



Becoming a Group Flow Catalyst

Key Takeaways

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

Quote:

“Vulnerability is not weakness.”

— Dr. Brene Brown

Diagnostic
N/A

Exercise

How Are You Going to Become a Group Flow Catalyst?

See next page for details

Exercise

How Are You Going to Be a Group Flow Catalyst?

Glossary

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.

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.

Glossary

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

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

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

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.

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.

Summarizing: This is a combination of mirroring, labeling and paraphrasing.

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 & 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

Glossary

Self Awareness: This is the ability to recognize and understand your moods, emotions and drives. As well as their effect on others.

Self Management/Regulation: The ability to control or redirect disruptive impulses and moods, and the propensity to suspend judgment.

Empathy: The ability to understand the emotional makeup of other people and the skill in treating people according to their emotional reactions.

Social Skill: This is where we bring empathy, self-awareness and self-management together. It's how we practice emotional intelligence.

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.

The Trust Quotient Assessment: The Trust Quotient Assessment allows evaluation of trustworthiness at the individual level- as well as the aggregated trustworthiness of a department, team members, or organization.

- T stands for trustworthiness—how much the buyer/client trusts the seller, or consultant.
- C stands for credibility—it speaks to words and credentials.
- R is reliability—how others perceive the consistency of our actions, and our actions' connection with our words (integrity).
- I is intimacy—how secure or safe the client feels sharing with us.

Self-Orientation: The lone term in the denominator is Self-Orientation. Partly it's about selfishness. Self-orientation is also about our attention, our focus.

Psychological Safety: is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes.

Notes

Lesson Resources

1. High-Performing Teams Need Psychological Safety. Here's How to Create It
2. The Conceptualization of Team Flow.
By van den Hout, J., et al., 2018
3. Flow Research Collective Radio, Paul Zak
4. Flow Research Collective Radio, Chris Voss
5. Neuroscience of Trust
6. Emotional Intelligence,
By Daniel Goleman
7. Group Genius,
By Keith Sawyer
8. Team Flow - The Psychology of Optimal Collaboration,
By Jef Josephus Johannes van den Hout and Orin C. Davis
9. Emotional Intelligence.
By Salovey, P., Mayer, J.D., 1990
10. What Is Emotional Intelligence.
By Salovey, P., Mayer, J.D., 1997
11. Trust Factor,
By Paul Zak
12. Braintrust: What Neuroscience Tells Us about Morality,
By Patricia S. Churchland
13. TED: Brene Brown
14. TED: Celeste Headlee