

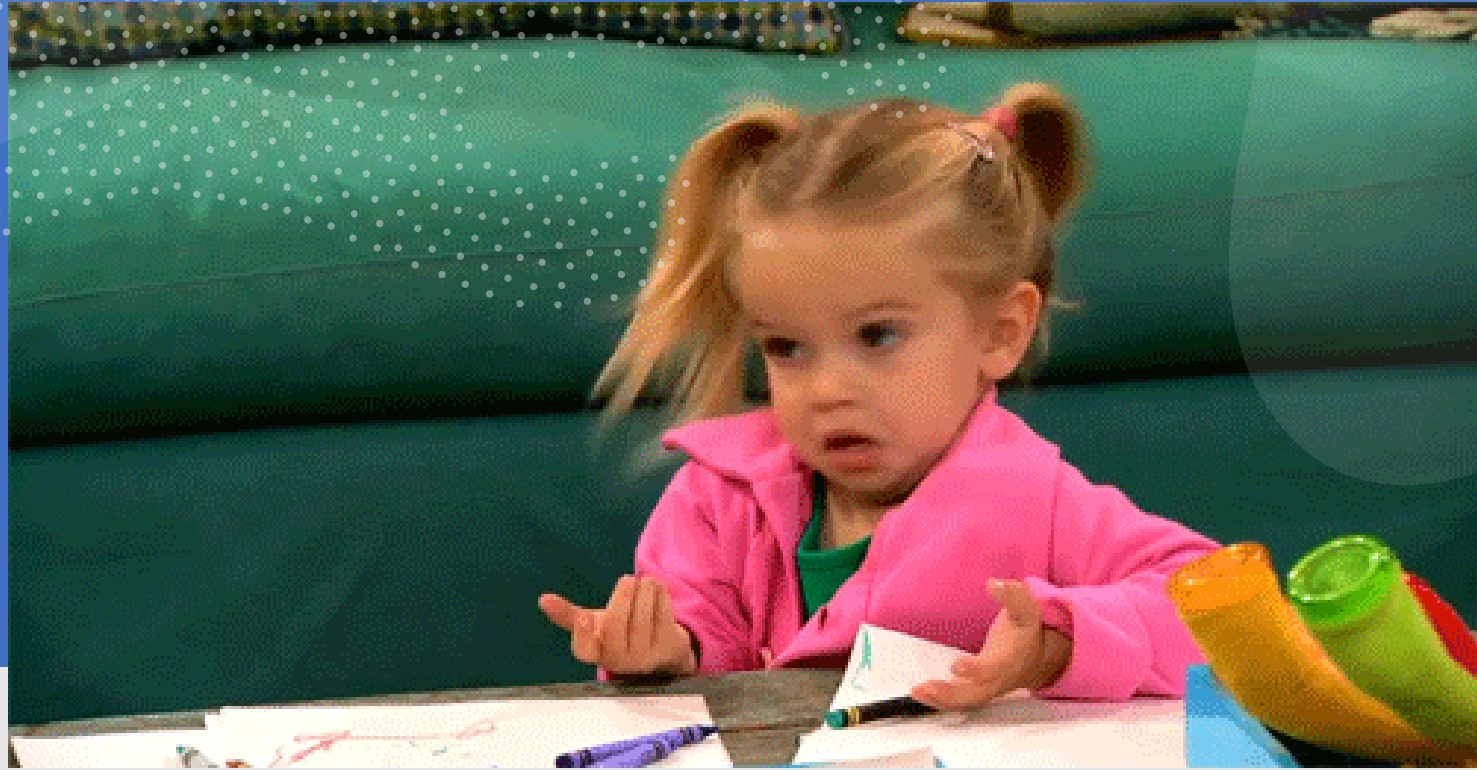
Cultivating a Thriving Workplace: Lead, Inspire, Empower!



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STEP, Inc.

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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.

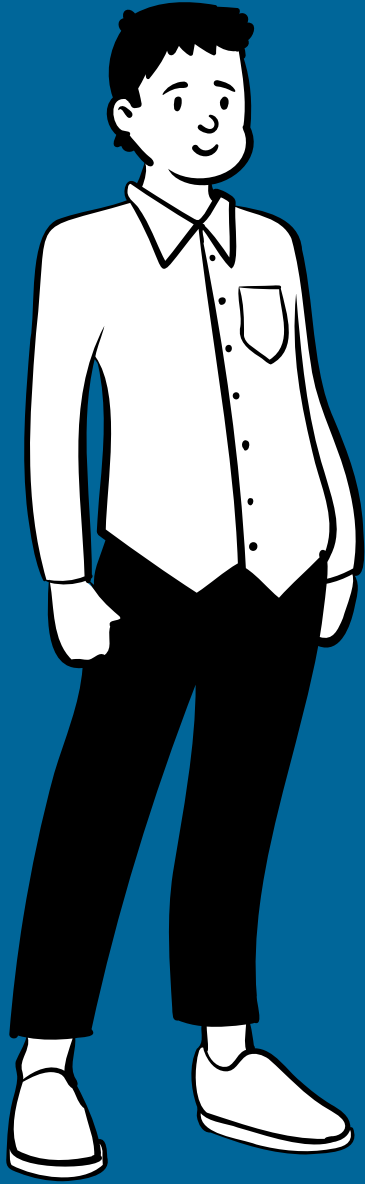


We will not agree on everything, but that's ok.



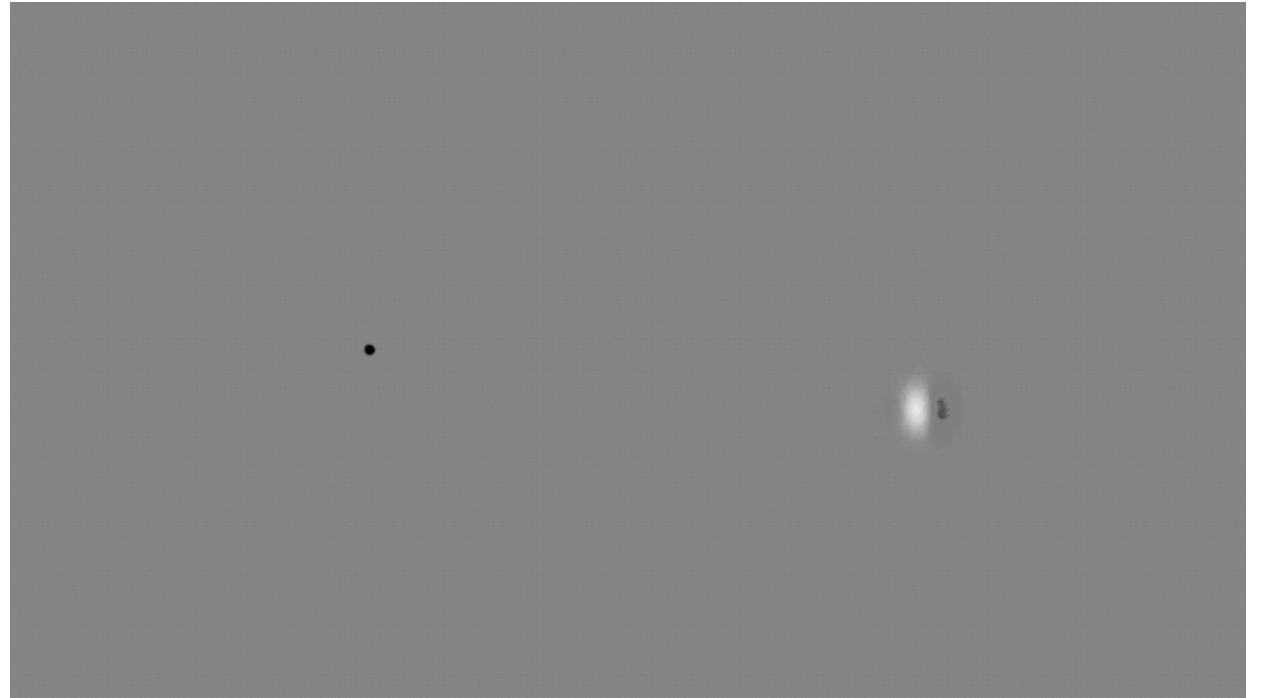
My job is to help you to acknowledge perception does not equal reality.

Who am I?



Our vision
runs 100
milliseconds
behind our
brains.

“Reality” is
constructed
by our brain.



Perception Creates Culture



**The Ball Rolls
UP???**



Reality

A stack of five smooth, light-colored stones is balanced on a sandy beach. The background shows a soft sunset or sunrise over the ocean with gentle waves. The scene is peaceful and contemplative.

We all want balance

We all want fair

We all want to be challenged

We all want to be recognized



Great vs. Poor Performing Leaders

What matters to us in a leader?

Who has inspired us?

What makes it hard to work for someone?

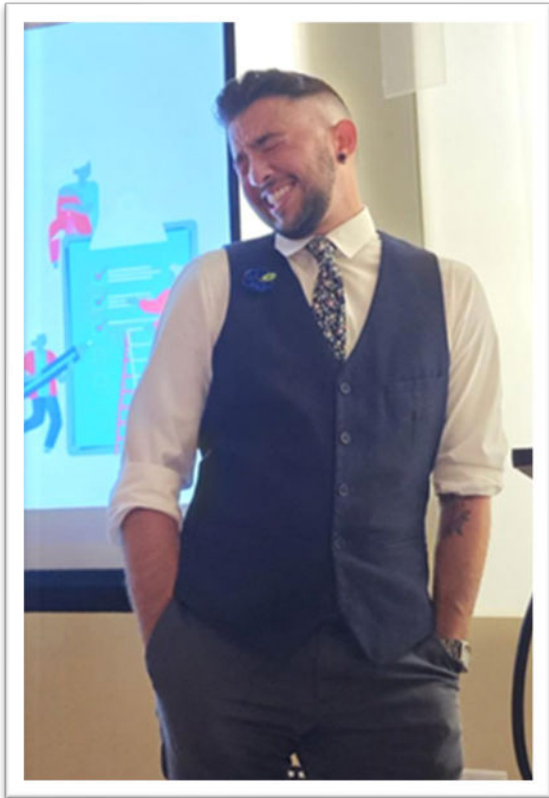
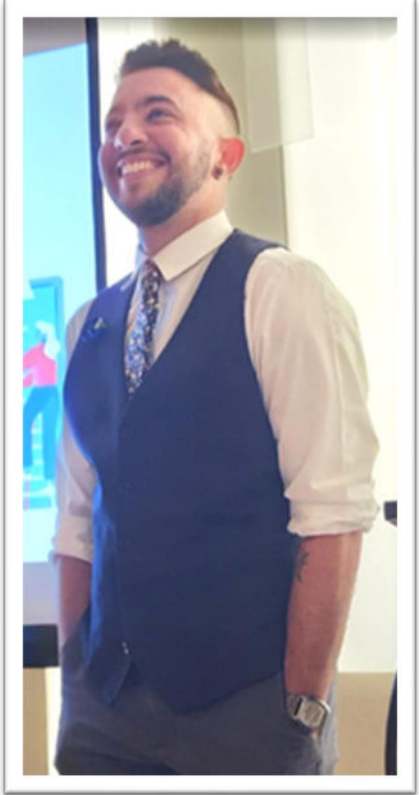
What are their qualities?



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

– Esther Perel

Circle of Trust



My Circle of Trust

My inner circle:

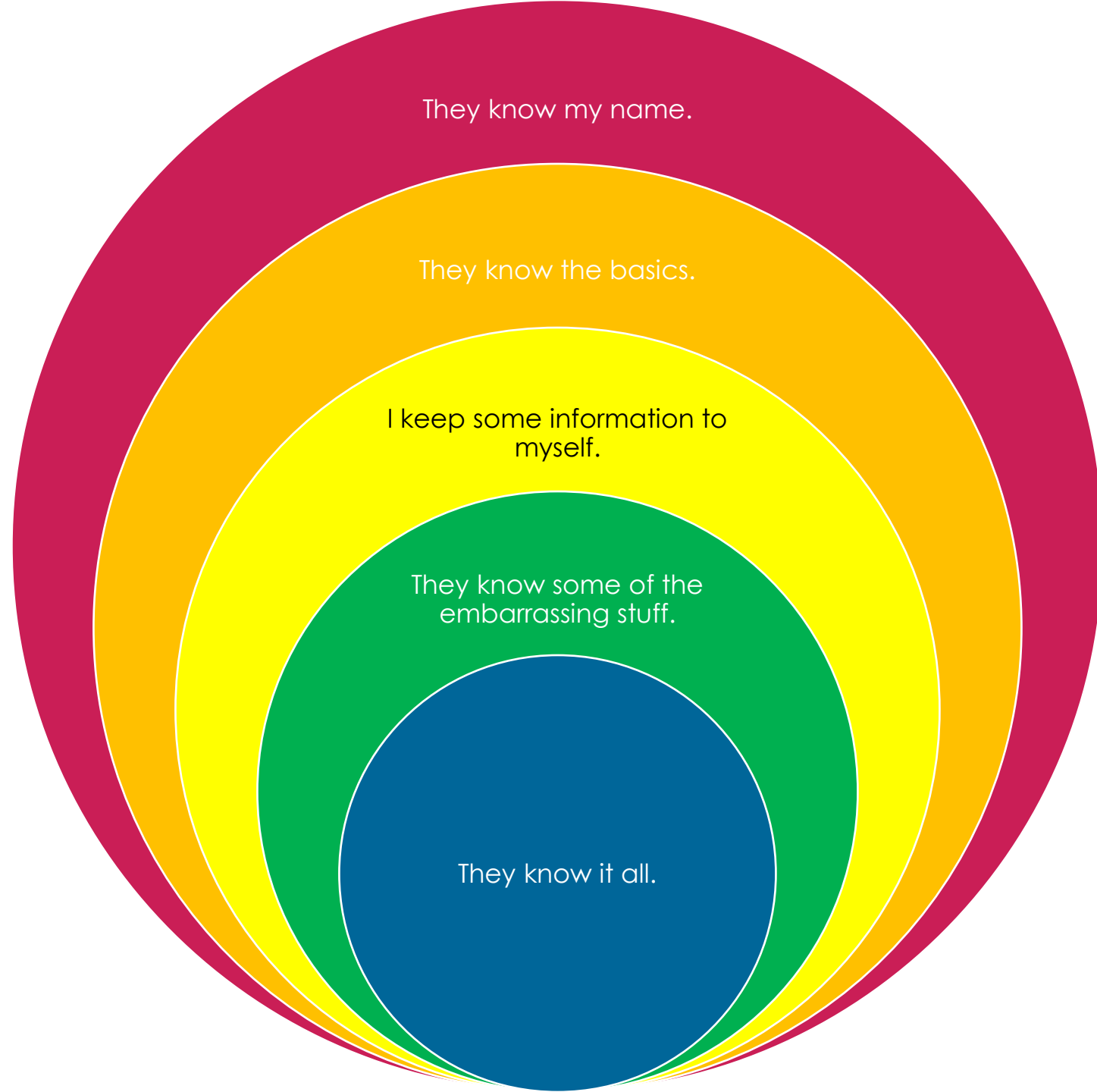
- The people that are the closest to me.
- I love and trust them, and I can talk to about anything.
- If they were sad, I'd give them a hug.
- They are the people I want to tell when exciting or hard things happen.

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

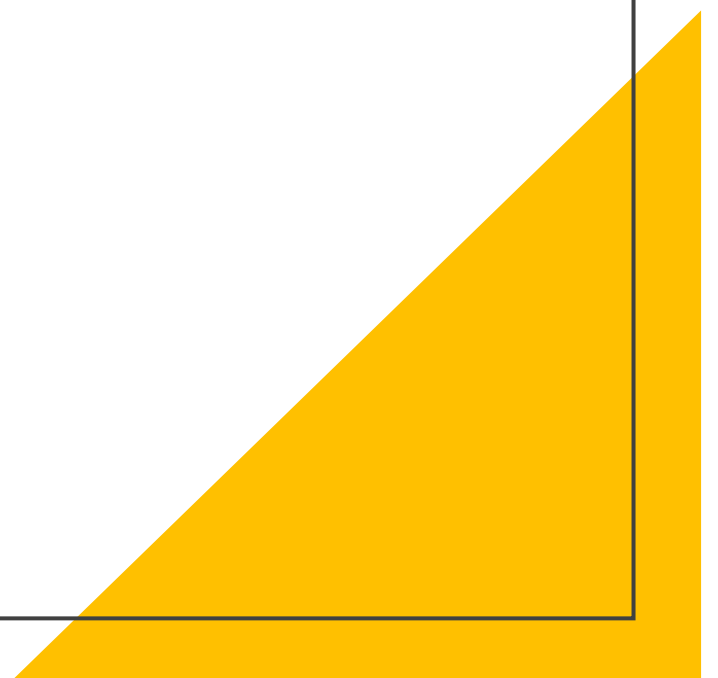


Perpetuating Assumptions: Impact



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)	

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

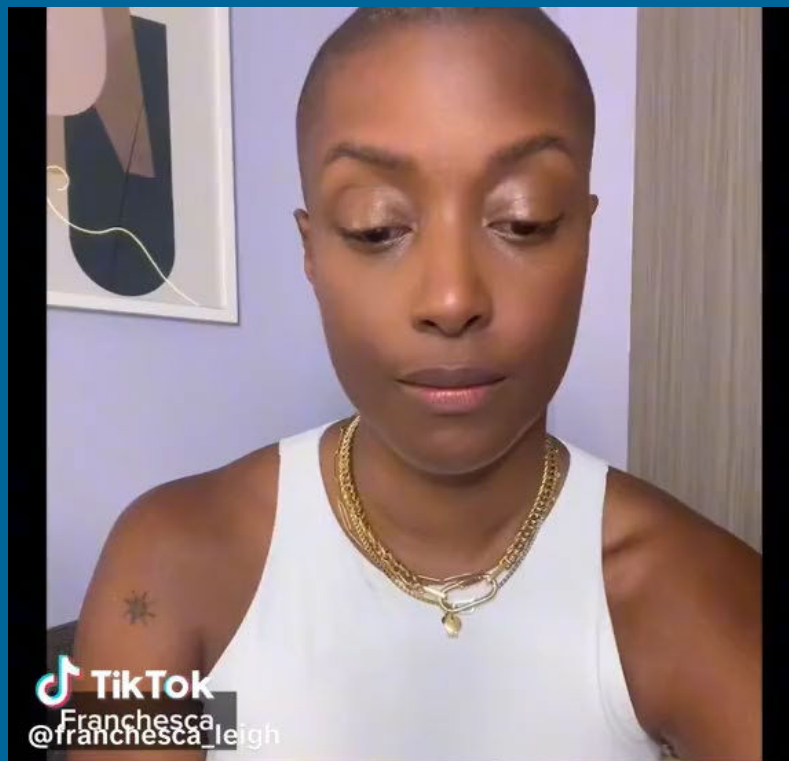


ANY OTHER
FAVORITES YOU
WANT TO SHARE



 TikTok
@conflictish



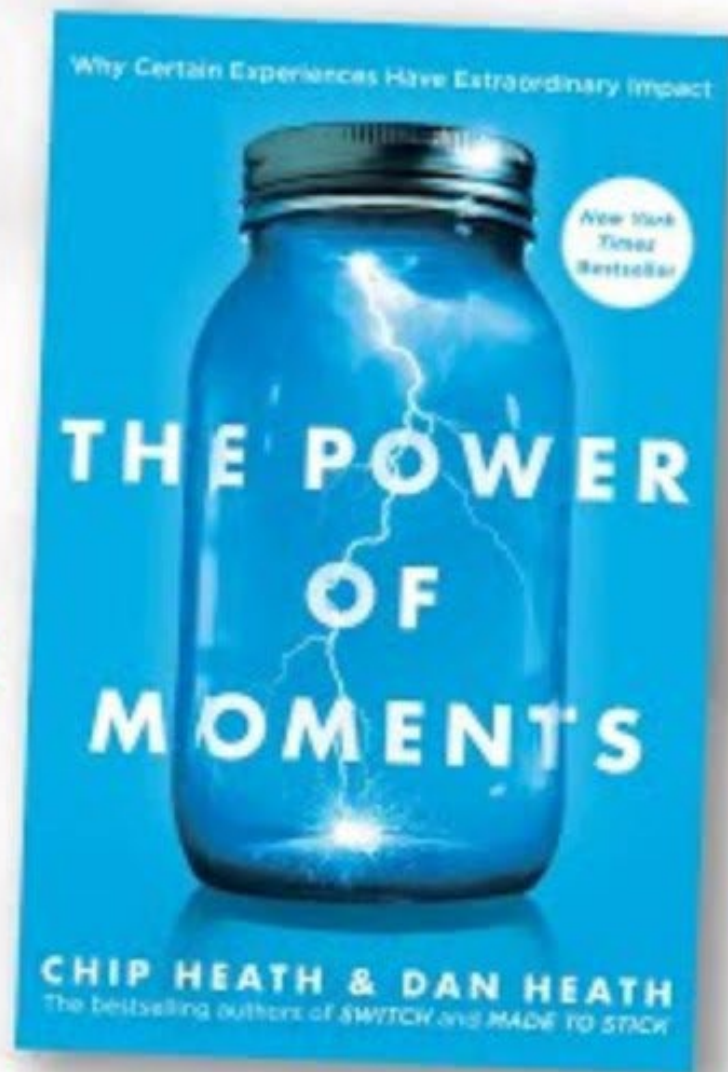


“The children now love luxury. They have bad manners, contempt for authority; they show disrespect for elders and love gossip in place of activity.”

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.

[illegible]

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.







Give feedback to Beck

Scan this QR code



Or go to

<https://talk.ac/beckmoore>

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