

DEVELOPING A TEAM CULTURE OF EMOTIONAL INTELLIGENCE AND CREATING PSYCHOLOGICAL SAFETY IN WORKSPACES



Meet Your Facilitator

Over 25 years of experience

Earned three College degrees

Entrepreneur 10+ years

Black Belt in Six Sigma

Malcolm Baldrige Award

Executive Coach

Adjunct Professor



What comes to Mind?

January 20, 2020 -

National Association of Community Health Centers reports

Top Workforce Concern - Nursing shortages

70% of health centers lost 5-25% of workforce

- * Nurses**
- * Admin (financial, schedulers, front office)**
- * Behavioral health, dental**

Primary Causes of Exits

- **10-25% higher wages**
- **Pandemic-related stressors and burnout**
- **Lack of professional growth**
- **Difficulty securing childcare**
- **Non-compliance to COVID-19 vaccine mandates**



As of October 4, 2022

Tennessee

***New cases = 313**

Last 7 days = 5,717

****Kentucky (new cases) = 3,043**

****Total population: 6.772 million***

*****Total population: 4.462 million***



WELLN

STR

E

S

S



EMOTIONAL INTELLIGENCE

How to Build Emotionally Intelligent, Productive Teams

Emotional Intelligence

ability to understand and manage your own emotions, and those of people around you.

Research from Harvard Business School demonstrated that **Emotional Intelligence (EQ)**, counts for twice as much as IQ and technical skills in determining who will be successful.

Accounts for 67% of abilities needed to be a successful leader.

Emotional Intelligence...the ability to say, understand your effect on others and manage yourself accordingly... accounts for nearly 90 percent of what moves people up the ladder when IQ and technical skills are roughly similar.



If you are emotionally intelligent, you have the ability to:

- * Identify what you're feeling
- * Know how to interpret your emotions
- * Understand how your emotions can impact others
- * Regulate your own emotions
- * Manage other people's emotions

By way of practicing EQ behaviors, your brain will adapt to make these behaviors automatic and replace less helpful behaviors.

Five Insights Into Emotional Intelligence

Self-awareness - the ability to accurately recognize your emotions, strengths, limitations, actions and understand how these affect others around you.



Benefits:

- * increases the likelihood of you handling and using constructive feedback effectively
- * By knowing your strengths and weaknesses, you can achieve personal development goals and improve your organization's performance.



Improve self-awareness by:

- * Keeping a diary of the situations that have triggered disruptive emotions in you. For example, anger. Record your thoughts and behaviors during situations when you become angry. Then you can use this information to better understand your emotions and reactions, then work toward self-regulation.
- * Receive feedback from others as this can highlight how others perceive you and it will also help you target unhelpful reactions.

The KEY to EQ: Self Awareness

The ability to be an emotionally intelligent leader is based on 19 competencies in four areas: self-awareness, self-management, social awareness and relationship management.

The core of high EQ is self-awareness: if you don't understand your own motivations and behaviors, it's nearly impossible to develop an understanding of others. A lack of self-awareness can also frustrate your ability to think rationally and apply technical capabilities.

An illustration featuring a central yellow circle with the text "Psychological Safety" in a bold, dark blue font. Surrounding this central circle are numerous hands of various skin tones, including shades of brown, tan, pink, and light beige. The hands are arranged in a circular pattern, with their fingers pointing towards the center, creating a sense of unity and collective support.

**Psychological
Safety**

Psychological safety in the workplace refers to a team climate in which staff feels comfortable to express their opinions, admit mistakes, give and receive feedback, suggest improvements, and point out problems without fear of embarrassment, punishment or rejection by the rest of the team.

In a psychologically safe team, all members have equal rights to express themselves, regardless of their position, job title or rank.

Psychological Safety

specifically in a team environment means

You know things you say and do won't be used against you...*as long as you're not being malicious.*





P. Danielle Nellis
Litigation Attorney

“In the past few months, I’ve had two clients tell me they felt safe and protected by me in court. It got me thinking...

We talk about psychological safety in the workplace, but we don’t talk about it in the courthouse. For your clients to feel safe you must be prepared and confident, but also conscientious.

This and so much more is in addition to being a party in an adversarial process.

All of it is daunting and can diminish the feeling of safety. As their attorney, how are you helping your client feel safe?”

Saturday, October 1, 2022

Psychological Safety IS Being Able to



Give and receive feedback



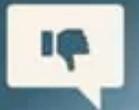
Ask difficult questions



Raise issues and concerns



Ask for help



Disagree



Offer solutions to problems



Ask for clarification



Admit errors



PSYCHOLOGICAL SAFETY

WHEN YOU HAVE IT:

WHEN YOU DON'T:

<i>See mistakes as opportunities to learn</i>	<i>See mistakes as threats to your career</i>
<i>Willing to take risks and fail</i>	<i>Unwilling to rock the boat</i>
<i>Speaking your mind in meetings</i>	<i>Keeping your ideas to yourself</i>
<i>Openly sharing your struggles</i>	<i>Only touting your strengths</i>
<i>Trust in your teammates and supervisors</i>	<i>Fear of your teammates and supervisors</i>
<i>Sticking your neck out</i>	<i>Having it chopped off</i>

Why Does Psychological Safety Matter?

Studies on psychological safety show **proven benefits** which include

- * increased confidence,
- * creativity,
- * trust, and
- * productivity

A 2017 Gallup report found that if organizations increase psychological safety, it makes employees more engaged in their work and can lead to a **12% increase** in productivity.

Resilient Organizations Strategically Prioritize Psychological Safety

To weather the storm of uncertainty, especially after the *Great Resignation*, organizations must make psychological safety a strategic priority, creating a culture where employees can comfortably (a) raise concerns, (b) contribute ideas, and (c) share unique perspectives.



Psychological safety doesn't happen automatically. Our brains are wired to keep us safe. Our modus operandi is to presume some level of threat in most environments, including work spaces.

Like animals that sense a predator in the forest, humans tend to remain quiet in a workplace form of “freeze” (from the ‘fight/flight/freeze’ reaction) unless we know we can safely speak up with concerns, fresh ideas, or unique perspectives.

The result is...

The **fear of retaliation for speaking up compromises integrity, curbing creative ideation leads to stagnation, and disrespectful interactions have a disproportionately toxic impact on engagement and belonging.**



The Relationship Between Psychological Safety and Diversity, Equity, & Inclusivity

- Employees feeling able to be their whole selves at work means they can exhibit their race, ethnicity, gender, sexual orientation, background, family status, and all other parts of their identity without judgment
- Diversity improves employees' productivity, increases innovation, and saves their organization money
- Celebrating, valuing, and respecting others' diversity will lead to psychological safety within work teams, fostering a more positive, open-minded, and better-performing workplace

Benefits of Psychological Safety in the Workplace

- *Improved* performance with more creativity and innovation
- *Increased* commitment to the organization, and therefore increased retention of employees
- *Improved* communication, engagement, and sharing of knowledge among employees
- *Increased* openness to learning, including learning from failure
- *More* positive attitudes among employees
- *Increased* levels of initiative
- Employees become *more* open-minded, resilient, motivated, and persistent when they feel safe

How to know if a Workplace has Psychological Safety:

- People are not rejected for being unique
- Mistakes are not often held against people
- Employees feel safe to take risks
- It is easy to ask other team members for help
- It is easier to discuss difficult problems and issues
- All team members value and respect each other's contributions

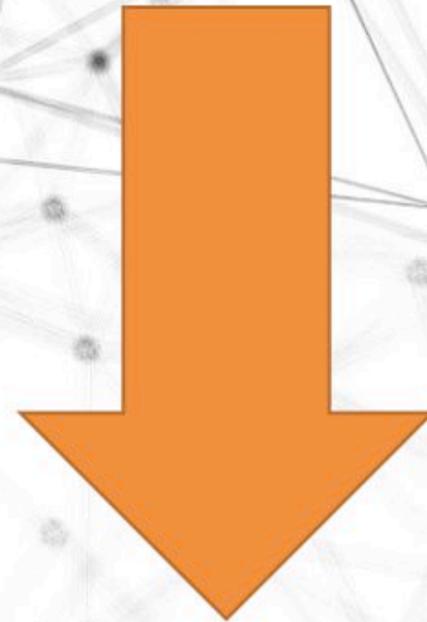
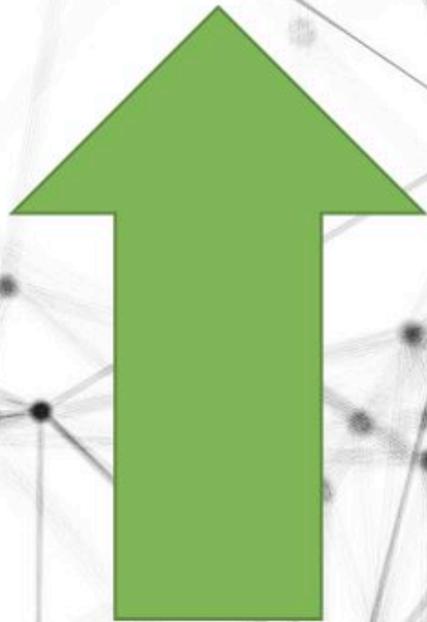


Creating Psychological Safety at Work

- Create an understanding of what work the team does and why everyone's input matters
- Acknowledge that every person is their own person
- Proactively invite input from everyone
- Respond supportively to others' input

IN CONCLUSION...

Emotional Intelligence



Psychological Safety

```
graph LR; A((EMOTIONAL INTELLIGENCE)) --> B((PSYCHOLOGICAL SAFETY)); B --> C((CAREER & BUSINESS IMPACT));
```

**EMOTIONAL
INTELLIGENCE**

**PSYCHOLOGICAL
SAFETY**

**CAREER &
BUSINESS IMPACT**

I'd Love To Help You!



www.linkedin.com/in/paulamichelle



[@1PaulaMichelle](https://www.instagram.com/@1PaulaMichelle)



paula@corevalueleadership.com



<https://www.corevalueleadership.com>

Cultural & Organizational Development
Personal Development Workshops
Teambuilding
Human Resources Consulting & Coaching



QUESTIONS