

An Invitation to Thrive!

Hosted by Renée Smith



A Human Workplace



Today, you are invited to...

- Experience a relational way of learning.
- Connect meaningfully.
- Learn our story, approach, and Thrive model.
- Take a Thrive Assessment.
- Explore types of Thriving.
- Make a plan to Thrive.
- *Reflect, dialogue, share, try, and learn together.



A Shift in Focus

From:

Individual Approach

- Others are incidental
- Meet people quickly
- Only the expert brings value
- Maximize the time with content
- Focus on individual experience and learning

To:

Relational Approach

- Others are essential
- Meet people meaningfully
- Everyone brings value
- Balance content with discovery
- Focus on collective experience and learning



How We Learn

- In small but meaningful steps
- By exploring and trying
- In community not isolation
- With belonging not loneliness
- In safety not fear



We welcome whole people!

Identities

iNtuitio**n**al

Spiritual

Physical

Intellectual

Relational

Emotional



Let's make it safe for Courageous Conversations.

Speak Your
Truth

Experience
Discomfort

Accept and
Expect
Non-Closure

Stay
Engaged

Listen and
Believe



We are learning
together,



so let's meet
each other!

Connect in 3's

Take 6 minutes.



- Share your name and where you are from.
- Share a word or two describing your human experience so far today. (i.e. “I’m energized and curious.” or “I’m apprehensive and tired.”)
- Why did you choose this session?



Deepen Your Connection

6 more minutes.



Which of these is most challenging
for you? Share why if you'd like.
What will you commit to try?

Speak Your
Truth

Experience
Discomfort

Stay
Engaged

Accept and
Expect
Non-Closure

Listen and
Believe



An Invitation to Thrive: Our Story, Approach, and Model



Our Story:

A request for help!

- Centralized municipal IT department
- Navigating COVID, hybrid work, and political changes
- History of trauma from past changes and previous fear-based leadership
- Concern for staff well-being
- Desire to build manager skills for psychological safety



Discovery Process



Staff Survey of Needs



Sample Interviews of employees and leaders



Review documents from employee lifecycle



Sense-making sessions

What We Heard:

Call for an empathetic, connected, transparent, supportive workplace.

Strengths

- People on their teams
- Service for the City
- Doing excellent IT work
- Flexibility and work from home option



Struggles

Time pressure, overwhelm, and urgency

Heavy workload and inadequate staffing

Burdensome processes, structures, communication

Distrust, hopelessness, historic trauma

Not enough empathy, compassion, or recognition

What we really heard:

A longing to
Thrive!



In small groups
of 2 or 3:

Describe what it
means to you to
Thrive.

(5 min)





Let's hear from you:

What does it
mean to Thrive?





Thrive

- To flourish.
- To grow and develop.
- To be mentally, physically, emotionally and socially healthy.
- A state of well-being.



An Invitation to Thrive

- Invitation
- Program
- Choices
- Practical
- Multiple levels



Invitation to Thrive Assessment



Take the Invitation to Thrive Assessment

- Complete the worksheet
- Read each statement and score it 0-5
- Total your scores on page 1
- Transfer scores to page 2
- Review and reflect



An Invitation to Thrive



A low Thrive environment can
lead to burnout.

“You can’t yoga your
way out of burnout.”

- Paula Davis

March 2, 2021, Forbes Online



In a May 27, 2022 McKinsey Health Institute Study:
“Addressing employee burnout: Are you solving the right problem?”

While making high investments in mental health resources and well-being programs...

“Employers tend to overlook the role of the workplace in driving employee mental health and well-being, engagement, and performance.”

Specifically: Addressing Toxic Behavior and Creating Inclusivity, and to a lesser degree, supportive growth environment and sustainable work.



Toxic workplace behavior: Employees face negative interpersonal experiences such as unfair treatment, exclusion from leaders or co-workers, derogatory and undermining behaviors, and abusive management.

Inclusivity: Organization systems, leaders and peers foster a welcoming and fair environment for all employees to be themselves, find connection, and meaningfully contribute.

Sustainable work: Organization and leaders promote work that enables a healthy balance between work and personal life, including a manageable workload and work schedule.

Supportive growth environment: Managers care about employee opinions, well-being, and satisfaction and provide support and enable opportunities for growth.



Characteristics of White Supremacy

- Perfection
- Urgency
- Quantity over Quality
- Paternalism
- Power hoarding
- Individualism
- Objectivity
- Right to Comfort



Reflect on Thrive Factors



Read the Thrive Descriptions
and make notes:

Which quality are you drawn to
and why? What difference might
it make for you and your team?

Which quality do you have now?
What benefits do you enjoy?



Paired Conversation

Find a partner (or two).

Take turns sharing your reflections:

- Which Thrive quality are you drawn to? What difference might it make for you and your team?
- Which quality do you have now? What benefits do you enjoy?



Everyone: Love in Action to Thrive

Demonstrate value for each other.

Greet each other. Look colleagues in the eye. Give your full attention. Show up to commitments. Learn, correctly pronounced, and use names. Say “Thank you” a lot.

Invest in building relationships.

Check in: “How are you in this present moment?” Get to know each other as people. Respect styles and preferences. Celebrate together. Share food.

Create trust and belonging.

Track and talk about wins and successes. Give credit. Express appreciation. Pitch in. Follow through. Practice listening to understand. Value differences.

Work through challenges.

Assume positive intent and own impact. Don’t triangulate. Work out issues directly. When trust is broken, work to repair trust. Apologize. Forgive.

Leaders: Love in Action to Thrive

Be respectful.

Encourage people. Convey belonging, trust, acceptance. Show interest in team members as people. Inform people of changes. Share feedback timely and respectfully.

Be humble.

Intentionally level the hierarchy. Practice humble inquiry. Listen to understand. Apologize for your mistakes. Seek to understand how others experience the team.

Have integrity.

Do what you say you will do. Be trustworthy. Keep the highest ethical standards. Become aware of and learn to manage your implicit biases. Treat team members fairly.

Take action.

Intentionally break down siloes. Explain the reason for projects, goals, and big-picture vision. Clarify roles and tasks to eliminate ambiguity. Stop toxic fear creators.



Make Your Plan to Thrive

On the back of your worksheet:

1. Which quality do you want to focus on?
2. What action(s) will you take and by when?
3. What do you hope to see and by when?



What We Know

If leaders, teams and individuals work to **embed loving, human-centered practices for thriving** in their teams, interactions and culture over time,

then they will be able to create a way of working that **uplifts** people, **serves** customers, and **delivers** sustained, long-term **value**.





Thank you for exploring

The Invitation to Thrive



To learn more about the Invitation to Thrive:

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