



illuminate

Building the Bridge: Meeting Relational Needs



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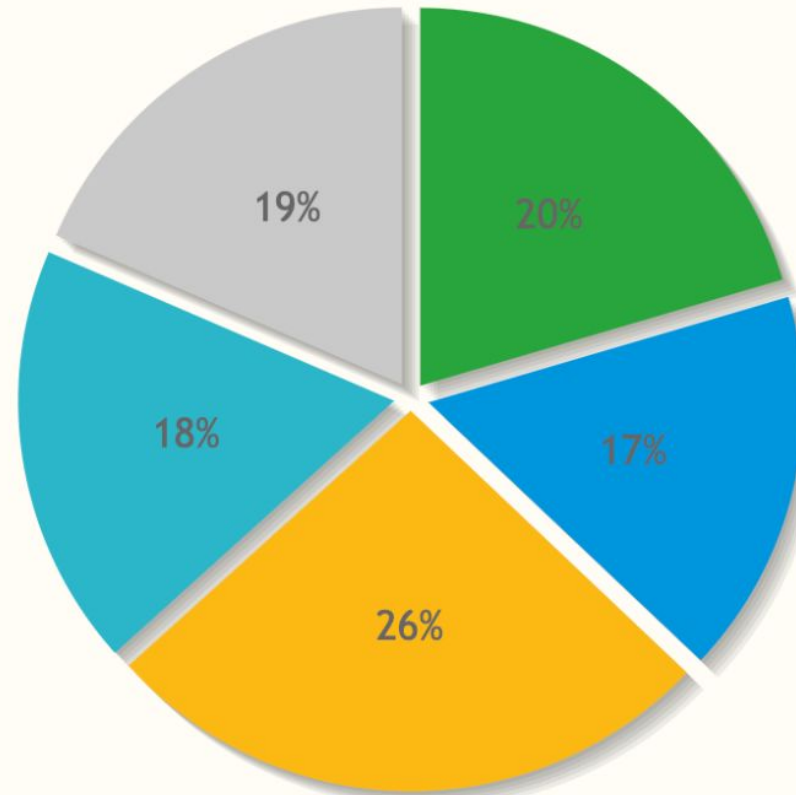
WORKPLACE INNOVATION NEWSLETTER

One Theme. One Tool. Once a Month. Simple, relevant, and designed for real workplaces.



SCARF Model

- **Status:** 5.3
- **Certainty:** 4.3
- **Autonomy:** 6.8
- **Relatedness:** 4.7
- **Fairness:** 4.8



higher order needs

thrive

Self-actualization

desire to become the most that one can be

Esteem

respect, self-esteem, status, recognition, strength, freedom

Love and belonging

friendship, intimacy, family, sense of connection

Safety needs

personal security, employment, resources, health, property

Physiological needs

air, water, food, shelter, sleep, clothing, reproduction



thrive

meeting relational needs

Research shows that 'people who have strong connections with others are happier, healthier, and better able to cope with the stresses of everyday life'.

belonging

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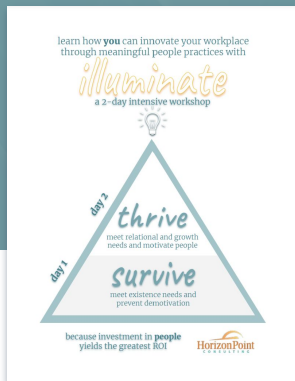
tell your story

Everyone has a story worth telling.

Sharing our personal stories helps us to describe who we are and helps us get to know one another. This leads to authenticity and inclusivity, which leads to better workplace outcomes.

Use the worksheet to explain key parts of your story.

Remember, this is not about what you are. It is about *who* you are.

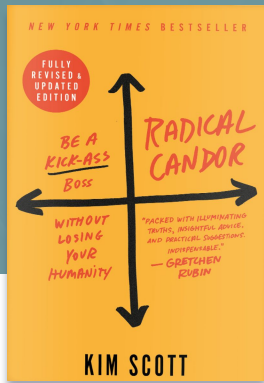
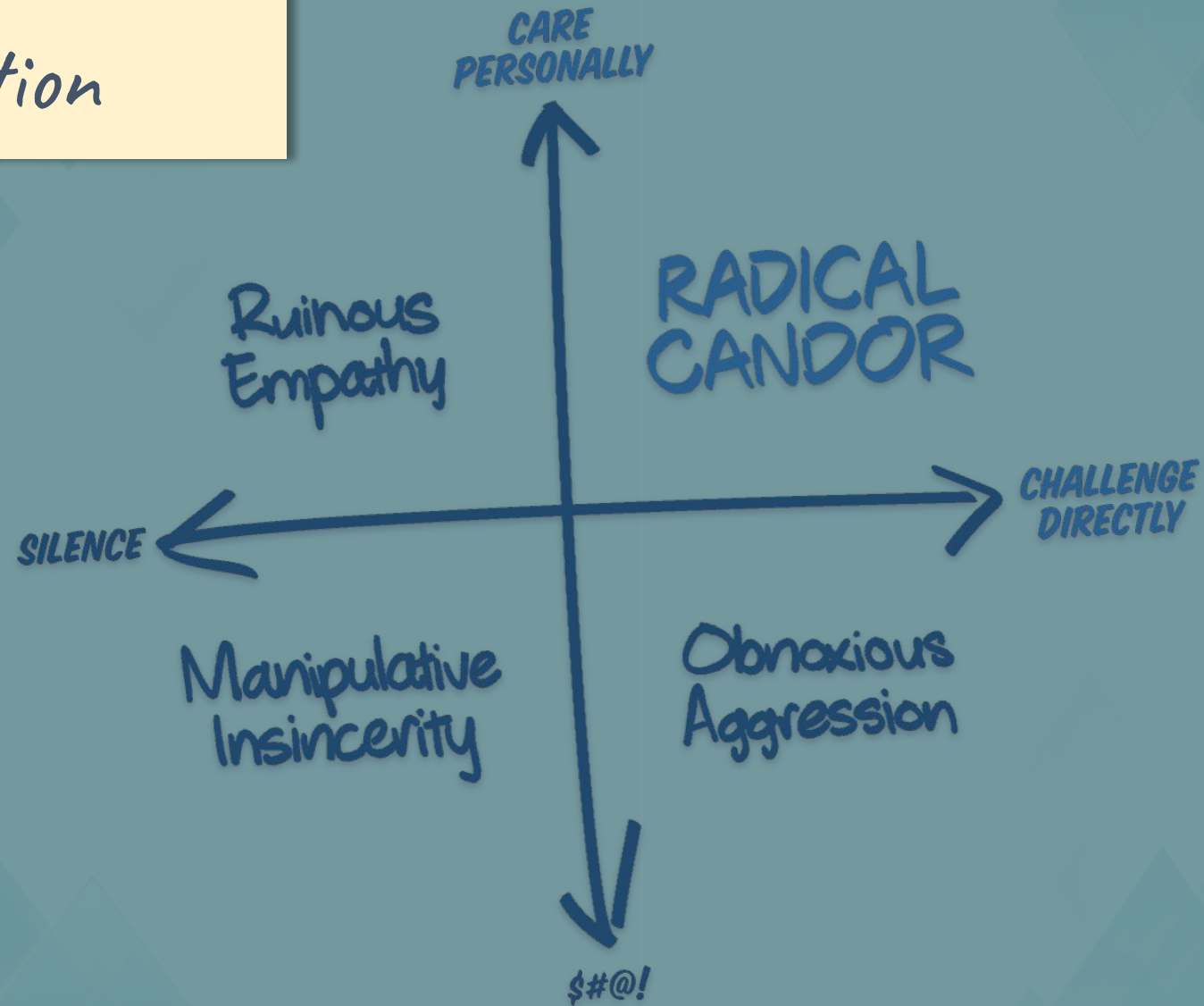


communication

1. Don't make people work evenings and weekends
(and you working evenings and weekends makes them think they should)
2. Have one-on-one meetings with your direct reports
3. Build your network and relationships across departments
4. Stop keeping people in meetings all the time



communication



Rater Error & Biases

- Recency Bias vs. Primacy Bias
- Confirmation Bias
- Halo/Horn Effect
- Central Tendency
- Leniency Bias
- Similar to Me Bias
- Idiosyncrasy Bias
- Gender Bias



communication





psychological safety

- ❑ Psychological Safety
- ❑ Dependability
- ❑ Structure & Clarity
- ❑ Meaning of Work
- ❑ Impact of Work



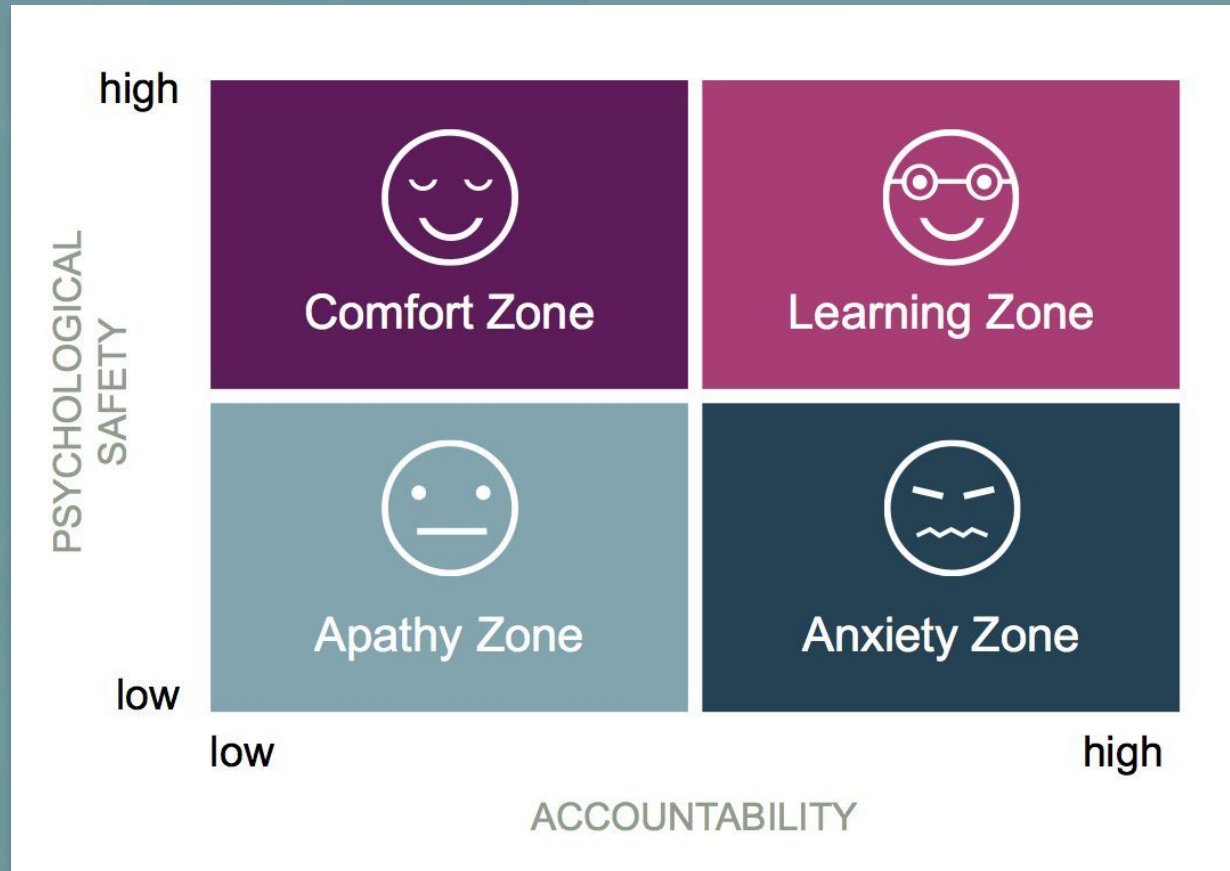
psychological safety



Apathy Zone – Members tend to be vying for pole position. They aim to get ahead by charming their way to the top. This is common in large top-heavy companies.

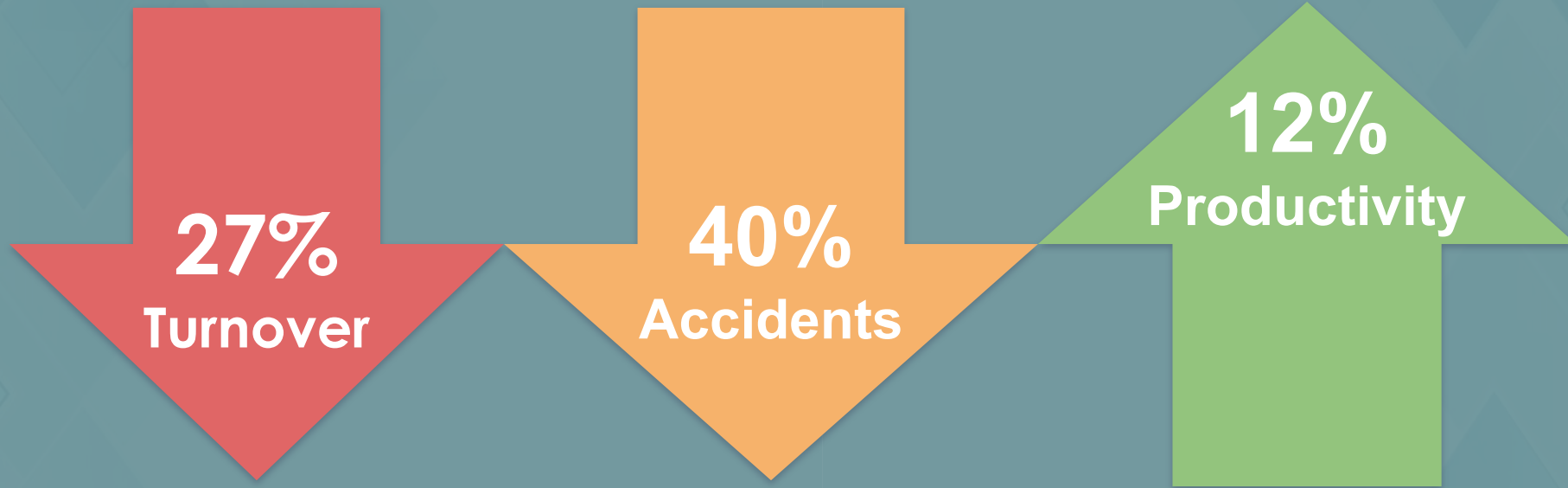
Comfort Zone – Members do not fear speaking up, but they fail to take action. This is common in small businesses.

psychological safety



Anxiety Zone – Members fear speaking up, even though they know it's needed to move the organization forward. This is common in larger financial organizations and high-powered consultancies.

Learning Zone – Members are not afraid to speak up and follow through on the actions needed to move the organization forward. The focus is on collaborating.



GALLUP

Only 3 out of 10 employees feel that their opinions count in their organizations

Four Quadrants of Psychological Safety

Learner Safety

It's safe to:

- Discover
- Ask questions
- Experiment
- Learn from mistakes
- Look for new opportunities

Challenger Safety

It's safe to:

- Challenge the status quo
- Speak up
- Express ideas
- Identify changes
- Expose problems



Collaborator Safety

It's safe to:

- Engage in an unconstrained way
- Interact with colleagues
- Have mutual access
- Maintain open dialogue
- Foster constructive debate

Inclusion Safety

It's safe to:

- Know that you are valued
- Treat all people fairly
- Feel your experience, and ideas matter
- Include others regardless of title/position
- Openly contribute

EQ Quiz



SCAN ME

EQ Test

Emotional Intelligence (EI) or Emotional Quotient (EQ) tests measure an individual's ability to recognize the emotions of themselves and others, and factor that information into their behavior and speech around others.

While the concept of EQ is sometimes criticized by the scientific community, this version of the EQ test uses a personality-based approach to EQ, which overlaps with several elements of the scientifically-validated [Big Five](#) system of personality.

Where do you fall on the EQ scale? For each of the following questions, indicate your level of agreement below.

emotional intelligence: definitions

Self-Awareness	Self Management	Social Awareness	Relationship Management
Your ability to recognize and understand your moods, emotions, and drives, as well as their impact on others	Your ability to control or redirect your disruptive impulses or moods, the ability to suspend judgement and to think before acting	Your ability to understand the emotional makeup of other people, how you treat people according to their emotional reactions (Empathy)	Your proficiency in managing relationships and building networks, finding common ground and building rapport

emotional intelligence: applying it

Self-Awareness	Self Management	Social Awareness	Relationship Management
➤ Know your story and how it affects you ➤ Know your beliefs, emotions, and behavior patterns ➤ Know your relationship patterns	➤ Learn skills for breathing and relaxation ➤ Complete basic emotional healing work ➤ Learn skills for self-soothing and motivating yourself ➤ Maintain healthy habits	➤ Understand non-verbal cues ➤ Develop a positive view of others ➤ Understand basic human emotional needs ➤ Understand personal integrity	➤ Develop skills for reflective listening and empathy ➤ Learn skills for healthy assertiveness ➤ Learn conflict resolution skills ➤ Develop skills for support and affirmation of others

thank you

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