

How to Get the Most Out of People...

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<https://wellnessinnovate.com/>

KB Mastermind Connect Group...

- KB Mastermind Connect...

The first Wednesday of
every month @ 7am

starting November 7, 2018

PEOPLE
are your most

IMPORTANT
ASSET

“ Smart Companies
recognize their
employees as their
greatest advantage. ”

*“If you take care of your
employees they will take
care of your customers and
your business will take care
of itself.”*

J W Marriott

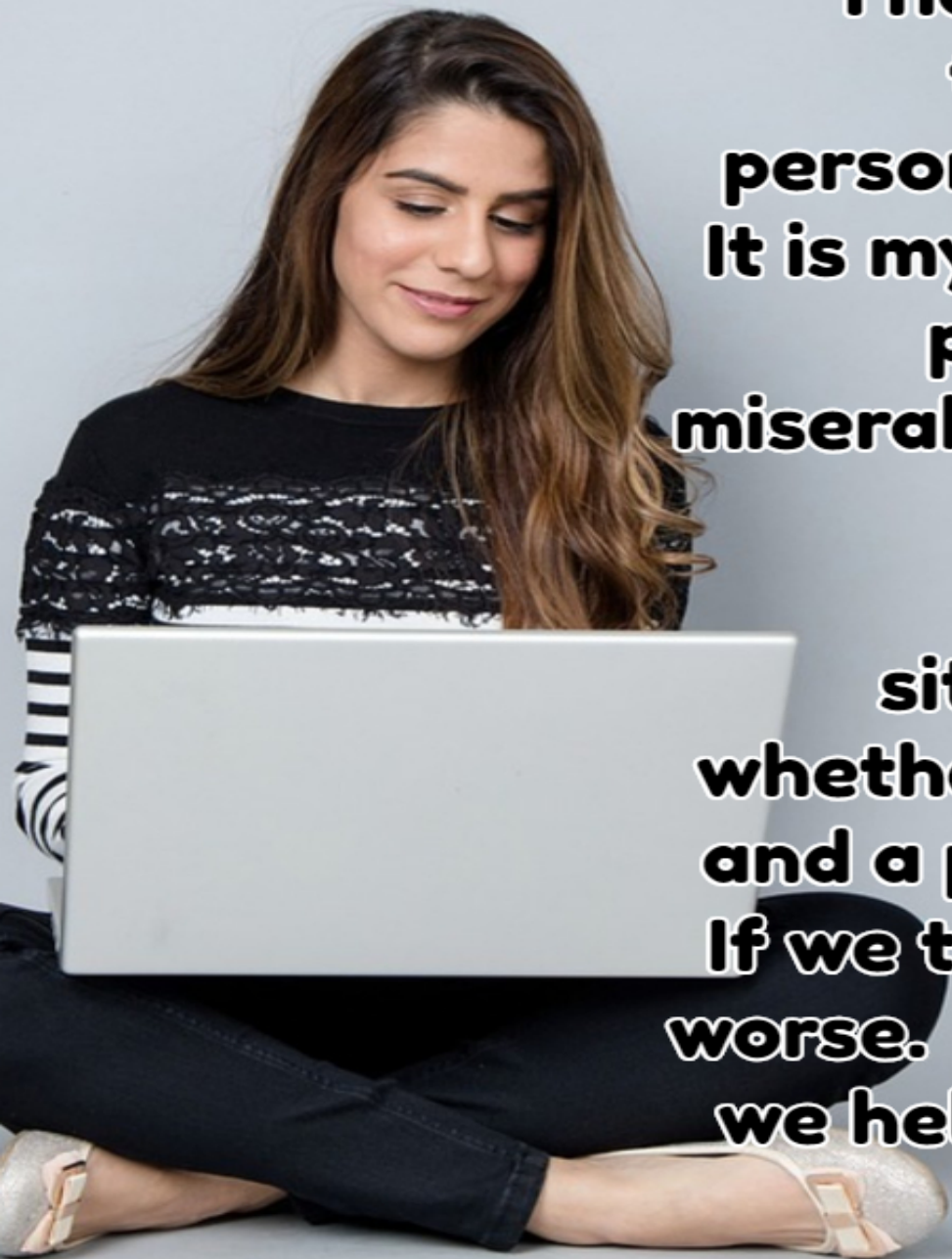
How to Get the Most Out of People...

- *A Biblical Lens*
- *A Scientific Lens*
- *A Practical Lens*

In team culture, everything
rises and falls on
leadership.



“The Leadership Umbrella”: A team lives under the “umbrella” of their leaders, and so they only rise as high as their leaders do. The team will only go as high as its leaders grow. Any team will only go higher as its leaders grow higher.



“I have come to the frightening conclusion that I am the decisive element. It is my personal approach that creates the climate. It is my daily mood that makes the weather. I possess tremendous power to make life miserable or joyous. I can be a tool of torture or an instrument of inspiration, I can humiliate or humor, hurt or heal. In all situations, it is my response that decides whether a crisis is escalated or de-escalated, and a person is humanized or de-humanized. If we treat people as they are, we make them worse. If we treat people as they ought to be, we help them become what they are capable of becoming.”

Johann Wolfgang von Goethe

- Employee Psychological Health...

(Kelloway & Barling Study, 2010)



Leadership impacts...

- Employee *Psychological* Health,
- Employee *Physical* Health,

(Kelloway & Barling Study, 2010)



Leadership impacts...

- Employee *Psychological* Health,
- Employee *Physical* Health,
- Occupational Health & Safety

(Kelloway & Barling Study, 2010)



The Leadership Umbrella reveals that...

- Leaders Design the *Ecosystem*,
- Leaders Determine the *Environment*,
- Leaders Delegate the *Empowerment*,
- Leaders Deliver the *Emotion*,
- Leaders Drive the *Execution*,
- Leaders Define the *Energy*



A Biblical Lens...

Matthew 22:34-40:

“But when the Pharisees heard that He had silenced the Sadducees, they gathered together. Then one of them, a lawyer, asked Him a question, testing Him, and saying, “Teacher, which is the great commandment in the law?”

Jesus said to him, “‘You shall love the Lord your God with all your heart, with all your soul, and with all your mind.’ This is the first and great commandment. And the second is like it: You shall love your neighbor as yourself.’ On these two commandments hang all the Law and the Prophets.”

A Biblical Lens...

Mark 12:28-31:

“Then one of the scribes came, and having heard them reasoning together, perceiving that He had answered them well, asked Him, “Which is the first commandment of all?”

Jesus answered him, “The first of all the commandments is: Hear, O Israel, the Lord our God, the Lord is one. And you shall love the Lord your God with all your heart, with all your soul, with all your mind, and with all your strength.’ This is the first commandment. And the second, like it, is this: You shall love your neighbor as yourself.’ There is no other commandment greater than these.”

A Biblical Lens...

Luke 10:25-28:

“And behold, a certain lawyer stood up and tested Him, saying, “Teacher, what shall I do to inherit eternal life?”

He said to him, “What is written in the law? What is your reading of it?”

So he answered and said, “You shall love the Lord your God with all your heart, with all your soul, with all your strength, and with all your mind,’ and your neighbor as yourself.” And He said to him, “You have answered rightly; do this and you will live.”

A Biblical Lens...

John 13:34-35:

“A new commandment I give to you, that you love one another; as I have loved you, that you also love one another. By this all will know that you are My disciples, if you have love for one another.”

A Biblical Lens...

Romans 13:8-10:

“Owe no one anything except to love one another, for he who loves another has fulfilled the law. For the commandments, “You shall not commit adultery,” “You shall not murder,” “You shall not steal,” “You shall not bear false witness,” “You shall not covet,” and if there is any other commandment, are all summed up in this saying, namely, “You shall love your neighbor as yourself.” Love does no harm to a neighbor; therefore love is the fulfillment of the law.”

A Biblical Lens...

Galatians 5:13-15:

“For you, brethren, have been called to liberty; only do not use liberty as an opportunity for the flesh, but through love serve one another. For all the law is fulfilled in one word, even in this: “You shall love your neighbor as yourself.” But if you bite and devour one another, beware lest you be consumed by one another!”

A Scientifics Lens...



PSYCHOLOGICAL SAFETY...

Psychological Safety

The Google logo is displayed in its characteristic multi-colored font: 'G' is blue, the first 'o' is red, the second 'o' is yellow, the first 'g' is blue, the 'l' is green, and the 'e' is red.

Five key dynamics set successful teams apart at Google:


- 1) Psychological safety
- 2) Dependability
- 3) Structure & clarity
- 4) Meaning of work
- 5) Impact of work

Psychological Safety Defined...

- **Psychological safety** is a shared belief that the team is **safe** for interpersonal risk taking. It can be defined as *"being able to show and employ one's self without fear of negative consequences of self-image, status or career"* (Kahn 1990, p. 708)
- In psychologically **safe** teams, team members feel accepted and respected. This is the opposite of toxic work environments...

Psychological Safety allows us to...

- Take Risks
- Give Feedback
- Move Fast
- Grow
- Change Course
- Experiment
- Learn
- Slow Down
- Restructure
- Admit Mistakes
- Leverage Diversity
- Respond
- Recover
- Address Threats



**Five times a second, unconsciously,
your brain is scanning the
environment and asking itself:**

Is it safe here?

**Our brains scans for risks 5 times per
second to see what in our social
environment is potentially “bad” for
us or “good” for us.**

**When your brain feels safe, it operates
at its most sophisticated level. When
it does not, it is flight or fight. It
either withdraws or goes to war.**

In every relationship, we either put up a wall or a bridge. The wall is for protection; the bridge is for connection.





Experiential Learning...

Discussion...

Think of leaders you have worked with
or worked for...

Do they relate in ways that invite
a bridge, or that triggers a wall?

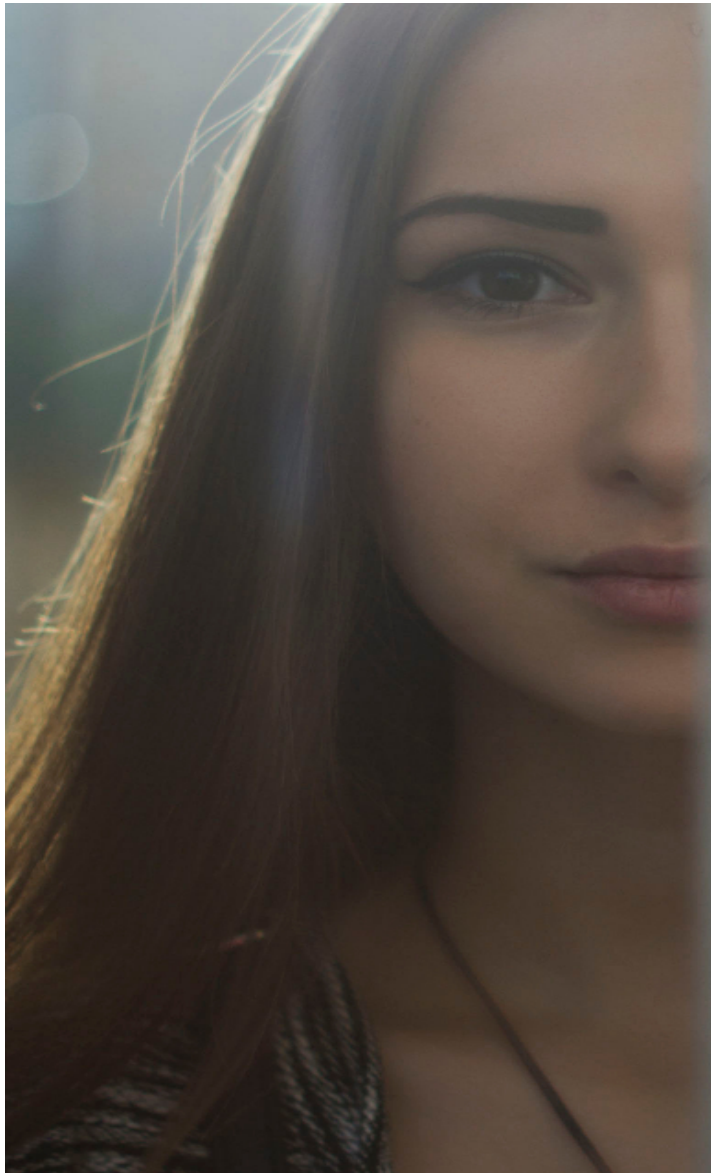
Discussion...

Describe a time in your work life where you did NOT feel psychologically safe.

Describe a time in your work life where you DID feel psychologically safe.

Describe the impact on your wellbeing and performance...

What does science tell us about leadership?



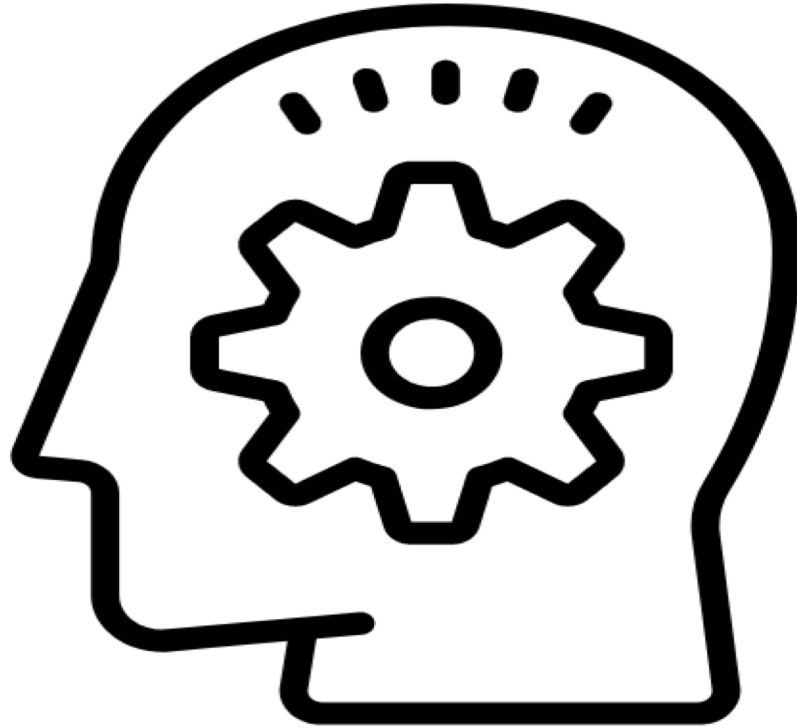
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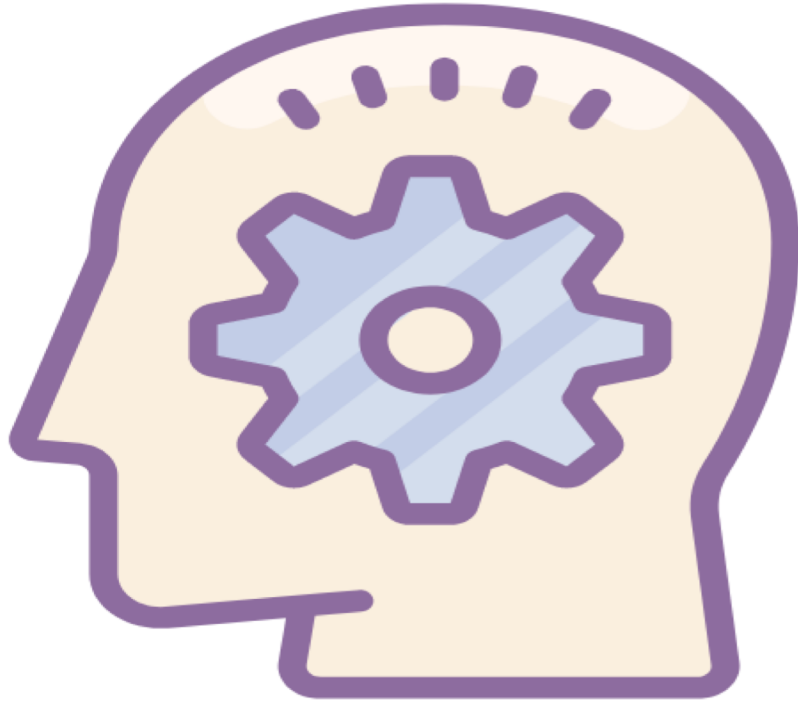
The Threat Response:



When someone feels threatened:

- They focus on the drama and problems,
- They have difficulty working with others,
- They withdraw,
- They want to “do it my way”,
- They don't make connections between things,
- They have tunnel vision,
- They struggle to understand complexity,
- Everything is either “black” or “white”,
- They focus on details that are not relevant,
- Productivity suffers

The Safety Response:



When someone feels psychologically safe:

- Their brain opens up and the clever parts connect,
- They create because they feel empowered,
- They innovate because they feel confident,
- They think about solutions,
- They are more approachable,
- They “get” the big picture and how they contribute to it,
- They make clearer connections and patterns,
- They accomplish significantly more than when they don’t feel safe,
- They deliver on their potential

The route to establishing
psychological safety begins
with the team's leader.

A group of four people, two men and two women, are standing on a grassy hillside at sunset. They are all looking out over a vast, hazy valley. The sun is low on the horizon, creating a warm, golden glow. The people are dressed in casual summer attire. The overall mood is peaceful and contemplative.

Charles Duhigg

How Do We Create Psychological Safety?



Emotional Intelligence

Emotional Intelligence Consists of 4 Key Areas:

1

Self-Awareness

2

Self-Management

3

Social Awareness

4

Relationship
Management

Emotional Intelligence Includes 4 Abilities:

1

**Perceiving
Emotions**

2

Using Emotions

3

**Understanding
Emotions**

4

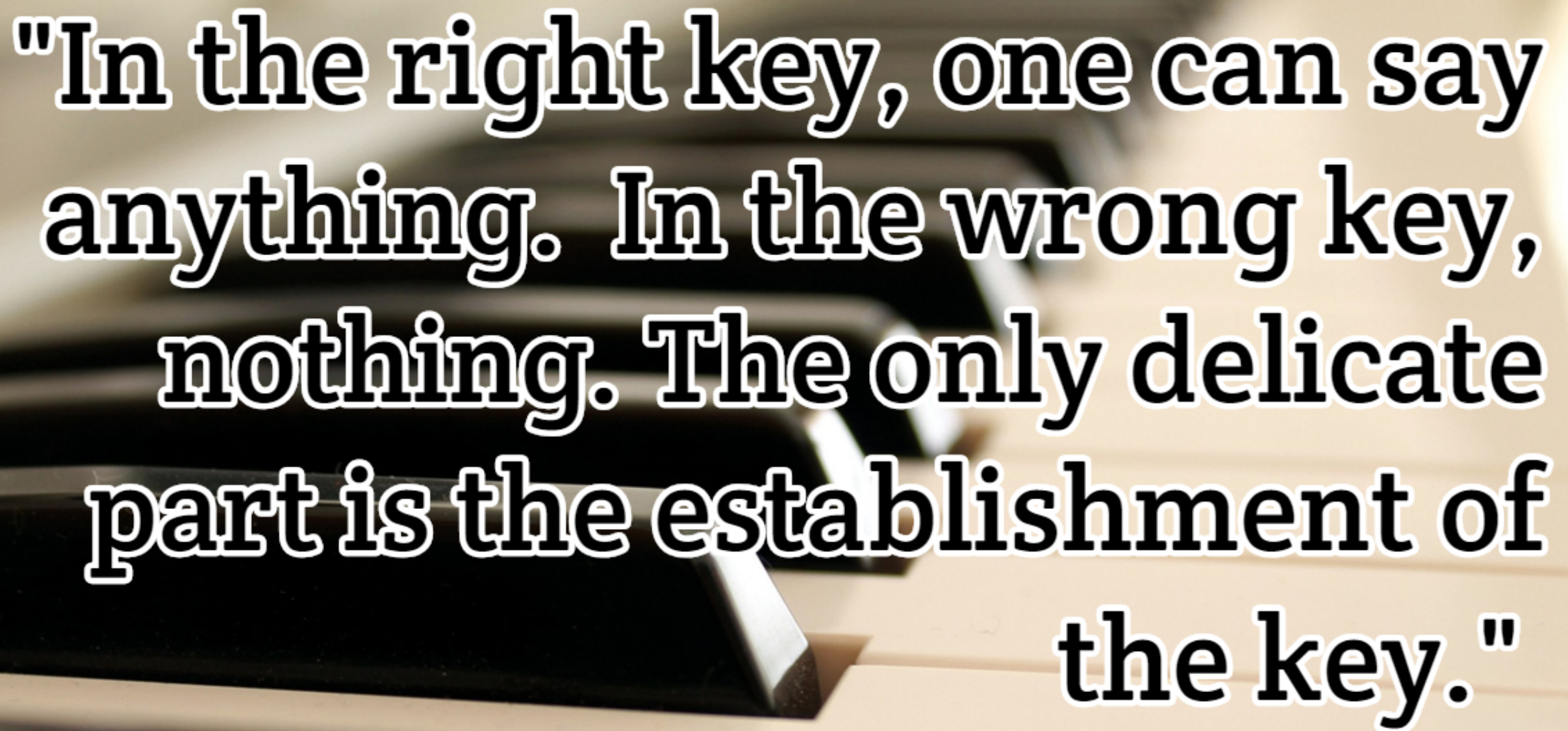
**Managing
Emotions**



4 Essentials for Emotional Intelligence:

1. Be Secure
2. Be Present
3. Be Appreciative, Validate, & Affirm
4. Be Quiet - Listen





"In the right key, one can say anything. In the wrong key, nothing. The only delicate part is the establishment of the key."



Experiential Learning...

Discussion...

Emotional Intelligence Applied...

Please share 1 or 2 areas of strength for you with respect to Emotional Intelligence:

Discussion...

Emotional Intelligence Applied...

Please share 1 area you need to grow with respect to Emotional Intelligence.

How will you grow in this?

Thank you!

Abe Brown, MBA

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Founder, Wellness Innovate

KINGDOM BUILDERS

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INNOVATE
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