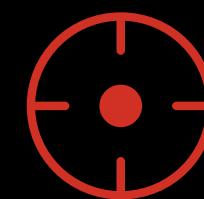


# Becoming a Group Flow Catalyst

# Today's Gameplan

- 1 Sparking Group Flow and EQ
- 2 Accelerating Performance with Trust
- 3 Tactical Empathy and Active Listening The
- 4 Essence of High Performing Cultures
- 5 Dialing up Psychological Safety

# Sparking Group Flow Through the Triggers



## Shared Goals

Everyone in the group is working towards the same end.

Ensure goals are stated, attain buy in from all stakeholders, get in sync.



## Close Listening

You're paying complete attention to what is being said.

Listen to understand, not to respond. Deploy active listening and tactical empathy.



## Yes, and

Conversations are additive not combative.

Always add to the point. Even if you disagree. Power of A Positive No = Yes, No, Yes.



## Complete Concentration

Total focus in the right here, right now.

Intentionally exert extreme focus and attention while listening. Eliminate all distractions. Provide undivided attention.



## A Sense of Control

Each member of the group feels in control, but flexible.

Elevate people's sense of autonomy, freedom and choice. Never be adversarial.

# Sparking Group Flow Through the Triggers



## Blending Egos

Each person can submerge their ego needs into the group's.

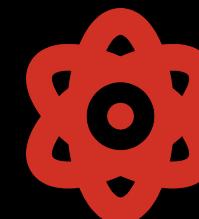
Have, and restate the common purpose to which everyone is equally subservient.



## Equal Participation

Skills levels are roughly equal for everyone involved.

Design teams of high performers. Play with people at the same level.



## Familiarity

People know one another and understand their tics and tendencies.

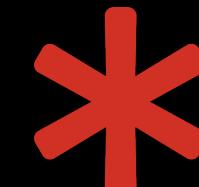
Be the first to be vulnerable. Share openly, honestly, candidly.



## Constant Communication

A group version of immediate feedback.

Be radically candid with positive intent.



## Shared, Group Risk

Everyone has some skin in the game.

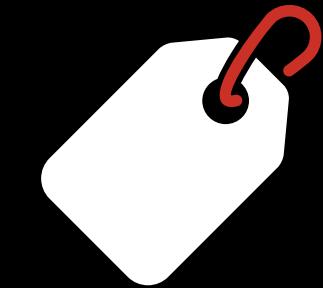
Acknowledge what everyone around is investing.

# Turbo Charging Group Triggers with Tactical Empathy for Active Listening



## Effective pauses:

Show the courage to stay silent, hold space and wait for the other person to talk.



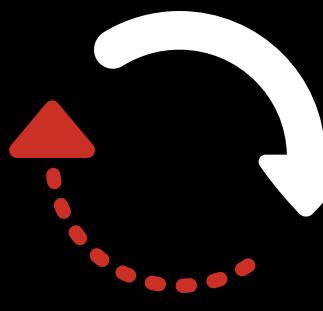
## Labeling:

This is a step up from mirroring. Instead of just repeating back, you are putting forward your hypothesis about how the other person is feeling.



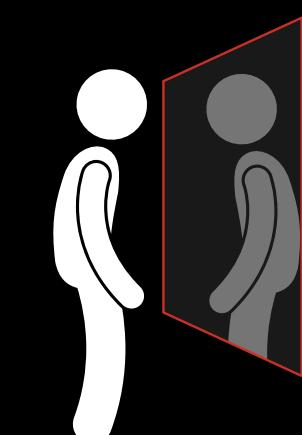
## Minimal encouragements:

These are your nodding and little yes/yeah/aha noises. They show you're paying attention and encourage further sharing.



## Paraphrasing:

This technique is also related to mirroring. But instead of repeating back your client's words, you are using your own words to repeat back their statement.



## Mirroring:

Repeat back the last few words that your client said to you to show understanding.



## Summarizing:

This is a combination of mirroring, labeling and paraphrasing.



**“ Vulnerability Is Not Weakness. ”**

*— Dr. Brene Brown*

# Group Flow Environments: A University Campus Office with a Library and Common Area

# What Is Emotional Intelligence?

“ From a scientific (rather than a popular) standpoint, emotional intelligence is the ability to accurately perceive your own and others' emotions; to understand the signals that emotions send about relationships; and to manage your own and others' emotions. It doesn't necessarily include the qualities (like optimism, initiative, and self-confidence) that some popular definitions ascribe to it. ”

— John D. Mayer of UNH

# Emotional Intelligence and Peak-Performance

“ The most effective leaders are all alike in one crucial way: they all have a high degree of what has come to be known as emotional intelligence. It's not that IQ and technical skills are irrelevant. They do matter, but...they are the entry-level requirements for executive positions. My research, along with other recent studies, clearly shows that emotional intelligence is the sine qua non of leadership. Without it, a person can have the best training in the world, an incisive, analytical mind, and an endless supply of smart ideas, but he still won't make a great leader. ”

— Daniel Goleman, *What Makes A Leader*



## The 80/20 of Emotional Intelligence

- 1 Self Awareness**
- 2 Self Regulation**
- 3 Motivation**
- 4 Empathy**
- 5 Social Skills**

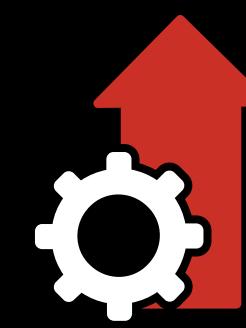
# What Does Emotional Intelligence Involve?

**Definition**

	<b>Self Awareness</b>	<b>Self Regulation</b>	<b>Motivation</b>	<b>Empathy</b>	<b>Social Skills</b>
<b>Definition</b>	The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others	The ability to control or redirect disruptive impulses and moods; the propensity to suspend judgment—to think before acting	A passion to work for reasons that go beyond money or status; a propensity to pursue goals with energy and persistence	The ability to understand the emotional makeup of other people; skill in treating people according to their emotional reactions	Proficiency in managing relationships and building networks; an ability to find common ground and build rapport
<b>Hallmarks</b>	<ul style="list-style-type: none"> <li>● Self-confidence</li> <li>● Realistic self-assessment</li> <li>● Self-deprecating sense of humor</li> </ul>	<ul style="list-style-type: none"> <li>● Trustworthiness and integrity</li> <li>● Comfort with ambiguity</li> <li>● Openness to change</li> </ul>	<ul style="list-style-type: none"> <li>● Strong drive to achieve</li> <li>● Optimism, even in the face of failure</li> <li>● Organizational commitment</li> </ul>	<ul style="list-style-type: none"> <li>● Expertise in building and retaining talent</li> <li>● Cross-cultural sensitivity</li> <li>● Service to clients and customers</li> </ul>	<ul style="list-style-type: none"> <li>● Effectiveness in leading change</li> <li>● Persuasiveness</li> <li>● Expertise in building and leading teams</li> </ul>

# Accelerating Performance with Trust

Employees at high trust companies...



Have  
**50%**

**Higher Productivity**

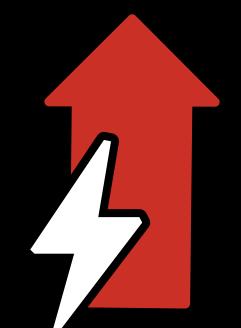
That's like an extra half a person's productivity!



Experience  
**40%**

**Less Burnout**

Huge cost savings due to less cost turnover.



Have  
**106%**

**More Energy at Work**

Hence the productivity boost!



Experience  
**74%**

**Less Stress**

Lower stress means better collaboration and more productivity.



Report  
**29%**

**Higher Life Satisfaction**

No wonder they are so much more likely to stay!

# Dr. Zak's OXYTOCIN Acronym for Building Trust

## Ovation

Show appreciation by celebrating the work well done and project completed. Simple and genuine ovations are motivating and enrich an organizational culture.

## Expectation

Create challenging goals to stretch the creativity and engage the brain.

## Yield

Let employees take control of their work. Train them well and give them authority to make decisions.

## Transfer

Let employees decide how to transfer their skills. Encourage job rotation and flexible integrative learning.

## Openness

Share information to encourage the stakeholder effect.

## Caring

Show caring and empathy to create bonds of friendship.

## Invest

Invest in developing the human talent of employees.

## Natural

Be honest about weaknesses to share the human factors of imperfection.

# Understanding the Building Blocks of Trust



# Dr. Love's 8 Hug a Day Prescription

“ So let Dr. Love offer you a prescription: eight hugs a day. We've shown that if you give eight hugs a day you'll be happier, and the world will be a better place because you'll be causing others' brains to release oxytocin. They, in turn, will connect better to others, treat them more generously, causing oxytocin release...yes, the virtuous cycle begins with a hug. ”

— Paul J. Zak, *The Moral Molecule: The Source of Love and Prosperity*

# Cultivating Psychological Safety

**“ Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes ”**

— Amy Edmunson, Harvard Business School

# Psychological Safety Has Nothing to Do with Low Performance



# Stand for Psychological Safety in All Environments

## The Leader's Tool Kit for Building Psychological Safety

Leadership Tasks

### Self Awareness

#### Frame the Work

- Set expectations about failure, uncertainty and interdependence to clarify the need for voice.

#### Emphasize Purpose

- Identify what's at stake, why it matters and for whom it matters.

Accomplishes

Shared expectations and meaning

### Self Regulation

#### Demonstrate Situational Humility

- Acknowledge gaps

#### Practice Inquiry

- Ask good questions
- Model Intense listening

#### Set Up Structures and Processes

- Create forums for input
- Provide guidelines for discussion

Confidence that voice is welcome

### Motivation

#### Express Appreciation

- Listen, acknowledge and thank

#### Destigmatize Failure

- Look forward
- Offer help
- Discuss, consider and brainstorm next steps

#### Sanction Clear Violations

Orientation toward continuous learning

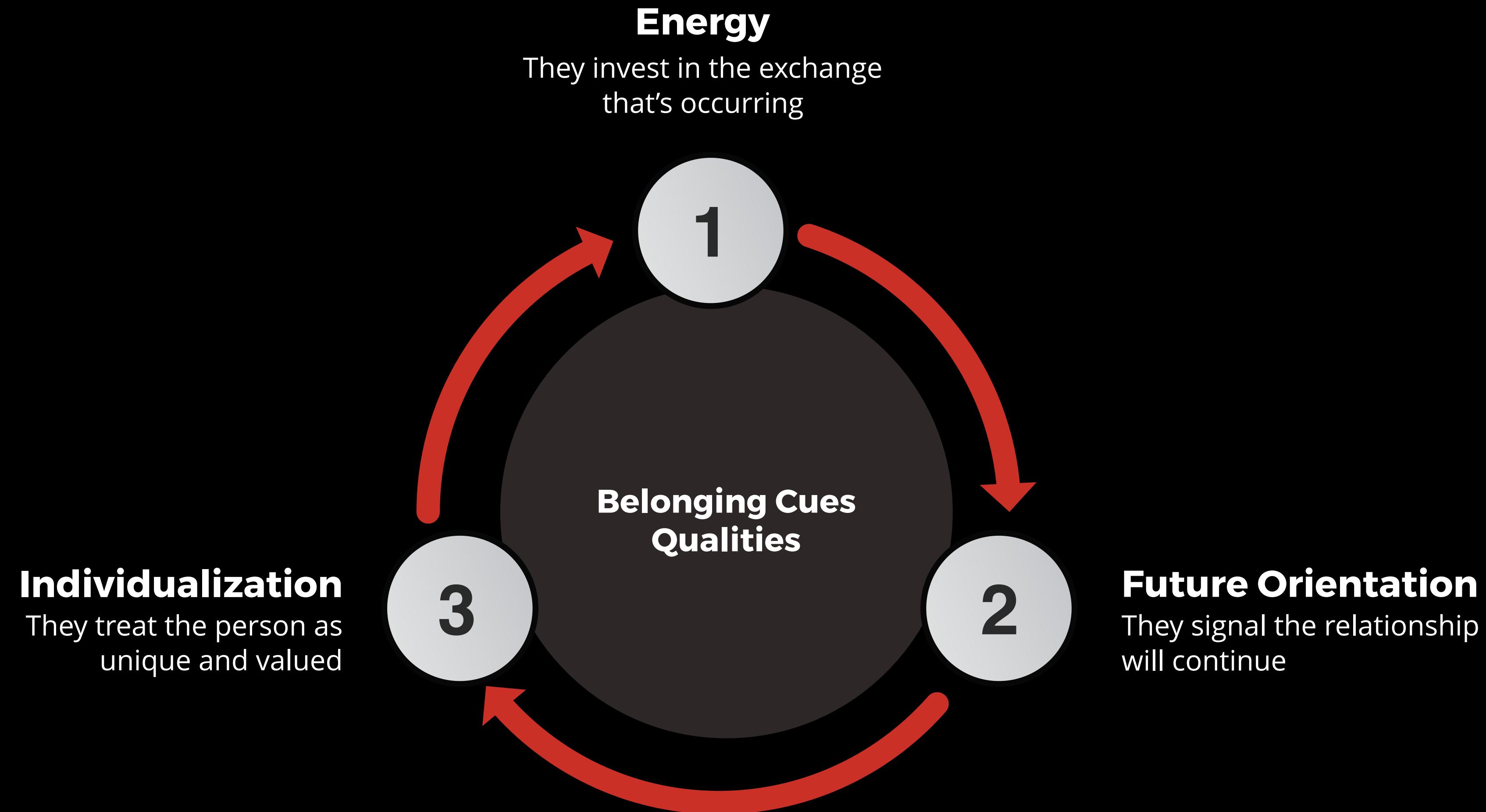
*Soure: The Fearless Organization*

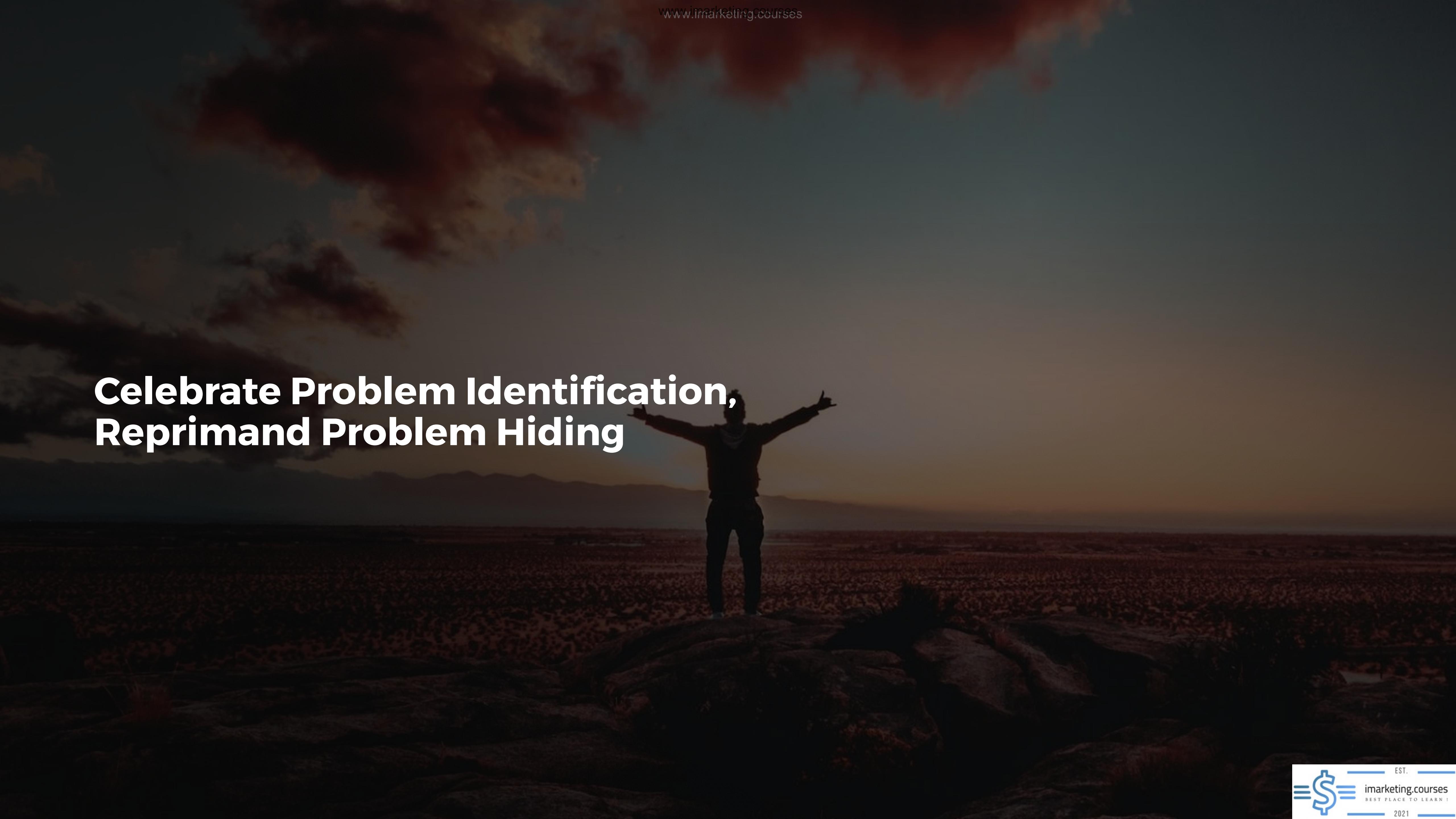
# **Hammer Psychological Safety Home with Belonging Cues**

Belonging cues are behaviors that create safe connections in groups. They answer the ancient, ever present question our brain's are asking;

- 1 Are we safe here?**
- 2 What's our future with these people?**
- 3 Are there dangers lurking?**

# Belonging Cues Tell Us We're Safe Through Three Qualities





**Celebrate Problem Identification,  
Reprimand Problem Hiding**

Exercise:

# How Are You Going to Become a Group Flow Catalyst?



Download Workbook  
to Get Started

