



*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**

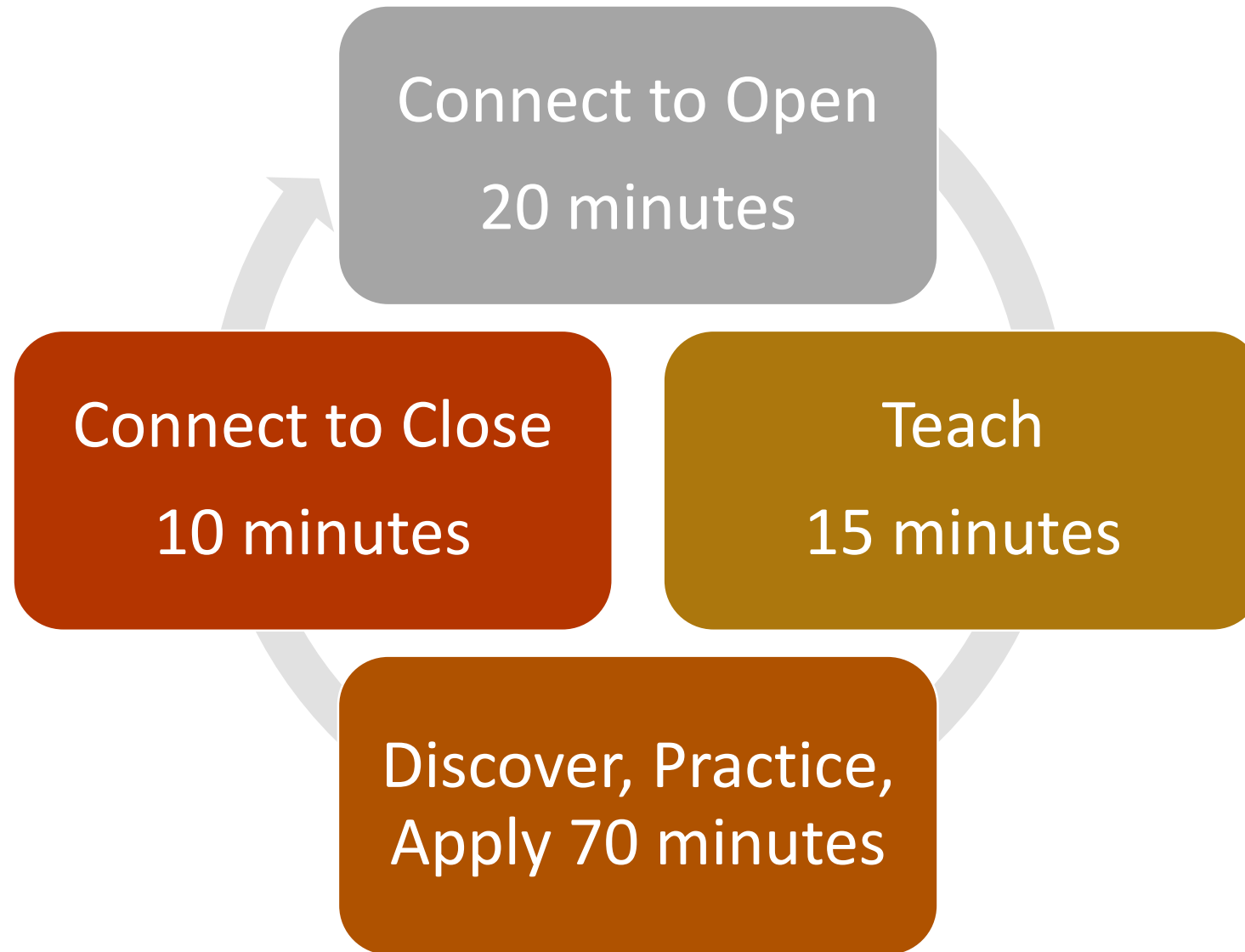
- Others are essential
- Take time to meet each other
- Focus on the group to bring value
- Give “just enough” content to make time for discover
- Focus on collective experience and learning

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



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

Not always
ID myself
by my work
& job

WE SHOULD
LEAD

W/
RACE

STOP SAYING
SORRY
FOR BEING
ME!

Do differently
have the
courage to
encourage these
discussions

ask the
silent
person

Remove any
boxes I put
people in

Stand up
against

ANTI-
Blackness

TO
reach
back
more to
people who
approach me.

Think about
Equity
differently

More
Aware
of
Emotional
vs Rational
Level

open meetings
w/ a human
element

Introduce
myself in
a true human
way.
I am a man, a
daughter, ...

Not Be in
Conflict w/
myself -
Own every variation
of self.

Make
Space



**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?

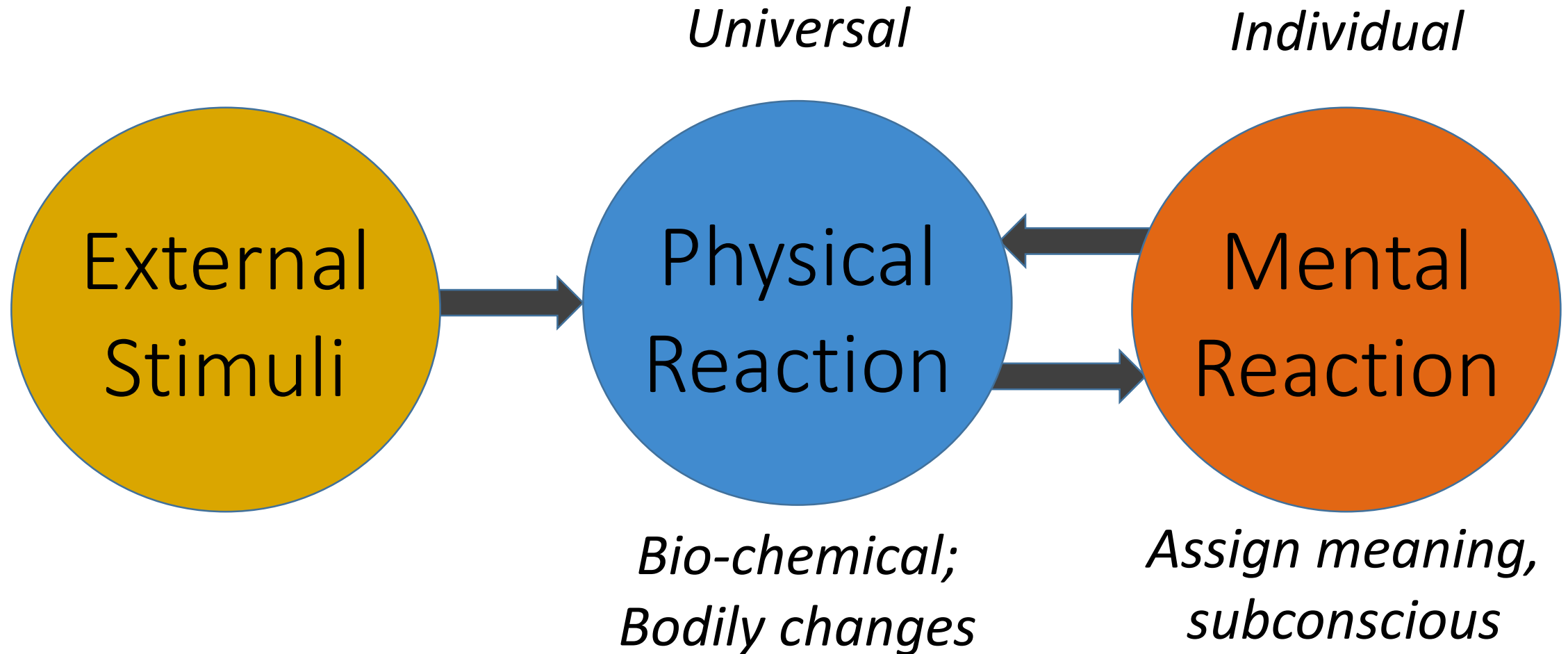


Table Exercise: Understanding our Reactions

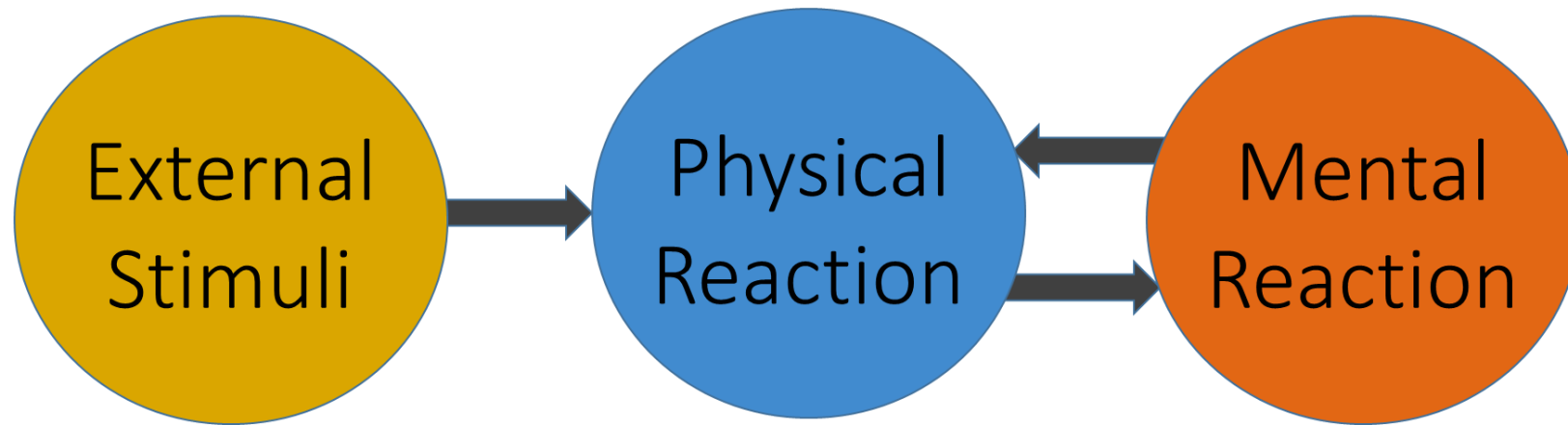
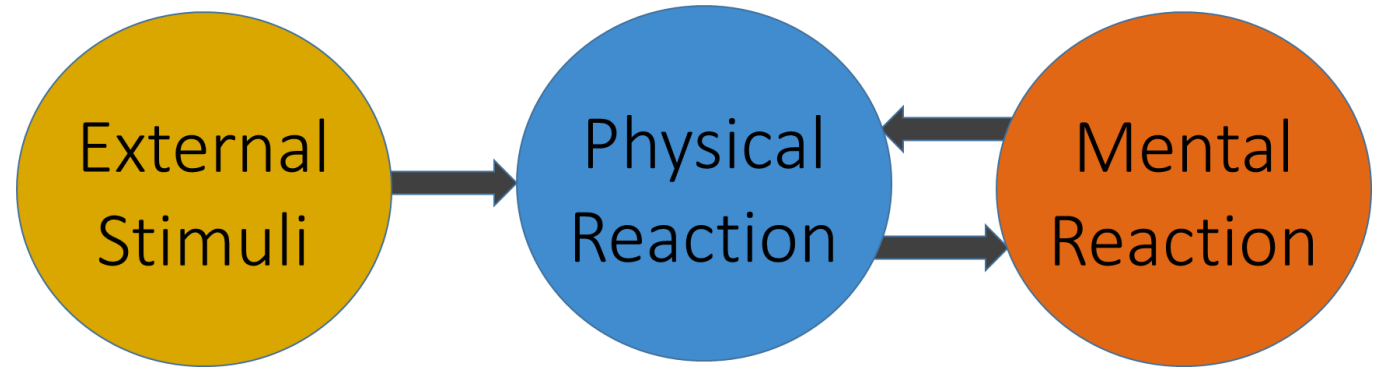
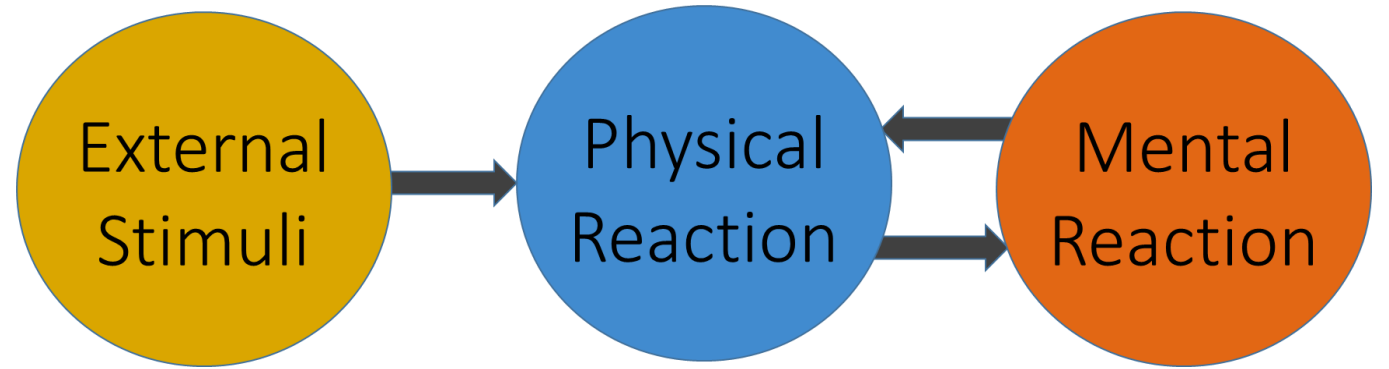


Table Exercise: Understanding our Reactions



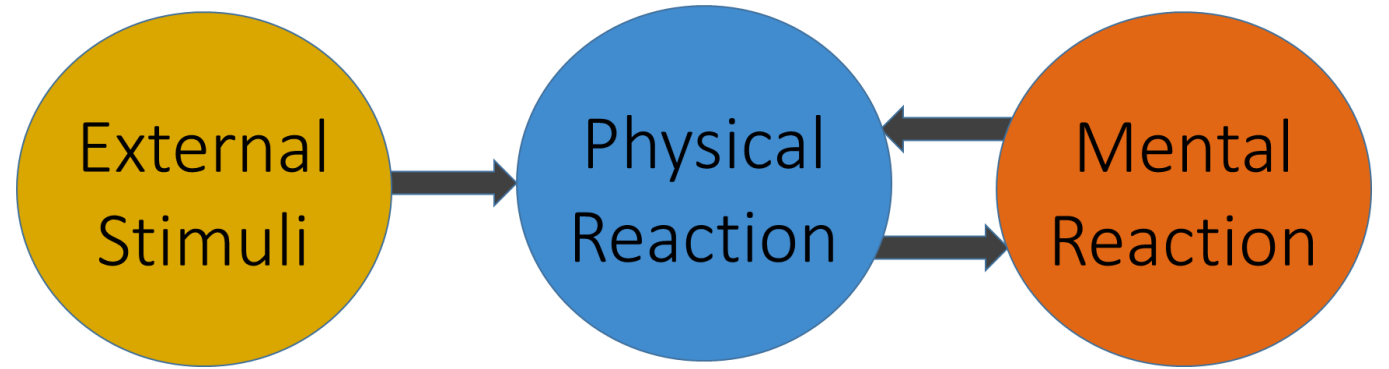
1. Each Table is assigned a scenario describing an “External Stimulus.” Some are positive and others are negative.
2. Read the scenario together.
3. Make a **list the universal physical reactions** you would expect to experience.
 - What would your face do?
 - What body sensations might you have?

Table Exercise: Understanding our Reactions



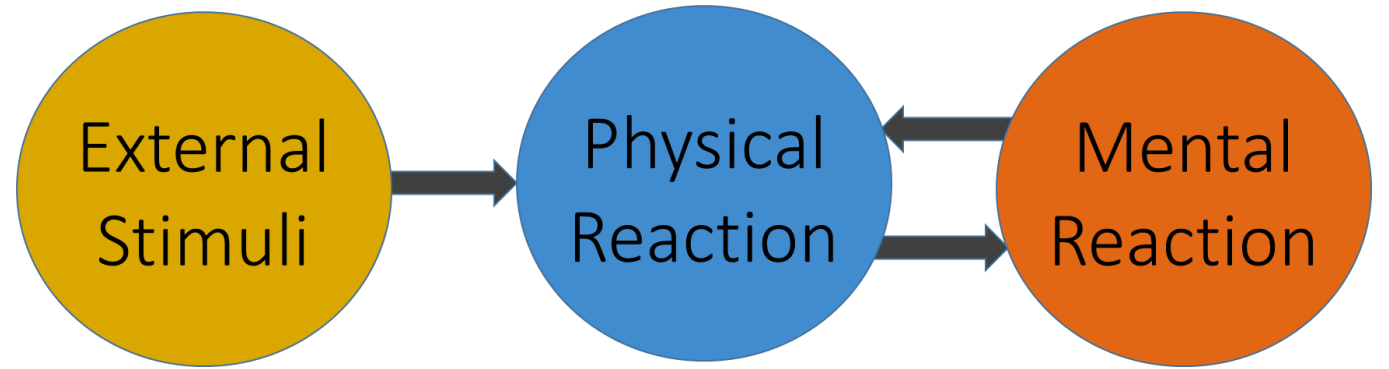
1. Individually, think about how you personally would feel in that situation.
2. Individually list **your personal mental** reaction to that stimulus.
 - Use the emotion list if needed.

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...

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graph LR; A((Have an Emotion)) --> B((Be Aware of the Emotion)); B --> C((Regulate Our Emotional Response));
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Have an
Emotion

Be Aware
of the
Emotion

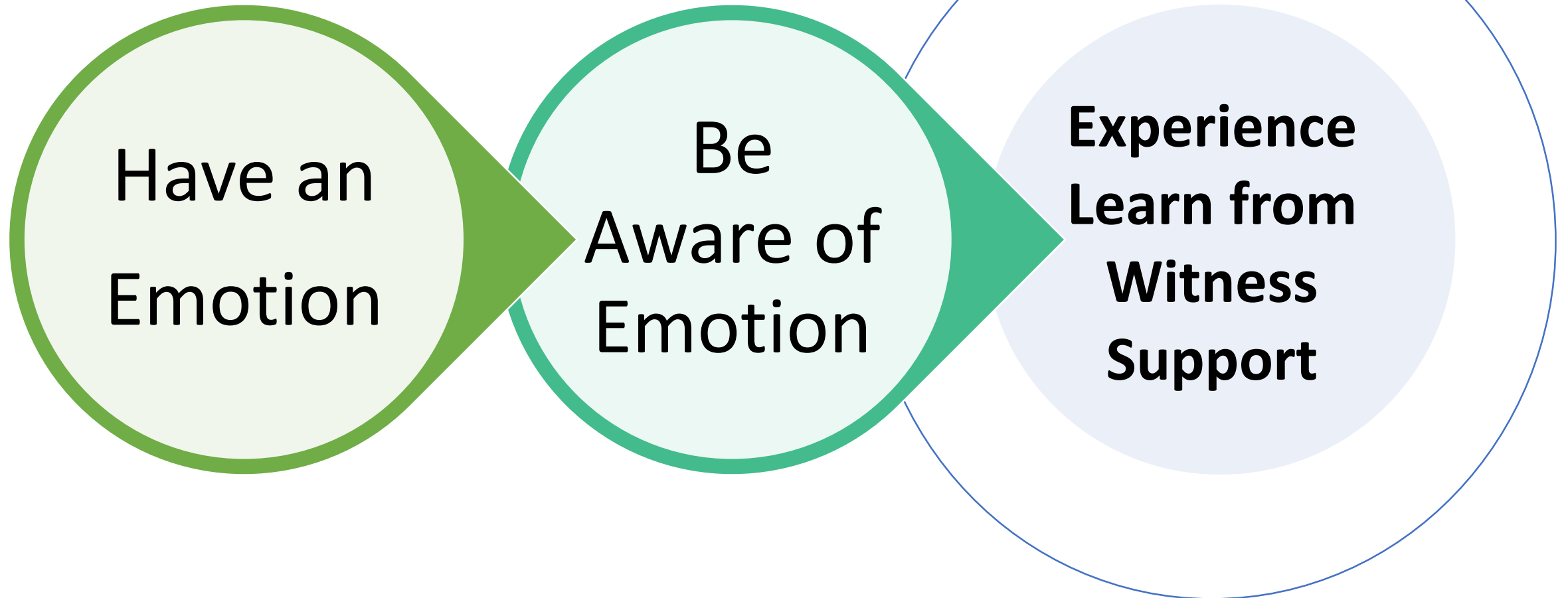
Regulate
Our
Emotional
Response

*Why is Emotional
Intelligence important at
work?*

*WHAT ELSE might we do with
our emotions?*



We can also...



Emotional Intelligence has come to mean:

1. Self-Awareness

2. Self-Regulation

3. Empathy

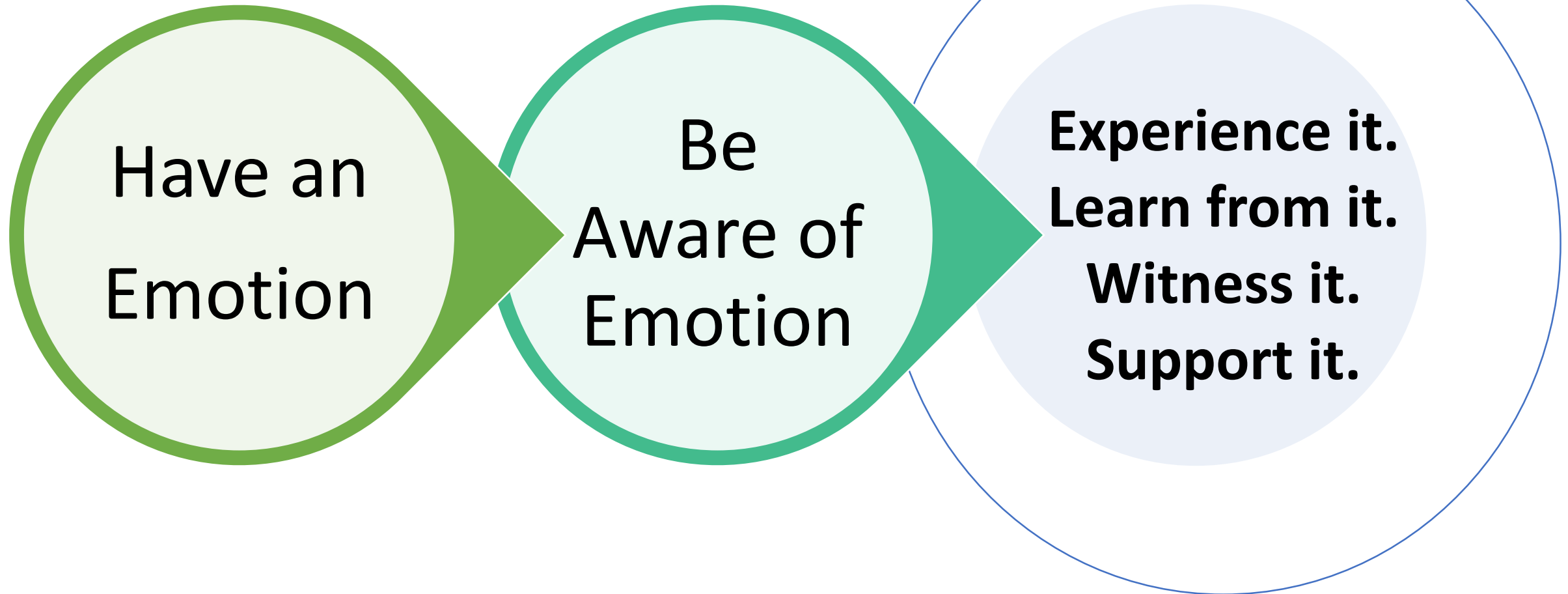
4. Motivation

5. Social Skills

What's the shadow side of this?



But this is unusual!





*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?



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?



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.



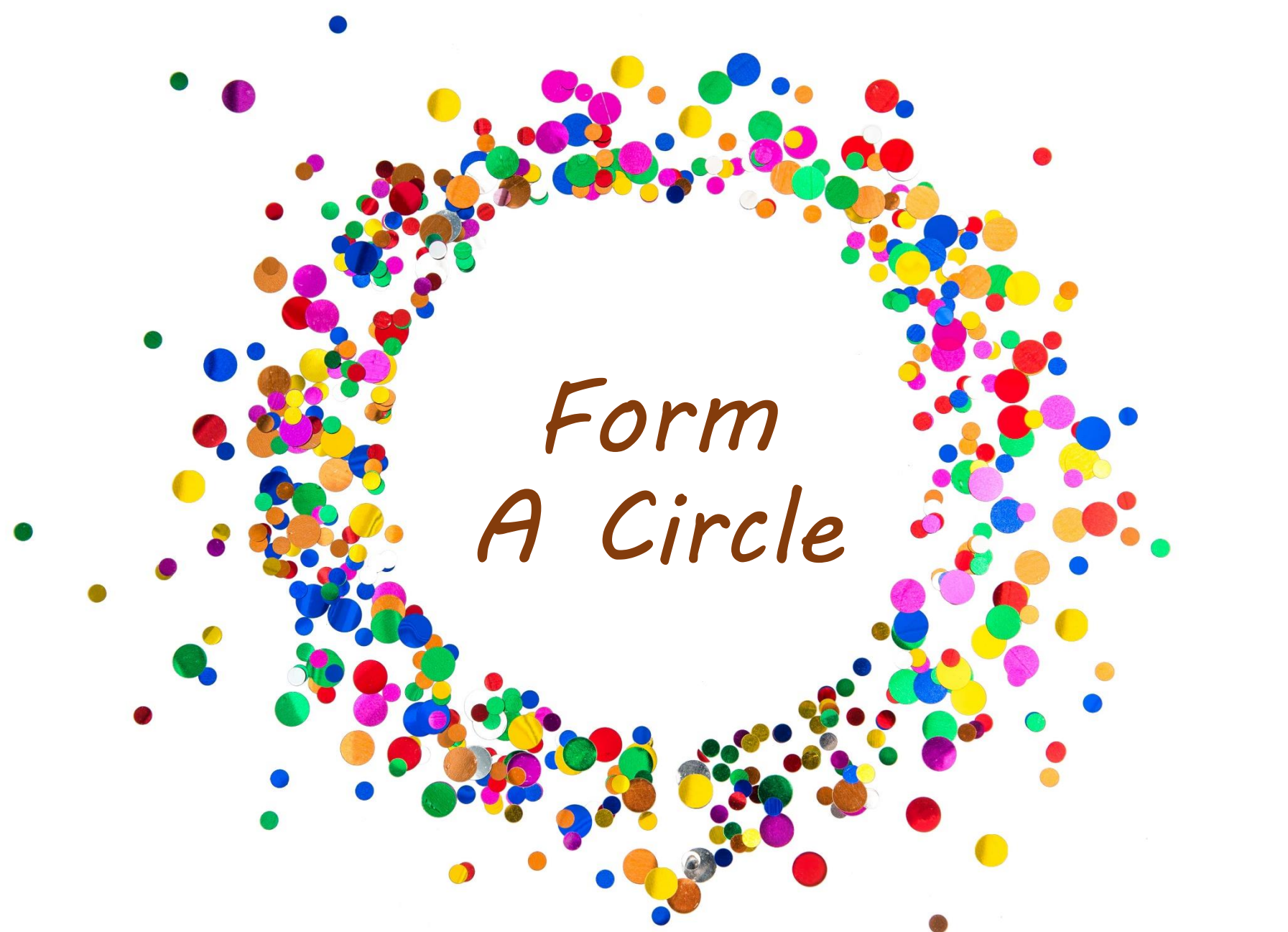
Focus your training on discovery and practice in community not on lecture.



Invest in relationships and cultivate belonging in simple ways.



Get comfortable with welcoming whole people.



*Form
A Circle*

Thank you!

Renée Smith, MSOD

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