



Program Overview

Leadership is maximizing our positive impact on the world by becoming our best, fully authentic selves and supporting those around us to break past barriers and step into their greatness.

~Rosie Ward & Jon Robison (*Rehumanizing the Workplace*)

Purpose:

To enhance psychological safety and a leadership mindset so everyone can show up as a leader, improve their work and personal relationships and effectively support the organization's purpose and mission, improving both the employee and customer experience.

Description:

What is it that sometimes keeps us from bringing our best selves to work each day...and our best selves home? Most of us know what we should be doing to work and live to our potential, so why don't we do it? How can we create a high-performing team that feels safe and inspires greatness in us all? These questions and many more are addressed in this program.

The evidence is clear that psychological safety and a leadership mindset form a critical foundation for effective communication, navigating change, and avoiding burnout. But we can't expect to DO differently until we can THINK differently; so this program starts with enhancing self-awareness and effective thinking. Then we take our upgraded "inner operating system" to the work of addressing team dynamics, communication and conflict. And we finish by creating a shared vision for your workplace culture, a set of guiding principles that allow everyone to thrive, and a plan for holding ourselves and others accountable.

Program Objectives:

As a result of engaging in this program, employees will experience:

- Improved self-awareness
- Increased psychological safety
- Improved team communication and conflict resolution
- Greater alignment to the organization's purpose and vision

Delivery:

This program is designed to be delivered to small groups via 90-minute to two-hour interactive, in-person workshops. The workshops are conducted at 3 to 4-week intervals with participants doing some practical application exercises in between sessions to maximize the program's impact and effectiveness. It is best delivered within work teams to build a mutually agreed upon workplace culture where peers actively hold one another accountable to living their desired culture. A pre-post psychological safety assessment is also conducted.

Steps for Success:

Ideally this program is positioned as a “team-enhancing” opportunity. It can help with teams who are struggling; however, if there are individual employee behavior issues that are the primary cause of the team struggles, those issues should be addressed prior to implementing this program.

- Participants should attend all sessions (most leaders set the expectation that everyone needs to fully participate).
- Participants should complete all practical application exercises between sessions; they will get out of the program what they put into it, and the exercises help them integrate the work into their personal and professional lives.
- Team leadership will be sent a program summary and manager's checklist with key learning and insights from the program so they can reinforce them on an ongoing basis.

Program Outline:

Session	Title	Description	Components	Time
1	Enhancing Self-Awareness	<p>This session is designed as a foundational session and focused on self-awareness and reflection so people can own who they are being in any interaction and be more aware of when their thinking is and isn't serving them well.</p> <p><i>*Note: Participants will complete a short pre-program team psychological safety assessment</i></p>	<ul style="list-style-type: none"> • Thriving in a VUCA World / VUCA 2.0 • Introduce Adaptive vs Technical Challenges and their role in change • The Frame • Judger/Learner; Above/Below the Line • Inward Mindset • Cycle of Collusion 	90 minutes
2	Understanding the Thinking Behind Our Choices	<p>This session builds on #1 by looking at the inner game of leadership and how mindset plays a critical role in our experiences and success – and the value of intentionally working to rewrite our inner narrative. Then a self-awareness assessment will be leveraged to help people to better leverage their strengths and manage frustrations.</p>	<ul style="list-style-type: none"> • Reflections from session 1 practical application exercises • SCARF (self-protection)/ • Inner Operating System • Rewriting our narrative • Assessment results 	90 minutes
3	Improving Team Dynamics via Building Effective Thinking	<p>This session moves from self-awareness to how to self-manage to make better choices, communicate more effectively, and ultimately increase the impact they have. By embracing an Outward Mindset and leveraging their listening super powers, teams are better able to influence, achieve their goals and further the organization's purpose.</p>	<ul style="list-style-type: none"> • Reflections from session 2 practical application exercises • Anatomy of Trust / Trust behaviors • Spheres of Influence • Who Am I? activity • Embracing an Outward Mindset • Listening toolbox 	90 minutes

Session	Title	Description	Components	Time
4	<i>Reframing Conflict & Leveraging it to Strengthen Relationships</i>	This session leverages Radical Candor and reframes conflict as a productive call to creativity for two parties to both collectively get their needs met. Participants will unpack and revisit a recent conflict using the tools and learn how to recognize and avoid Unproductive Triangles.	<ul style="list-style-type: none"> • Reflections from session 3 practical application exercises • Leveraging Radical Candor • Human Needs, Feelings and Faux Feelings that impact interpersonal relationships • Intentions vs Impact and Avoiding the Unproductive Triangle 	90 minutes
Practical Application: Participants will be asked to complete reflection exercises on identifying and reframing their top “button pushers”, track themselves in past Unproductive Triangles, and complete prep exercises to prepare for culture visioning work in session 5.				
5	<i>Clarifying Our WHY & Defining Our Desired Workplace Culture</i>	This session provides the team with an opportunity to clarify how they connect to the organization’s WHY (purpose) and key behavioral anchors required to live the WHY. Participants will then engage in a culture visioning exercise to articulate what is needed for them to thrive, live into the organization’s WHY and bring their best selves to work; this lays the groundwork for holding one another accountable to be intentional about showing up as a leader and positively impacting the customer experience.	<ul style="list-style-type: none"> • Reflections from session 4 practical application exercises • Introducing the Golden Circle • Nested WHYs – aligning team/department and individual WHYs with organization’s WHY • What is a thriving culture for our team? • What behaviors are consistent with our desired culture and what behaviors might sabotage it? • What do we need to: Start, Stop and Keep doing? • How do we want to hold each other accountable? 	90 minutes
Practical Application: Participants will be asked to reflect on how they have contributed and sabotaged the desired culture and what support they want from each other; they will also be asked to clarify their own core values and start thinking about their own personal WHY.				
6	<i>Living into Our WHY & Desired Workplace Culture</i>	This session focuses on creating a culture of accountability for living the organization’s WHY and desired culture on a daily basis. <i>*Note: Participants will complete a short post-program team psychological safety assessment</i>	<ul style="list-style-type: none"> • Reflections from session 5 practical application exercises • Leading by example • Responding to facts, not story/drama • Creating a structure of peer support to continue this work • Leveraging Personal Recognition Messages 	90 minutes