A Human Workplace: Emotional Intelligence Reboot
Welcome to A Human Workplace Gathering!
Our Plan

• Orient you to A Human Workplace Gathering
• Connect with Each Other
• Teach – just a bit
• Discover and Practice
• Apply
• Connect to Close
I asked, “What is the most important job of a leader?”

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

More what??
Love!
50 Initial Interviews

“Tell me a story of a time when you felt afraid at work.”

“Tell me a story of a time when you felt loved at work.”
Fear Stories

I was uncomfortable during a performance challenge.

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

I was betrayed.

I was humiliated.

I was isolated during a personal crisis.

I experienced harassment and discrimination.
Fear is not a good leadership strategy.
Love Stories

My leader cares about me.

My team is like a healthy, caring family.

I was supported during a personal crisis.
Good news!
Love is an excellent leadership strategy.
“Can we really get results AND care for people?”

“Wrong question!”

Better question,

“How will we achieve results, if we don’t care for people?”
A HUMAN WORKPLACE

Gatherings | Resources | Services | Partnerships

Join at www.results.wa.gov/human-centered-government
How did these gatherings begin?
What is A Human Workplace Gathering?
Not a meeting.
Not a training.
Not a workshop.
It’s a gathering.

The purpose is to discover and practice what it means to be human at work.
Practicing Different Norms

Moving from a focus on Individual + Results + Linear approach
• Others are incidental
• Meet people quickly
• Focus on the expert to bring the value
• Maximize the time with content
• Focus on individual experience and learning

Moving to a focus on Relationships + Process + Circular approach
• Others are essential
• Take time to meet each other
• Focus on the group to bring value
• Give “just enough” content to make time for discover
• Focus on collective experience and learning
How We Learn

• By doing not by being told
• In small but meaningful steps
• By exploring and trying
• In community not isolation
• With belonging not loneliness
• In safety not fear
Spend Time on What Matters

- Connect to Open: 20 minutes
- Connect to Close: 10 minutes
- Teach: 15 minutes
- Discover, Practice, Apply: 70 minutes
Welcome Whole People!

Identities
iNtuition
Spirit
Physical Body
Intellect
Relationships
Emotions
Make it safe for Courageous Conversations.

- Speak Your Truth
- Experience Discomfort
- Accept and Expect Non-Closure
- Stay Engaged
We are learning together.

Perfection is not necessary.

Human authenticity is.
Topics

• What is human-centered?
• Putting Love in Action at Work
• Trauma and Resilience
• Gratitude and Recognition
• Empathy and Compassion
• Diversity and Inclusion
• Implicit Bias
• Kindness

• Bring Your Whole Self to Work
• Emotional Intelligence Reboot
• The Science of Awe
• Design Thinking
• Supporting Colleagues Impacted by Immigration
• Psychological Safety
• Poetry Table
WE SHOULD LEAD
W/ RACE
STOP SAYING SORRY FOR BEING ME!

Standup against ANTI BLACKNESS
Think about Equity differently
Introduce myself in a true human way
I am a man, a daughter...

More Aware of Emotional vs Rational Level
Not being Conflict w/ myself - Own every variation of Self.

Make Space

Do differently have the courage to encourage these discussions
ask the silent person
To reach back more to people who approach me
Remove any boxes I put people in
Open meetings w/ a human element
Vision:
Gatherings of A Human Workplace in Communities
A Human Workplace Olympia
A Human Workplace Seattle
Next up:
Gatherings of A Human Workplace Inside Agencies
Let’s Meet Each Other

Find a partner.
Find another pair to make a quad.
Which of these is most challenging for you? Why? What will you commit to?

- Speak Your Truth
- Experience Discomfort
- Accept and Expect Non-Closure
- Stay Engaged
emotion  [ ih-moh-shuhn ]

Latin, French origins:
To put in motion; to move out.
A physical disturbance; excite.

An affective state of consciousness in which feelings of joy, sorrow, fear, hate, love, or the like, are experienced.
Distinguished from cognitive and volitional states of consciousness.

Any strong agitation of feelings usually accompanied by certain physiological changes, as increased heartbeat or respiration, and often overt manifestation, as crying or shaking.
What are feelings and emotions?

External Stimuli

Physical Reaction

Bio-chemical; Bodily changes

Mental Reaction

Assign meaning, subconscious

Universal

Individual
Table Exercise: Understanding our Reactions
Table Exercise: Understanding our Reactions

1. Each Table is assigned a scenario describing an “External Stimulus.” Some are positive and others are negative.

2. Read the scenario together.

3. Make a **list the universal physical reactions** you would expect to experience.
   - What would your face do?
   - What body sensations might you have?
Table Exercise: Understanding our Reactions

1. Individually, think about how you personally would feel in that situation.

2. Individually list your personal mental reaction to that stimulus.
   • Use the emotion list if needed.
Table Exercise: Understanding our Reactions

For Discussion:

• Share your mental reactions.
• What are the similarities and differences in your mental reactions?
• If you were working together, how might those differences impact you and your team?
Debrief and Share with the Room
Amygdala Hijack and Emotional Intelligence
What is an amygdala hijack?
**When do you encounter amygdala hijack's in your job?**

At your table, discuss times when you have had an amygdala hijack or when you encountered someone else with one.

List the kinds of situations you’ve encountered.

What strategies were effective for managing amygdala hijacks?
What to do when faced with an amygdala hijack?

Do...
• Be self-aware
• Acknowledge
• Remain calm
• Establish and maintain boundaries
• Employ active listening
• Take a time out or step away

Don’t...
• Engage lizard to lizard
• Threaten
• Use defensive or hostile body language or facial expressions
• Take it personally
• Tolerate abuse
What is emotional intelligence?
Emotional Intelligence defined as:

1. Self-Awareness
2. Self-Regulation
3. Empathy
4. Motivation
5. Social Skills
If Emotionally Intelligent we will...

Have an Emotion

Be Aware of the Emotion

Regulate Our Emotional Response
Why is Emotional Intelligence important at work?
WHAT ELSE might we do with our emotions?

Have an Emotion → Be Aware of Emotion → ???
We can also...

Have an Emotion → Be Aware of Emotion → Experience Learn from Witness Support
Emotional Intelligence has come to mean:

1. Self-Awareness
2. Self-Regulation
3. Empathy
4. Motivation
5. Social Skills
What's the shadow side of this?

Have an Emotion

Be Aware of Emotion

Suppress All Emotions!
Experience it.
Learn from it.
Witness it.
Support it.

But this is unusual!

Have an Emotion

Be Aware of Emotion

Experience it.
Learn from it.
Witness it.
Support it.
We need practice:

Find a partner to Practice Supporting Emotions
Tips for Supporting Emotions

• Face the person.
• Full attention.
• Ground yourself.
• Intentionally listen from the heart.
• If you’re an empath, use self-compassion and choice.
• Take your time with each other.
• Active listening.
• If they become emotional, offer tissue but don’t touch.
• Be comfortable with silence.
• Witness, don’t solve.
• Verbalize that you see: “I can see how hard this is for you.”
• Empathize without pivoting to your experience.
With a partner, 6 minutes each...

Share a story about a time you experienced your own emotions at work.

• What happened? What was the stimulus?
• How did your body react?
• What was your emotional/feeling response?
• What was the impact?
• What did this experience mean to you?
Let's talk about it.
Special Considerations and Challenges

- You are in a visible support role.
- You are an empath.
- Emotional Labor.
- Bias against women who are emotional, AND against those who are not!
- Traditional view of “professionalism” by leaders

Discuss in pairs or trios:
Which do you face? What can you do?
Let's talk about it.
**Care with Boundaries**

Showing empathy:

- “I am sorry this happened.”
- “I can see you are really hurting.”
- “Let’s check in tomorrow. I want you to know you are not alone.”
- Send a card or email to express care but on your terms/timeframe.

Time box:

- “I can talk for 15 minutes.”
- “I have to get back to work; let’s check in tomorrow at lunch.”
- “Let’s meet later this morning and go for a walk on a break.”
Care with Boundaries

Point to Support:
• “I want you to get the support needed. Will you call EAP and let me know?”

Show Your Work Load and Availability
• Use visual signals to indicate availability for conversation – signs, headphones.
• Use a Personal Kanban to make your work and availability visible.
• Share your visual indicators at staff meeting; ask boss to express support for honoring those.
Issues We Face During this Shift

Emotional Labor
• Share the burden
• Set boundaries

Empath
• Choose what you let in
• Self care

Bias against women
• Advocate for each other
• Amplify each other
• Cast sunshine

Traditional view of “professionalism” by leaders
• Learn the business case
• Make the business case
Application: What will you do differently at work?
Applying Insights from A Human Workplace at Work

- Sign up for emails to receive resources.
- Learn and prepare to make the business case for a human workplace.
- Bring human workplace practices into your team meetings and communications.
- Focus your training on discovery and practice in community not on lecture.
- Invest in relationships and cultivate belonging in simple ways.
- Get comfortable with welcoming whole people.
Form A Circle
Thank you!

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