

A Human Workplace: Does love belong at work?

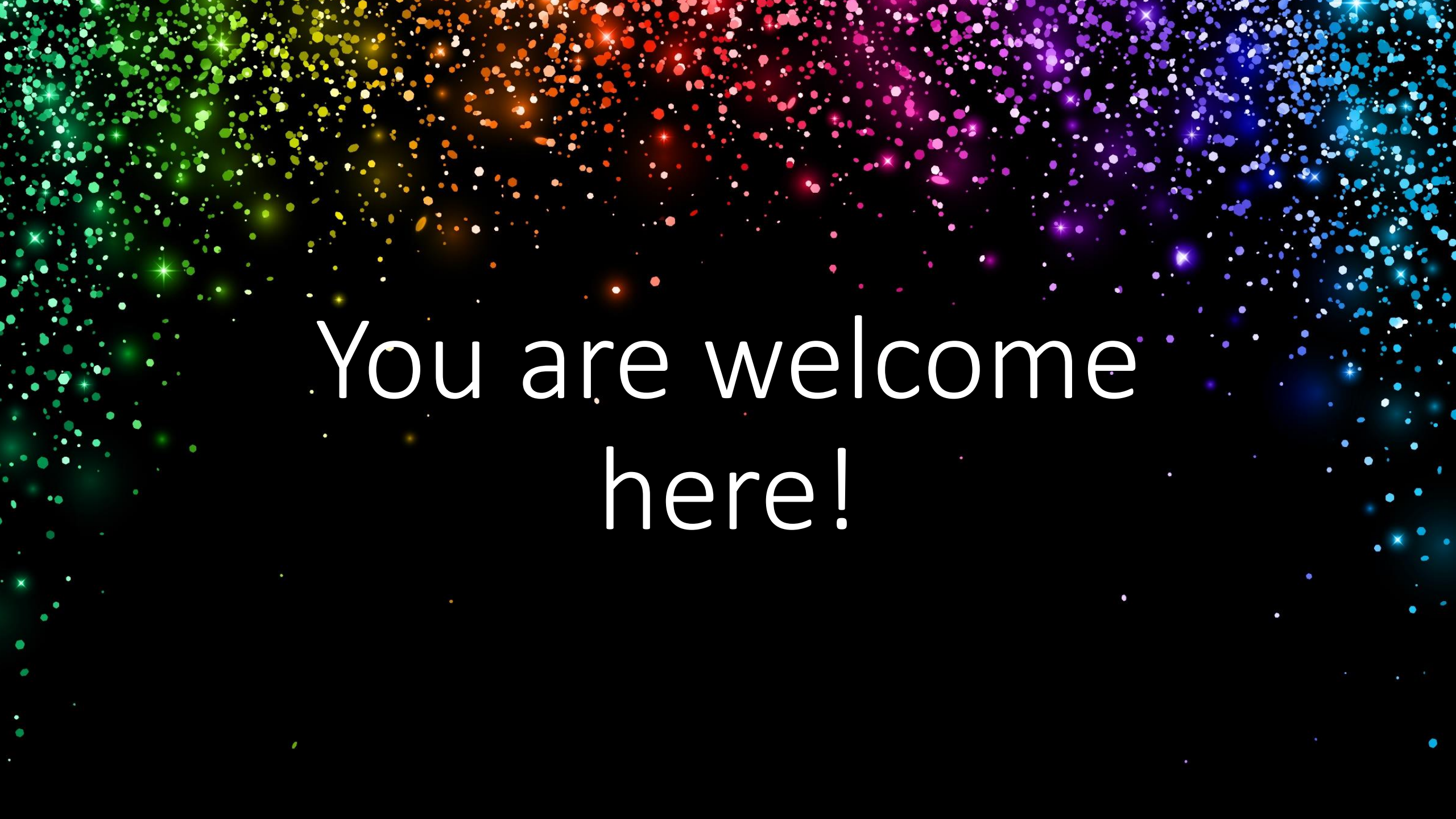


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Renée Smith, Director of Workplace Transformation

Results Washington, Office of the Governor

Washington State Government Lean Transformation Conference



You are welcome
here!

Today's Plan

- Meet Other Humans
- The Big Idea
- Your Stories
- Break
- The Kinds of Love that Belong at Work
- Closing Circle

Meet Other Humans

Round 1: Around the Room

For 5 minutes, meet people you don't know and share:

Your name and where you work

What drew you to this workshop?

Meet Other Humans

Round 2: At Your Table

In 10 minutes, go around the table and share:

Your name and where you work

What would make this time meaningful to you?

The Big Idea





What is fear?

An instinctive response to
a perceived threat to
physical or psychological safety.

Fear is a survival mechanism.



Psychological Threat = Physical Threat



Fight or Flight at Work



Discuss at your table: What scares people at work?



I asked,
“What is the most important job of a leader?”

“To **eliminate fear** from the workplace,”
replied DES Director Chris Liu.

Less fear and more what??

FEAR



????

Love.

“There are **only two emotions: love and fear.**

All positive emotions come from love;
all negative emotions from fear.

From love flows

happiness, contentment, peace, and joy.

From fear comes

anger, hate, anxiety and guilt.”

~Elisabeth Kubler-Ross, Psychiatrist

Love is...

a limbic connection that attunes us to each other, creating steadiness, positive regard, and care.

*If fear helps us survive,
love helps us thrive.*



My Hypothesis



If we decrease “fear” and increase “love” in the workplace, then we will deliver better value to Washingtonians and make public service deeply gratifying.

Fear and Love Research Interviews

- 50 interviews, self-selected participants.
- Responded to request via email, social media, or listserv.
- 80% public employees; 20% privately employed.
- 76% Female; 24% Male.
- 50% leaders; 50% individual contributors.
- 70% One on One interviews/30% Group Workshops.
- Method:
 - “Tell me a story about a time when you felt afraid at work.”
 - “Tell me a story about a time when you felt loved at work.”
- Analysis: Review stories for topics, group, identify themes.

Fear Stories



“I didn’t know how to be successful after a **change**.”

“I was betrayed.”

“I was **humiliated.**”

“I was **isolated** during
a personal crisis.”



“Fear is not a management strategy.”

Individual Reflection

**Recall a time when you felt
afraid at work.**

Individual Reflection

**Recall a time when you felt
loved at work.**

*“Loved” could mean belonging, trust, care,
respect, empathy, acceptance, inclusion, etc.*



Love Stories

“My leader **cared** about me.”

“My team was like a family.”

“I received support during
a personal crisis.”

**Love is
an excellent
management
strategy!**



“But won’t love be too soft?”

High Commitment

Accountability

Responsibility

Not
effective

Fear

Love

Effective!

Neglect

Lenience

Low Commitment



Basic Advice for Teams to Increase Love

Demonstrate value for each other.

Greet each other. Look colleagues in the eye. Give your full attention. When meeting, minimize time on devices doing email/text. Show up to commitments.

Invest in building relationships.

Check in: “How are you in this present moment?” Get to know each other as people. Respect styles and preferences. Celebrate together. Share food.

Create trust and belonging.

Support team members when life happens. Give credit. Express appreciation. Pitch in. Follow through. Practice listening to understand. Value differences.

Work through challenges.

Suspend assumptions. Assume positive intent. Don't triangulate. Work out issues directly. When trust is broken, work to repair trust. Forgive.

Basic Advice for Leaders to Increase Love

Be respectful.

Don't yell, bully, name call, humiliate, intimidate or denigrate your colleagues. Convey regard, care, belonging, trust, acceptance.

Be humble.

Intentionally level the hierarchy. Practice humble inquiry. Listen to understand. Show sincere interest in team members. Apologize for your mistakes. Seek to understand how others experience the team.

Have integrity.

Do what you say you will do. Be trustworthy. Keep the highest ethical standards. Become aware of and learn to manage your implicit biases. Treat team members fairly.

Create safety.

Intentionally break down siloes. Share mental models of care. Support healthy conflict. Intervene when someone chronically creates fear.



Each day we face challenges.
Will we put love or fear in action?





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So when have you experienced love at work?

Reflection: Your Love at Work Story

- Use the Worksheet (8.5 X 11)
- Think of a time when you felt loved at work.
- Love could mean belonging, care, trust, respect, empathy, inclusion, etc.
- Take 5 minutes and complete worksheet individually.

Love at Work: Think of a time when you felt loved at work.

What happened?
What did you do? Others do?

What was the impact on you?

What form did the love take?

What did this mean to you?

What was the impact on others:
Your team, family, customers?

Find a partner.
Share your “love at work” stories.
What stands out in their story?

- What kind of love is described?
- What was significant?
- What were the impacts?



Love is already
at work!



Take a Break

Exploring the Kinds of Love that Belong at Work

- Empathy
- Respect
- Trust
- Kindness
- Inclusion



Explore and Describe Love

- One kind of love assigned to each table.
- Work together at your tables.
- You have 30 minutes.
- Complete the worksheet activities.
- Create a poster.
- Remember to embody love in the way you work together!
- Be prepared to share insights with others.

Explore Love: Two Tasks

1. Complete the Worksheet

- Define it
- Share experiences
- Why is it important?
- What are the benefits?
- Any cautions or shadow side?
- Obstacles to this kind of love at work?
- Strategies for overcoming these obstacles?

2. Create a Poster

- Create a poster promoting the benefits of your assigned kind of love at work.
- Use your creativity to convince others of the value at work
- Represent what you've discovered



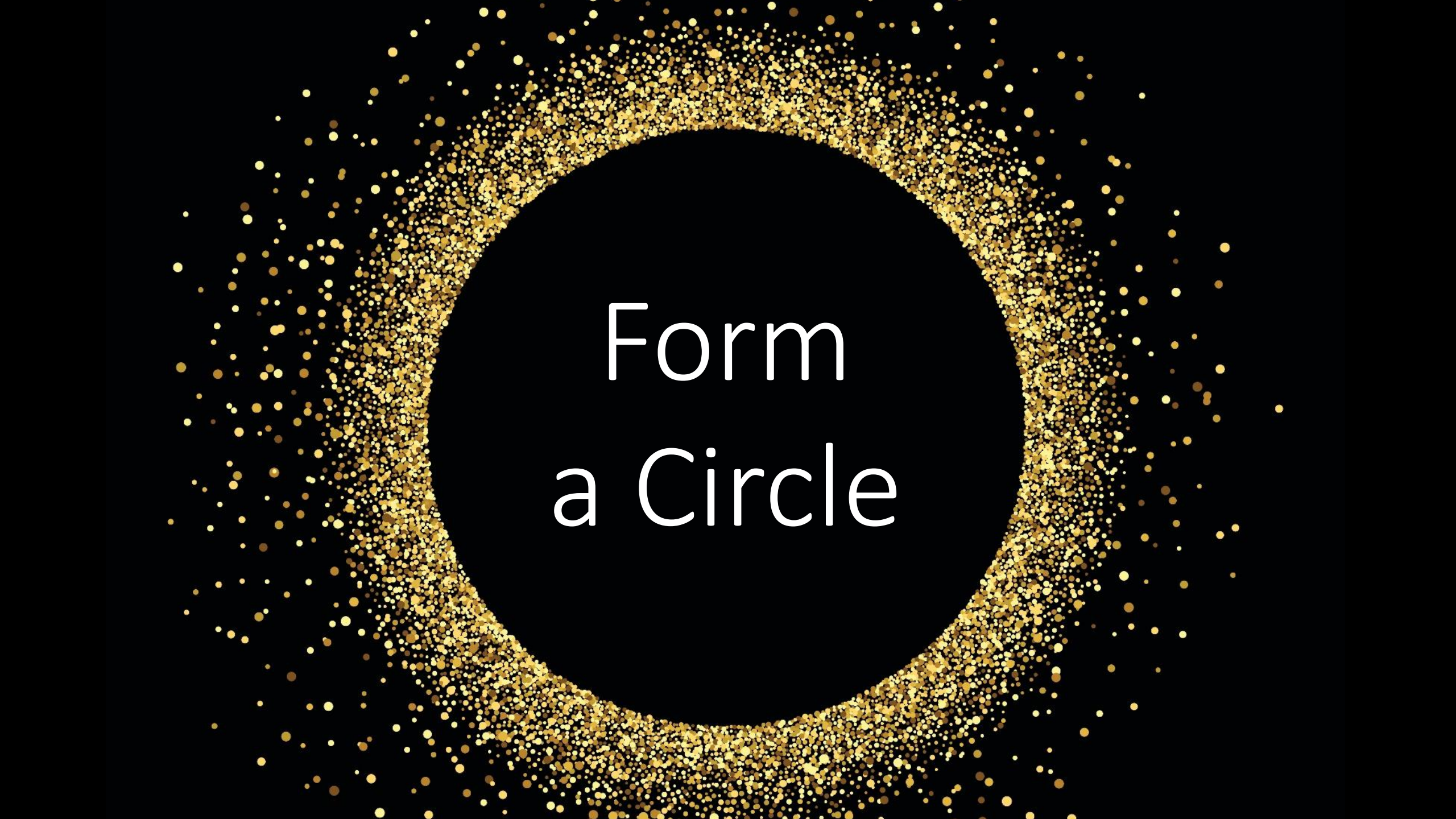


What do you realize now?
What will you do?

“Love is not just confined to a personal experience.

Love can also create the professional conditions that open the door to our greatest contributions and most generative collaborations.”





Form
a Circle

Thank you!

Renée Smith, MSOD

Director of Workplace Transformation

Results Washington, Office of the Governor

360-764-3166 | Renee.Smith@gov.wa.gov

State Blog:

www.MakeWorkMoreHuman.com

