Cultivating a Thriving Workplace: Lead, Inspire, Empower!

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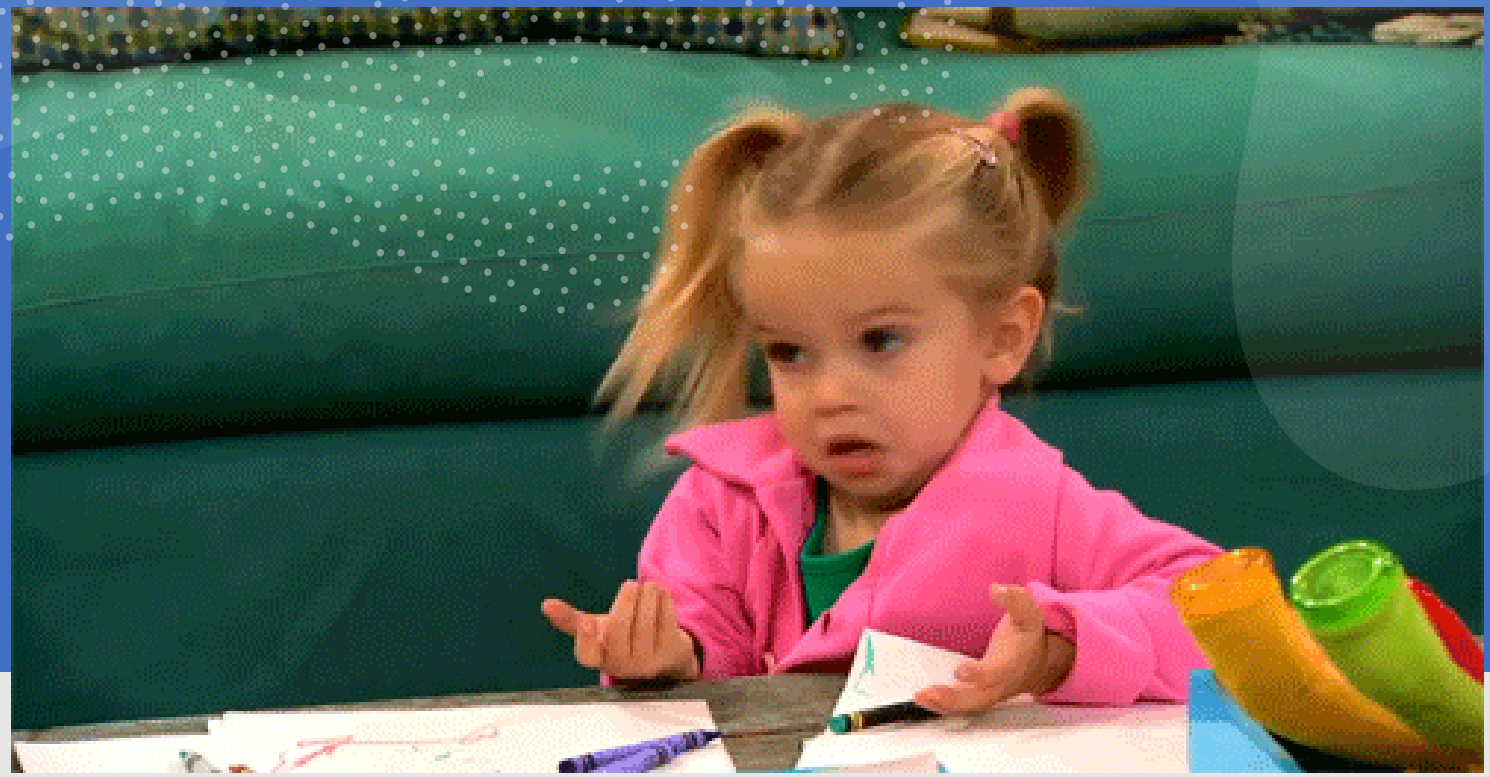
Community Action Association of Pennsylvania

Context



Why does any of this matter?

Learning Agenda

Context – why does this matter

Perception

Culture

Communication

Performance Management

Delegation of tasks

Recognition

Up-front contract

Surprises can sometimes be fun, but not always.

Surprises during a meeting, can be a deal breaker, or at the very least compromise a positive relationship.

Up-front contracts, assure there is mutual understanding to make a meeting successful.

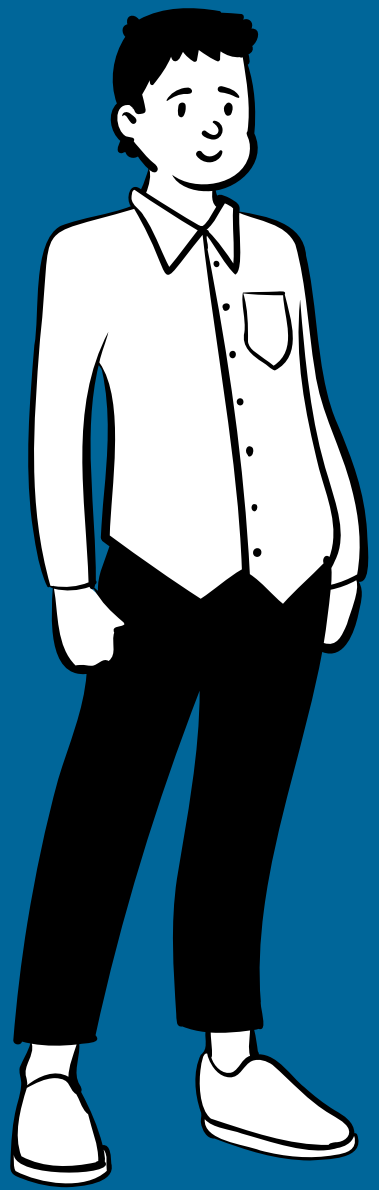
My Up-front contract

I'm not an expert.

We will not agree on everything, but that's ok.

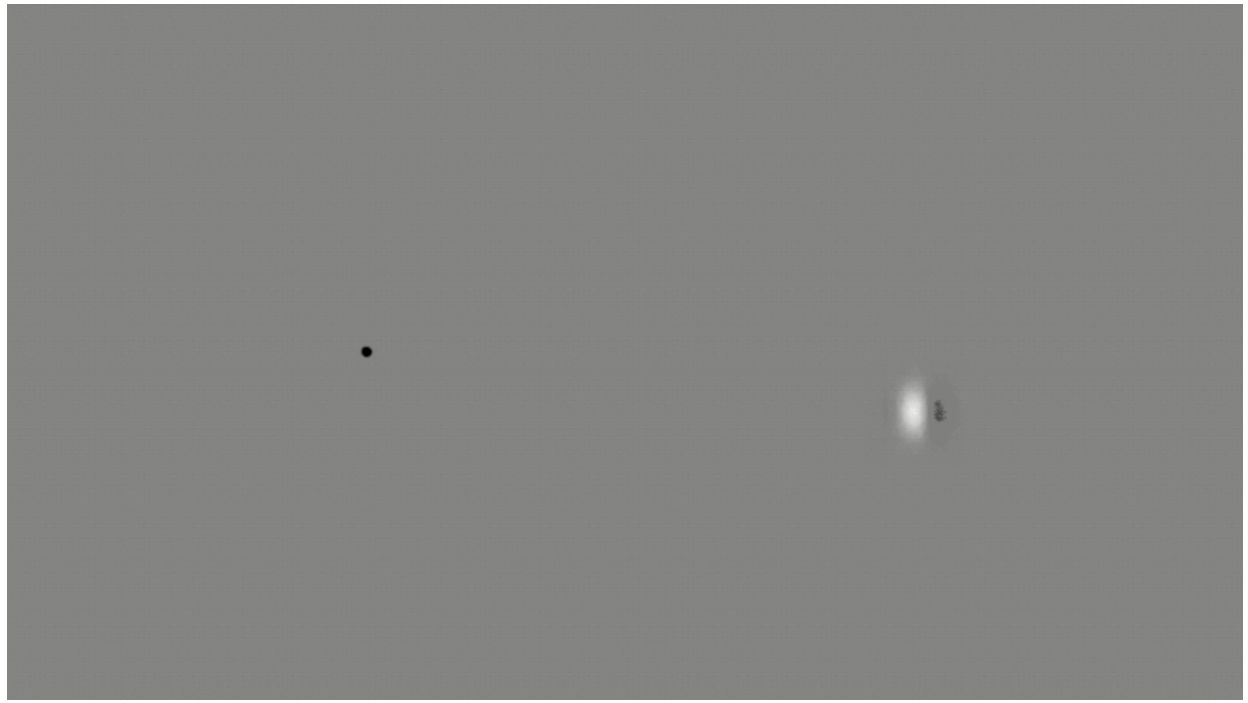
My job is to help you to acknowledge perception does not equal reality.

Who am I?



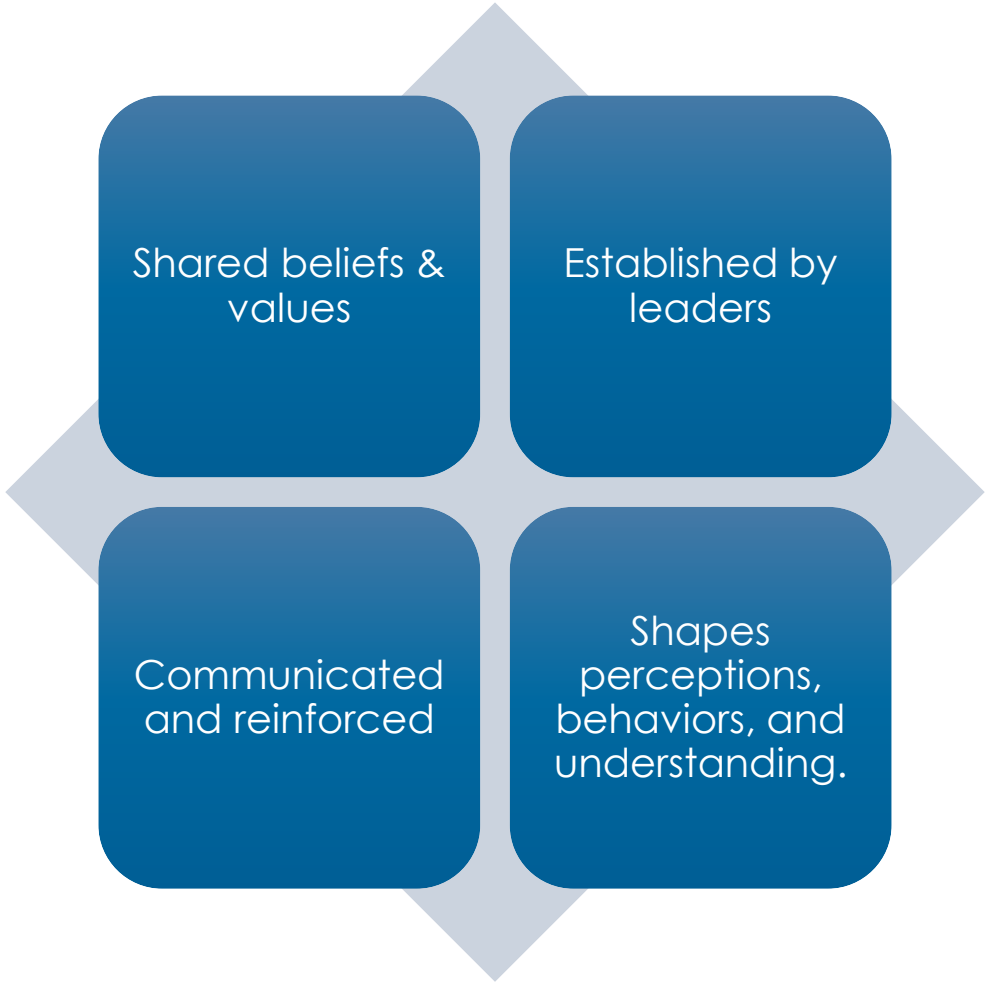
Our vision runs 100 milliseconds behind our brains.

"Reality" is constructed by our brain.



*Credit Patrick Cavenaugh

Perception Creates Culture



The Ball Rolls UP???

Reality

We all want balance

We all want fair

We all want to be challenged

We all want to be recognized

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WORLD'S
BEST
BOSS

Great vs. Poor Performing Leaders

What matters to us in a leader?

Who has inspired us?

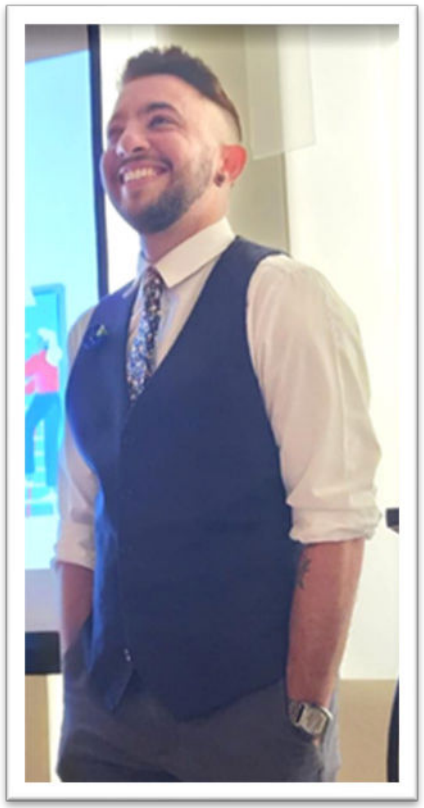
What makes it hard to work for someone?

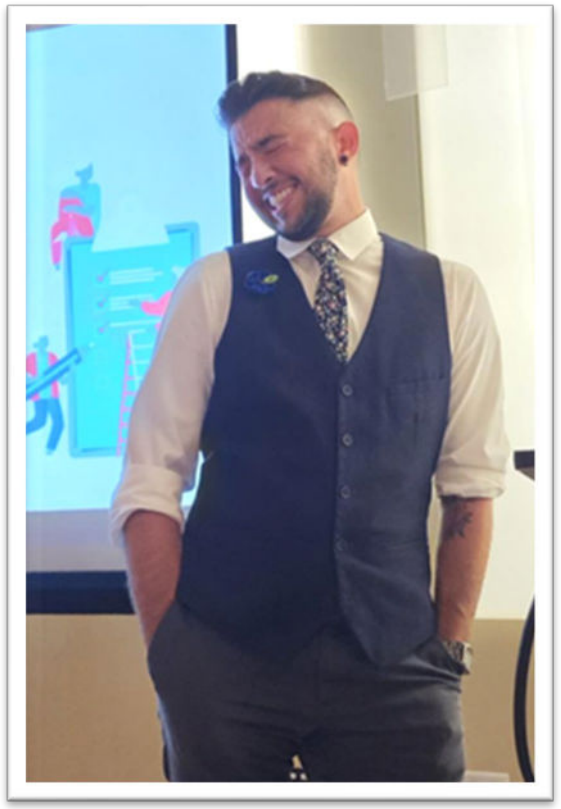
What are their qualities?

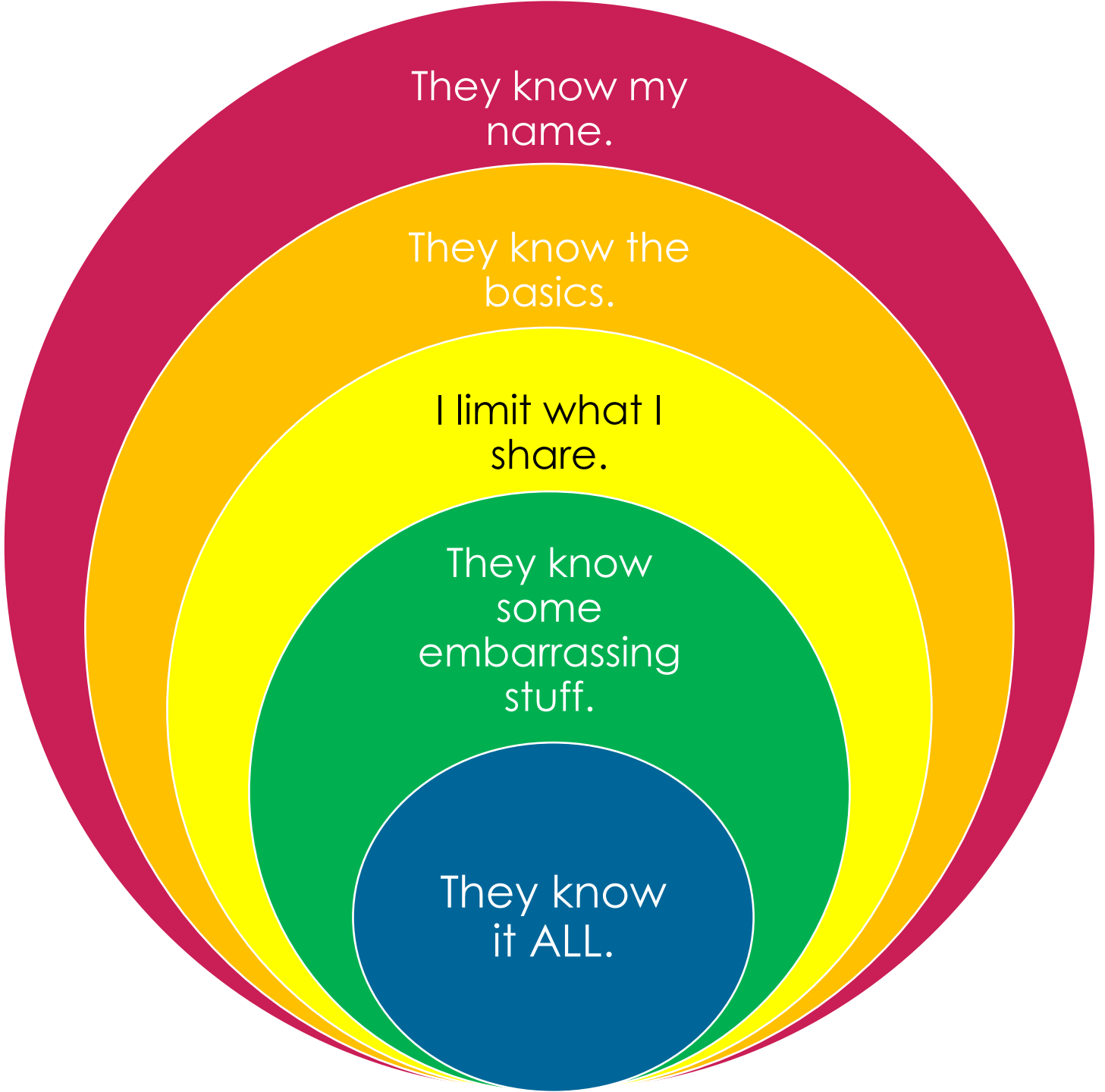
“The quality of your relationships determines the quality of your life.”

– Esther Perel

Circle of Trust





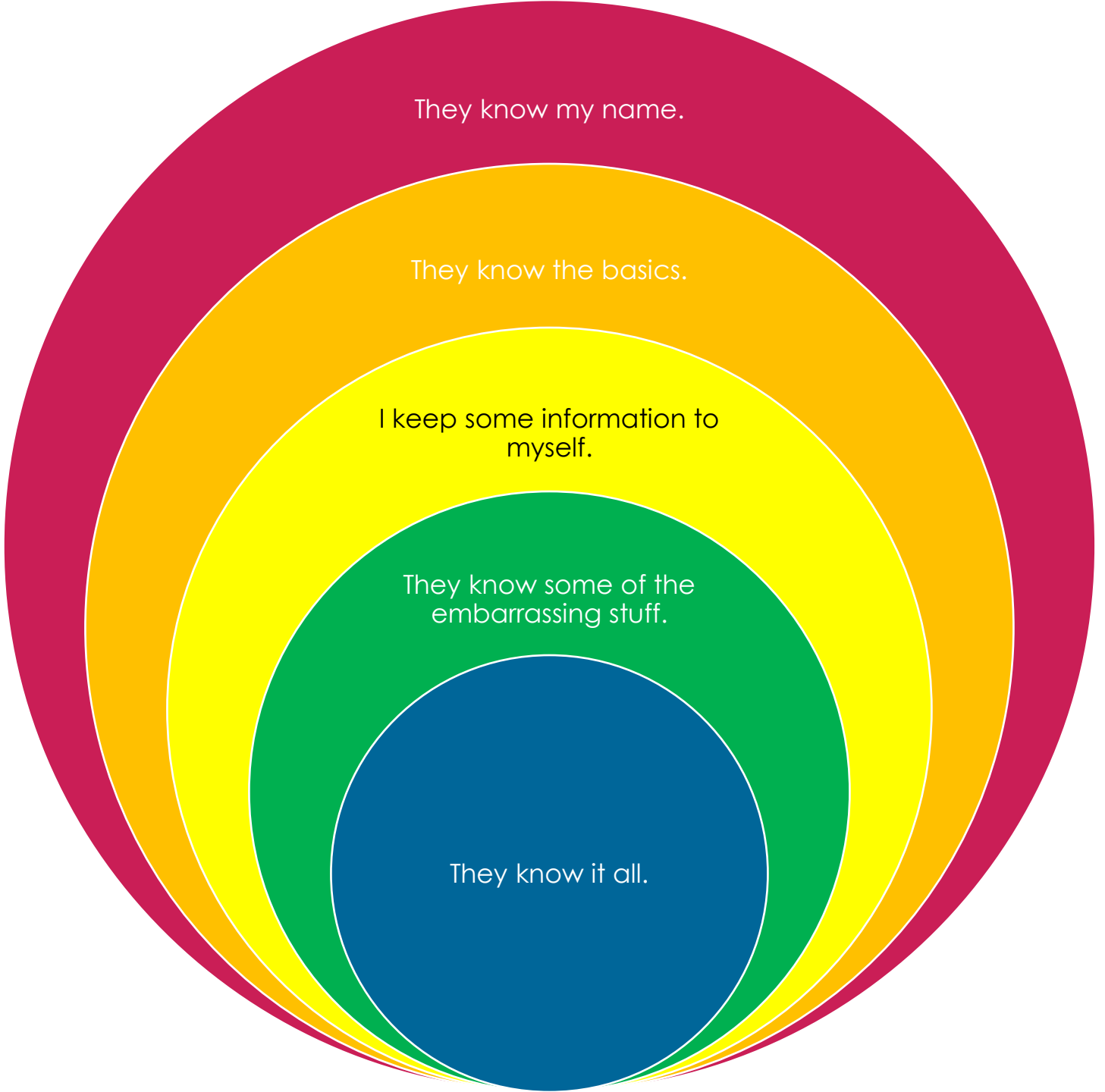


My Circle of Trust

My inner circle:
- The people that are the closest to me.
- I love and trust them, and I can talk to about anything.
- If they were sad, I'd give them a hug.
- They are the people I want to tell when exciting or hard things happen.

My middle circle:
- **Friendly with these people.**
- **I can talk to and spend time with them.**
- **If something exciting happened, I'd give them a fist bump.**

My outer circle:
- People who I interact with but keep at a distance.
- My past dictates not to trust these people immediately.



Practiced Circuits

25% of our brain is wired at birth.

75% of our brain is wired by age 3.

Our brain is not fully formed until the age of at least 25.

Dimensions of Identity

*Credit Gardenswartz & Rowe

Perpetuating Assumptions: Impact

Context

Planning teams

How well do we know each other?

Fundamentals of Expectations & Experiences

DO I KNOW YOU? DO WE KNOW EACH OTHER?

HOW DO WE LIKE TO RECEIVE COMMUNICATION?

HOW DO WE LIKE TO GIVE COMMUNICATION?

HOW DO WE BEHAVE UNDER PRESSURE?

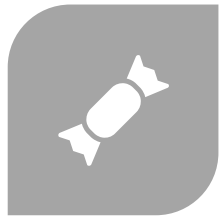
User Manual

My Fullest Name	Beck S Moore
The people and/or animals most central in my life are	
The biggest commitments and/or joys outside of work right now are	
It make me happy in a team when	
What I don't have patience for on a team is	
How you can help when I'm stressed or stuck	
I'm pretty good at _____ so you can lean on me to _____	
At work, I'm trying to get really good at	
What excites me about this (project/team/quarter/client/initiative) is	
What makes work joyful and sustainable for me is	
Bonus: My birthday is (optional)	

https://www.breegroff.com/usermanuals

Get Favorites

IF YOU DRINK COFFEE – FAVORITE COFFEE ORDER



IF YOU LIKE CANDY – FAVORITE CANDY

FAVORITE SNACK OR GO TO SNACK

FAVORITE RESTAURANT

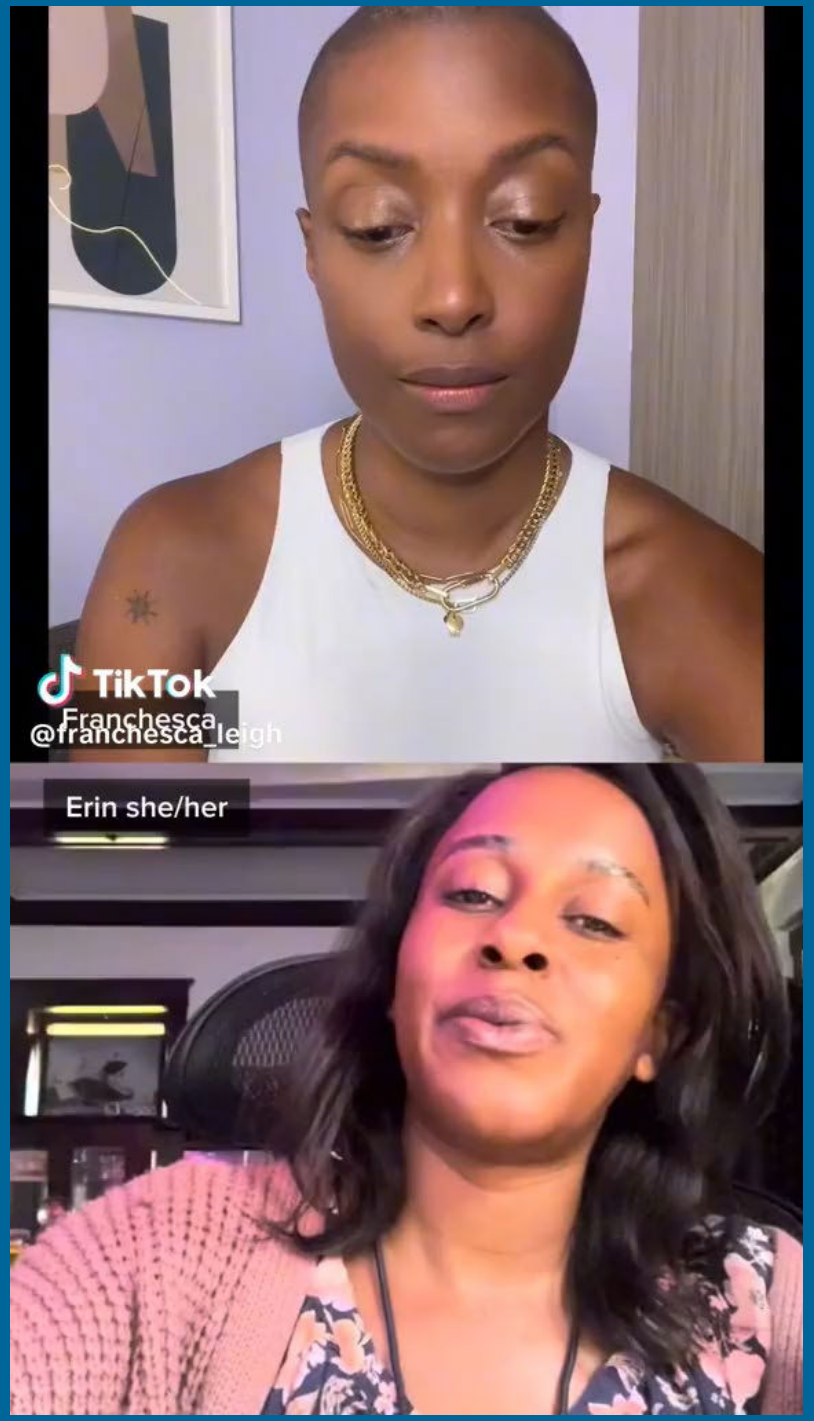
GO TO FOR SHOPPING

FAVORITE HOBBY

LOCAL GO TO TAKE OUT

ANY OTHER FAVORITES YOU WANT TO SHARE

TikTok
@conflictish

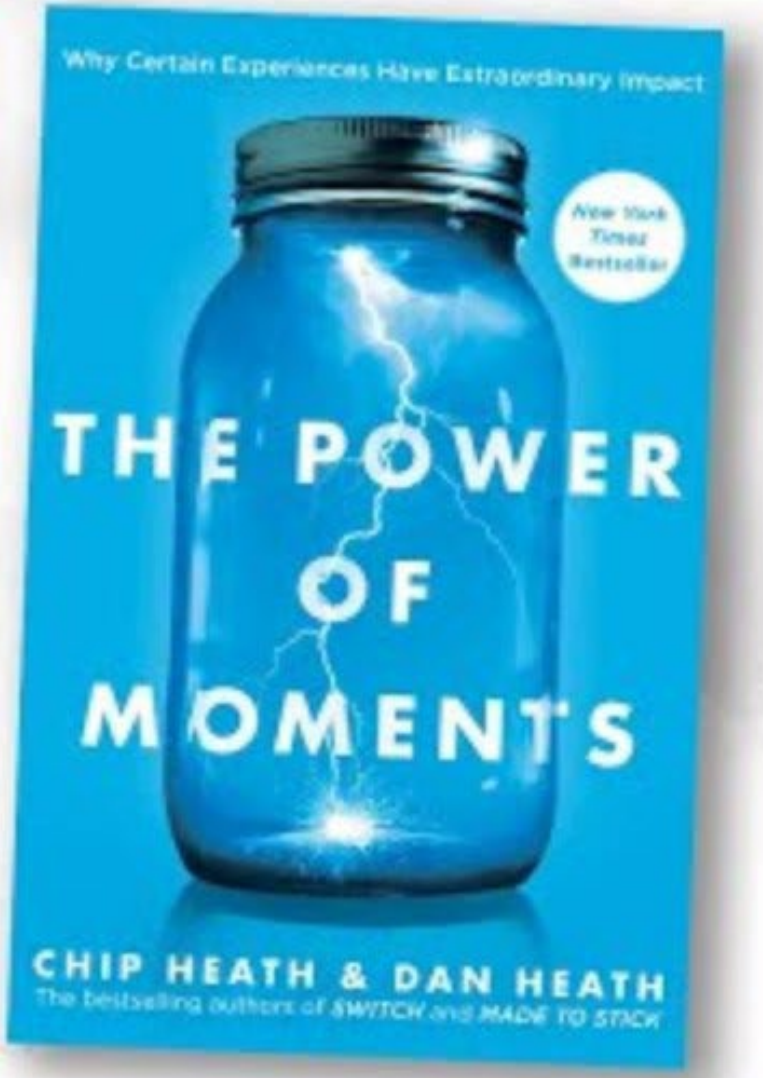

TikTok
Franchesca
@franchesca_leigh
Erin she/her

"The children now love luxury. They have bad manners, contempt for authority; they show disrespect for elders and love gossip in place of activity."

Socrates 400 B.C.

How to Create Better Experiences

Your Lifestyle Digest



What are the peaks you can create as an organization, as a manager, as a project manager?

The Elements of Coaching

RATIONAL

EMOTIONAL

ENVIRONMENT

Important to consider: Scope of Control

Consider a scenario…break it down.

Direct the Rider	Motivate the Elephant	Shape the Path
• Bright spots • Define critical steps • Explain future state	• Find the feeling • Shrink the change • Grow your people	• Tweak the environment • Build habits • Rally the team

Strengths Based Approach

- CONSIDER THE BRIGHT SPOTS
- WHAT HAVE YOU OBSERVED
- WHERE IS THE TEAM MEMBER EXCELLING
- CHECK THE DATA
- ASK STAKEHOLDERS

"At work, I have the opportunity to do what I do best every day."

Strengths Focus

If your manager primarily:	The chances of your being actively disengaged are:
Ignores you	40%
Focuses on your weaknesses	22%
Focuses on your strengths	1%

The Do's

- Regular 1:1s
- Documentation
- Follow the process
- Check in with your manager
- Check your ego
- Manage your emotions
- Power of upfront contracts

Meeting Check In

Setting the tone

Finding Joy

- What's something you are looking forward to?
- What's something that's brought you joy?
- Favorite part of your week?
- Favorite part of your day?

Successful 1:1 Strategies

- Focused
- Regularly occurring
- Follow up
- Opportunity for feedback
- Shared responsibility for agenda
- One example

Coaching Conversations:

Spend more time asking questions than you do talking.

- How do you think you did?
- How do you think you could have improved?
- What do you think you will change next time?
- How did you prepare?
- How could you have said this differently?
- Can you give me a specific example?
- Can you tell me why you feel that way?
- Can you explain the task back?

Don’t be a seagull.

You better recognize…

We describe life in transitions… these deserve attention…

- Changing jobs
- Moving
- Buying a first home
- Serious home repair
- Marriage & civil partnership
- Getting separated or divorced
- Arrival of children
- Onset of illness or disability
- Death of a loved one
- Retiring

Forms of Recognition

- Don’t underestimate the power of a shoutout!
- Public praise
- Private thanks
- Thank you note
- Newsletter shoutout
- Social media shoutout
- Monetary
- Personalized gift
- Time off
- Special opportunity
- Shoutout board
- Peer nominated award
- Certificate
- Wall of fame
- Celebration
- Spotlight stories
- Etc.

Q&A

Give feedback to Beck

Scan this QR code

Or go to

https://talk.ac/beckmoore

and enter this code when prompted

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