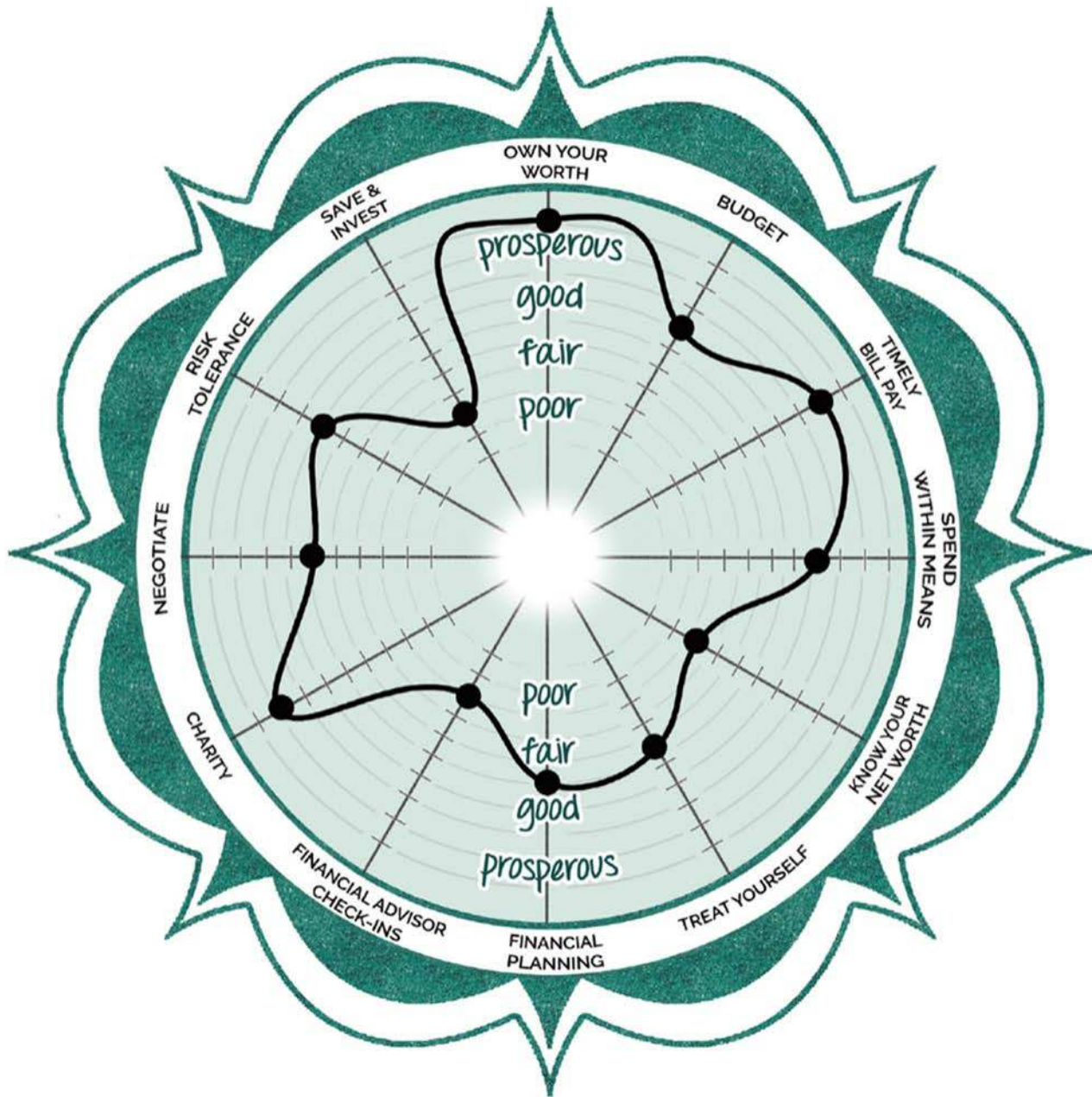
# Take the Reins of Your Financial Life

- Shift from blame to acceptance
- Practice forgiveness to emancipate yourself
- Have an internal locus of control





# The Financial Health Wheel



# Sample Completed Financial Health Wheel

# Create a Financial Board of Advisors

- Financial Planner
- Accountant
- Attorney
- Insurance broker
- Accountability Partner
- Counselor, Therapist or Coach
- Debtors Anonymous, Underearners Anonymous, Spenders Anonymous or Gamblers Anonymous



# Positivity

“A man is but the product of his thoughts...what he thinks, he becomes.”

- Mohandas Gandhi



WTF





**When you refuse to  
believe something is  
impossible, it  
becomes possible.**



# Embrace the Power of Negotiation

- Everything is negotiable:
  - Contracts with contractors and service providers
  - Leases
  - Purchases
- Ask for what you want, need & deserve
  - Pay increases
  - Benefits
  - Flexible schedule





**The most you get is  
what you ask for.**

**~Dr. Phil**





**“GRAND PRIZE WINNER”**  
2023 Next Generation Indie Book Awards

**“BEST IN SELF-HELP”**  
2023 Next Generation Indie Book Awards

**“GOLD MEDAL WINNER”**  
Readers' Favorite Book Reviews and Awards  
Independent Publisher Book Awards  
Global Book Awards

**“DYSINGER AWARD FOR OUTSTANDING PUBLICATION IN COUNSELING”**  
Illinois Counseling Association

**“CATEGORY FINALIST”**  
The Eric Hoffer Book Awards!

**“RUNNER-UP IN NON-FICTION”**  
San Francisco Book Festival

**“HONORABLE MENTION - GENERAL NONFICTION”**  
Southern California Book Festival  
Hollywood Book Festival  
New York Book Festival  
London Book Awards  
Los Angeles Book Festival  
Paris Book Awards

# Vision Workshop





**SUCCESS is to live openly, authentically, & lovingly in alignment with the highest good of self & others – to the greatest extent possible.”**

**Joyce Marter**

[joyce-marter.com](http://joyce-marter.com)



# Thank You!

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