

Creating an Extraordinary Culture of Trust and Teamwork

PRESENTED BY

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SPEAKER, AUTHOR, TRAINER, AND COACH

Invitation to be...

- ▶ Open minded
- ▶ Willing to shift or change perception
- ▶ Fully present
- ▶ Authentic
- ▶ Participating
- ▶ Willing to see new possibilities

Mindful Moment

Breathe

Presence

Silence

Slow down talking mind

Interrupt previous thought stream

Make room for insights, inspiration, and new ideas

Objectives

Rebuild

Rebuild relationships and Infuse the workplace culture with trust, respect and compassion.

Illuminate

Illuminate the barriers and unravel the internal competition that prevents engagement, teamwork, performance and commitment.

Develop and unleash

Develop and unleash your individual power of Emotional Intelligence through a unique process: "A Personal Restoration Plan—The Inner Path to Authentic Power."

Additional Objectives

Bring

- Bring clarity to the complex workplace drama

Share

- Share a new model for creating an extraordinary workplace culture of trust and compassion—BE LOVE

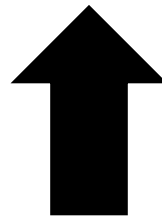
Distinguish

- Distinguish authentic power from ego/artificial power

Extraordinary Results

Extraordinary Culture of Trust and Compassion

Extraordinary and Authentic You



Universal Love Is
the Foundation

Bonding–

Human connections or relationships based on something(s) in common

- ▶ Family
- ▶ Interests
- ▶ Values
- ▶ History
- ▶ Common enemy
- ▶ Goals
- ▶ Sports and entertainment
- ▶ Other?

Vision for an extraordinary workplace culture

Desired workplace culture

- ▶ People want to come and like their job
- ▶ Trust
- ▶ Communication
- ▶ Fun - humor
- ▶ Respect for each other
- ▶ Having each other's backs
- ▶ High functioning – camaraderie/energetic
- ▶ Pride

Barriers or blocks

- ▶ Misunderstandings or misperceptions
- ▶ Blame and being a victim
- ▶ Lack of empathy or compassion
- ▶ Poor communication
- ▶ Wanting to be right or win rather than resolve
- ▶ Ego drama
- ▶ Insensitivity to others
- ▶ Not being personally responsible

Gallup
Report on
State of
the
American
Workplace

68% of American
workers are
disengaged at their
jobs

Respect is the number
one thing employees
want from their leaders.

Dr. Christine Porath reports in Harvard Business Review
based on study of 20,000 participants.

The web of egos in the workplace

- ▶ Battle and compete for power and validation
- ▶ Disempower and sabotage one another
- ▶ React and counter-react, react and counter-react

Purpose

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The purpose is rebuilding relationships in the workplace by honoring the spirit in ourselves and in others that resides beneath our self-created identities, which battle and compete for power and validation.

The roles we play are a shallow interpretation of ourselves, a shabby imitation we have come to believe is true, and belies our incredible, authentic power.

One day, when fear can be replaced with trust and compassion for one another, there will be a shift in consciousness. People everywhere will be restored to their true identities, their inner spiritual greatness.

“A human being is a part of the whole, called by us, ‘Universe’. He experiences himself, his thoughts and feelings as something separated from the rest--a kind of optical delusion of his consciousness. Our task must be to free ourselves from the prison by widening our circle of compassion to embrace all living creatures and the whole of nature in its beauty.”

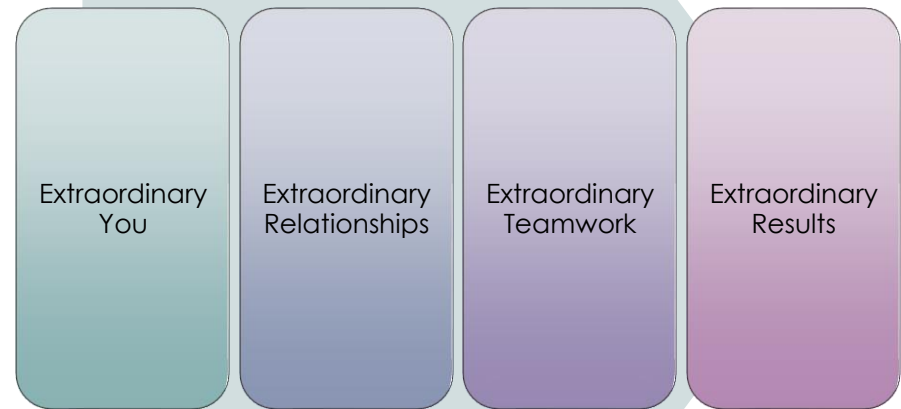
—Albert Einstein

Teamwork

Group will is the force cutting through fear and obstacles to reach a common vision with the energy and creativity to accomplish it. Group will is such a powerful force it attracts the right people, circumstances and events to accomplish the goals. Group will is LOVE in action.

Extraordinary
Workplace
Culture Is
Made by
Each of You

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How Can You
BE
Extraordinary?

Emotional Intelligence accounts for 90% of the skills needed to be a leader

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Self-awareness

Self-regulation

Motivation

Empathy

Social Skills

Literary Elements in the Workplace Drama

- ▶ Star
- ▶ Theme
- ▶ Director
- ▶ Motives
- ▶ Plot
- ▶ Enemy
- ▶ Conspiracy
- ▶ Conflict
- ▶ Climax
- ▶ Ending or continuing episodes?

The workplace stage

- ▶ The ego is an actor, a false identity
- ▶ We believe it's real
- ▶ The stage is the workplace
- ▶ The drama is on-going
- ▶ Complete with pain, suffering and emotion as well as joy and excitement



Star of
the
drama

What is the ego?

A SELF-CREATED
IDENTITY THAT BEGAN
IN CHILDHOOD



The ego

1. Operates from fear
2. Lives in the past and projected future
3. Needs external validation—props
4. Has no internal self worth
5. Is not real

Ego's greatest fear is being exposed

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Not worthy

Not real

Not loved

Not needed

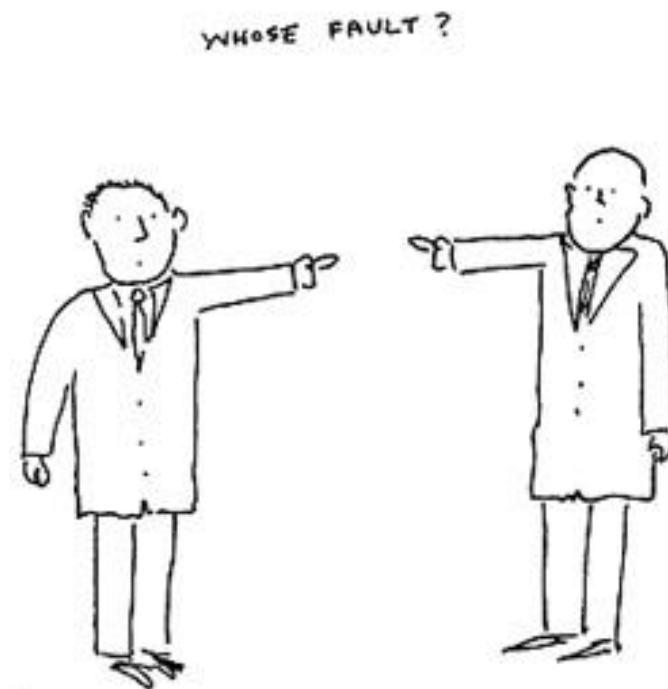
The Lens—Judgment

- ▶ Automatic viewpoint—lens and filter
- ▶ Source of your drama
- ▶ Limited view and is yours alone
- ▶ It is not true (But you believe it is and live like it is)

Number one strategy

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Blame someone else



Who is
the
enemy?

Whoever is a threat
to you

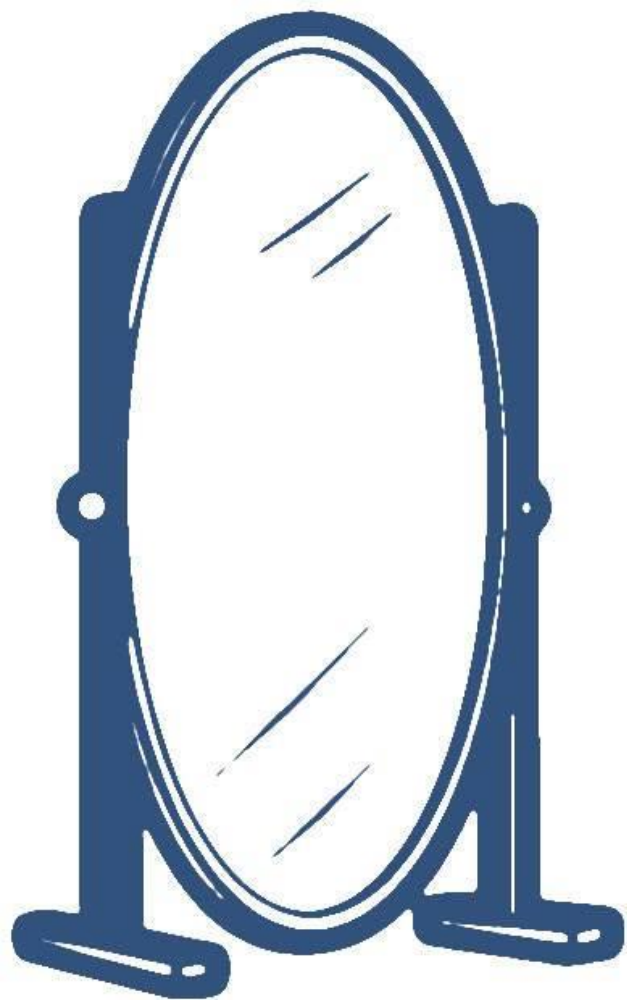
Self-righteous victim

- ▶ False claim
- ▶ Veiled attempt to be superior
- ▶ I am good—you are bad
- ▶ Undermines all communication
- ▶ Is actually an attack



Conflict is a mutual dynamic

WHEN ARE YOU THE
PERPETRATOR AND
WHEN ARE YOU THE
PERPETRATED UPON?

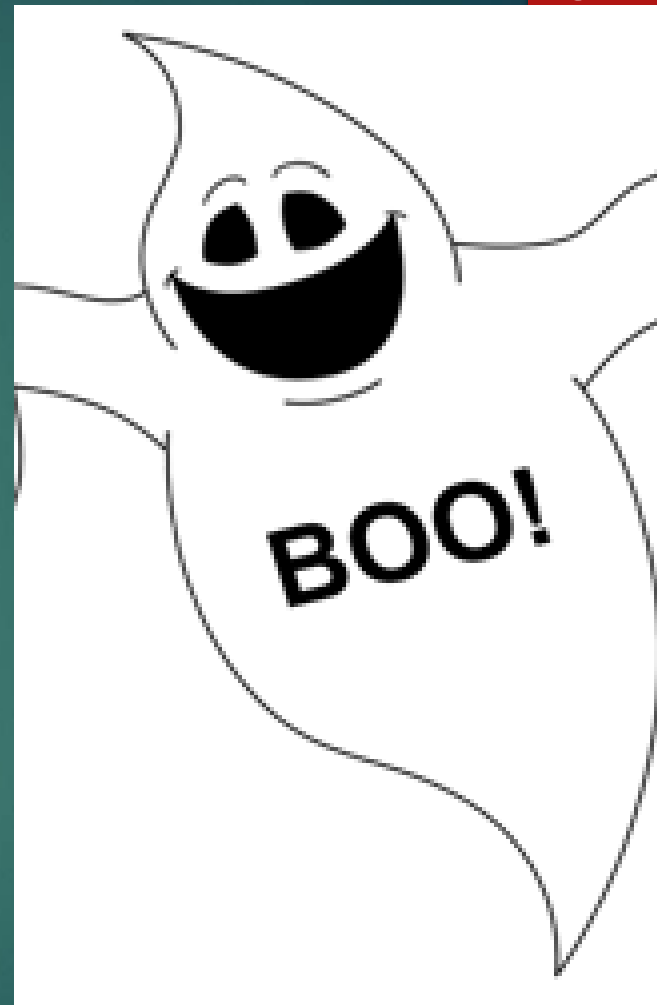


The Enemy Is a Mirror

ALL BATTLES ARE WITH THE SELF.

The fear is in
you!

Ghosts can't scare you
if you aren't afraid.



How do we unravel the web of attack and counter-attack, attack and counter-attack?



Identify the hook

In the heat of the moment...

- ▶ Fight
- ▶ Flight



Enormous conflict: EGO versus LOVE

1. Protect
your EGO
Identity

2. Align with
Universal
LOVE

Understanding the GRIP of the ego

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- ▶ Gets hooked
- ▶ Wants to be right
- ▶ Wants to save face and look good
- ▶ Is operating in fear

Ego

Fear

- ▶ Defensive
- ▶ Controlling
- ▶ Blames and attacks
- ▶ Needs first and last word
- ▶ Arrogant
- ▶ Self righteous

Authentic Self

Love

- ▶ Non-defensive
- ▶ Patient and trusting
- ▶ Compassionate
- ▶ Inner security and serenity
- ▶ Comfortable with self
- ▶ Apologizes

Respond with
love instead of
reacting in fear

LISTEN

OPEN

VALUE

EMPATHY

BREATHE

Culture of Trust and Teamwork

EMANATE

BE LOVE Model ©

WHO YOU ARE—WHAT YOU DO

LISTEN

Extraordinary Results



Creates and exceeds goals



OPEN

Extraordinary Culture of Trust and Teamwork



Works with cooperation and synergy



VALUE

Extraordinary and Authentic You



Honors the spirit everyone



EMPATHY

Universal Love
Power that Sustains All Life



Is the reason you exist and is the source of everything

Love is the Foundation

Universal Love

- ▶ Universal love is the source of everything.
- ▶ Universal love is the power that sustains all life.
- ▶ Love, in its purest form, shines away all doubt.
- ▶ Love spreads far and wide and abandons no one.
- ▶ Love radiates peace and joy.
- ▶ It multiplies and amplifies all your efforts.
- ▶ Love exists in the present moment.

Teamwork— The Power of Group Will

When two or more come together for a common purpose or goal

The combination of individual wills creates synergy—group will

Whole is greater than the sum of its parts

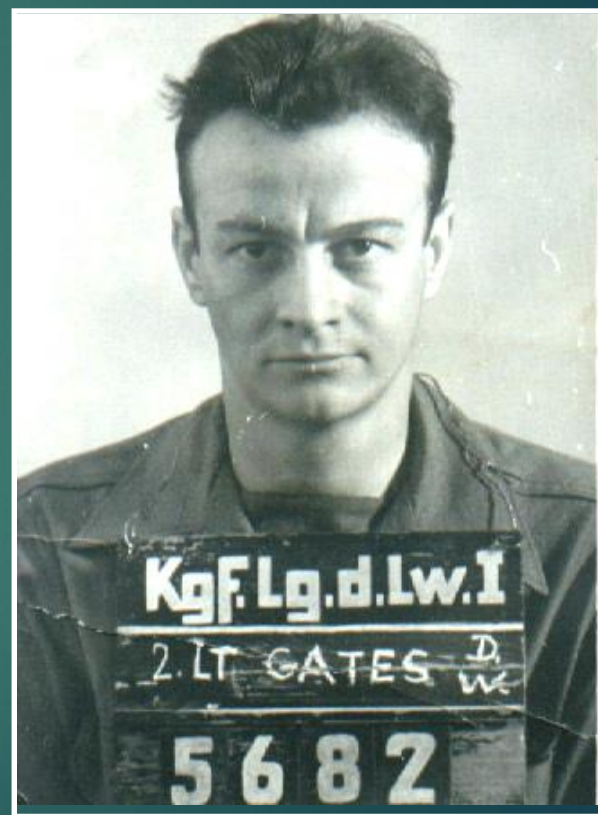
Together **E**veryone **A**chieves **M**ore

Gives a sense of belonging—human need

Social animals—emotional beings

2nd Lt. Daniel Gates

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Power in Teamwork

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Keys to Focused Listening

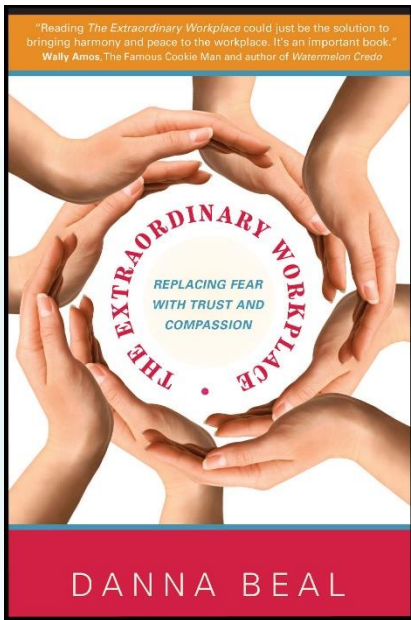
Take	Take a deep breath and give your full presence to the other person.
Suspend	Suspend judgment.
Take down	Take down walls by being authentic and open.
Listen	Listen deeply and with focus.
Ask	Ask questions and gain feedback.
Own	Own your own feelings and don't blame.
Share	Share key message.
Summarize	Summarize and find agreement.

Personal Action Plans for On-going Results

▶ Smart Goals

- ▶ Specific
- ▶ Measurable
- ▶ Attainable
- ▶ Relevant
- ▶ Timely

Danna Beal



- ▶ Keynote addresses
- ▶ Leadership retreats and training
- ▶ Webinars and podcasts
- ▶ Individual leadership coaching
- ▶ Extraordinary customer service training
- ▶ Self-directed workbook for ten-week course: "A Personal Restoration Plan: The Path to Authentic Power"

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