



EMC LEADERS

TRAINING CERTIFICATION IN

Emotional Connection

SHORT OVERVIEW



A revolutionary process that empowers leaders with effective tools to master the art of relationships so they can spend less time on people problems and more time accomplishing their most important work.

Taking care of the *teams* you care about



Why the **EmC** Model Works

Humans are **wired for connection**.

When we feel **emotionally connected**, we can express ideas, take risks, and focus on our work—**working cohesively together**.

When we feel disconnected, the emotional part of the brain, the **amygdala**, hijacks the **prefrontal cortex**, which is responsible for **logic, problem-solving, and decision-making**. In this state, we lose our **emotional balance** and default to **ineffective ways of communication**:

- **Some become demanding, aggressive, or controlling**, pushing for reconnection.
- **Others withdraw, shut down, or avoid**, retreating to protect from further disconnection.

Both responses **interrupt our work** and create **further disconnection**, fueling the **negative cycle of conflict**.

The **Emotional Connection process (EmC)** stops the **conflict**.

Through an **experiential process of emotional safety, trust, and responsiveness**, the connection is restored:

- The **amygdala relaxes**, releasing its grip on the **prefrontal cortex**.
- The **nervous system resets**, restoring **clarity, engagement, and focus**.
- Access to the prefrontal cortex is regained and work becomes, **engaging and collaborative**.



With **EmC**, the reconnection becomes a regular and integrated approach for **high performance, strong relationships, and a resilient workplace culture**.

Using the **EmC Model**, leaders and teams are **empowered** to repair the **connection to enhance collaboration and results**.

A Wealth of Evidence

Extensive research confirms that the quality of our relationships has a profound impact—not only on organizational success, but also on individual well-being.

1 The Health Risks of Negative Relationships:

Research from **Case Western Reserve University** shows that **strained relationships and hostile interactions** increase the likelihood of heart attacks **by three times** compared to positive relationships.

2 The Cost of Emotional Isolation:

Studies by **Mario Mikulincer** and **Phil Shaver** show that **emotional isolation** from **attachment figures** is inherently **traumatizing** for human beings, bringing with it a heightened sense not only of **vulnerability** and **danger** but also of **helplessness**. In a **workplace setting**, the absence of **meaningful connections** can lead to **chronic stress, burnout, and disengagement**.

3 The Immune System Connection:

Studies by **Janice Kiecolt-Glaser of Ohio State University** found that **criticism in relationships triggers elevated cortisol (the stress hormone)**, which **suppresses the immune system and slows healing**. This means that unresolved workplace tensions can have long-term physiological consequences.

4 Rejection and Pain: The Neuroscience of Connection

Research by **Naomi Eisenberger of the University of California** discovered that **rejection activates the same brain circuits as physical pain**, making workplace disconnection a **visceral and deeply felt experience**.

Emotional connection is not just a “nice to have” in the workplace—it is a fundamental human need, as essential as oxygen or water.

When employees feel connected, they **thrive**—leading to healthier, more engaged teams and a stronger, more resilient organization.

EmC Master Class

for Trainers, Managers, and Directors



The EmC Master Class is the cornerstone and the foundation of concepts and tools for fostering emotional connection. Whether online, virtual, or in-person, this course equips participants to use the EmC process to address workplace conflicts, enhance team relationships, and transform organizational culture.

In this experiential learning, you will develop skills and techniques in:

- **Fostering Psychological Safety & Trust** – Equip employees with tools to navigate emotions at work, creating a culture of psychological safety and mutual trust.
- **Enhancing Emotional Awareness** – Develop sensitivity to team members' emotions, fostering deeper understanding and connection.
- **Breaking Negative Cycles** – Learn to recognize and process team disconnections, helping individuals move beyond reactive patterns and restore collaboration.

What You'll Gain:



Reengaging Team Members



Integrating Attachment Framework



Understanding Team Impact



Practicing Emotional Responsiveness



Identifying Negative Patterns



Creating Emotional Safety



Restructuring Interactions



Rebuilding Team Connections



Instilling Confidence



Transforming Team Relationships

Resources that Make Learning Stick

The **EmC Master Class** provides learners with a **comprehensive set of resources and tools** to **deepen understanding, enhance practice,** and ensure the **long-term application** of **EmC process.** Each material is **carefully selected** to **reinforce key concepts, guide practical exercises,** and support learners in **experiential EmC strategy** to **lead effective teams.**



ON-DEMAND

All **group classes** include **one-year access** to the **online EmC Master Class** with **downloadable EmC tools** for **ongoing learning and practice.**

With this course, you will learn to resolve conflicts quickly, directly, and effectively, resulting in improved relationships and better results. Gain the skills to make even the riskiest topics safe for discussion by creating psychological safety.

Last Lesson Viewed

2.10 Attachment (4:35 min)



Sessions

Session 1: The Science of Emotional Connection

1.1 Introduction (Print Workbook) (1:46 min)



1.2 What Will I Get from this Course? (3:24 min)



Lessons 83

Level 2

Status In Progress

94%

Instructors



Dr. Lola Gershfeld
EmC Leaders

Organizations from **small to large** in **different industries** and **universities** have integrated the **EmC process** into their development program and curriculum:

Miroculus

Synthego

U.S. Army

California Bank & Trust

Concordia University

Pepperdine University

California State University, Fullerton,

Long Beach, and LA

Chapman University

Southern California Edison

Penske Transportation Solutions

Creative Health Care Management

ACCREDITATIONS



EMOTIONAL CONNECTION FOR BETTER RESULTS



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