

Leading a Culture of Trust and Compassion

PRESENTED BY

Danna Beal

DANNA BEAL. M.ED.

SPEAKER, AUTHOR AND COACH

WWW.DANNABEAL.COM

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

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.

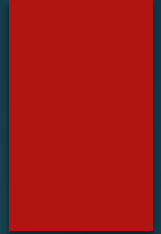
Dr. Christine Porath reports in Harvard Business Review
based on study of 20,000 participants.



Workplace Culture:

1. Beliefs
2. Attitudes
3. Behaviors
4. Expectations
5. “The way we do things”
6. Spoken and unspoken

Vision for an extraordinary workplace culture



Desired workplace culture

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

Barriers or blocks

- ▶ Misunderstandings or misperceptions
- ▶ Blame and being a victim
- ▶ Gossip
- ▶ Lack of empathy or compassion
- ▶ Wanting to be right or win rather than resolve
- ▶ Ego drama
- ▶ Fear

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

Reactions to incivility

- ▶ 48% intentionally decreased their work effort
- ▶ 7% intentionally decreased the time spent at work
- ▶ 38% intentionally decreased the quality of their work
- ▶ 80% lost work time worrying about the incident
- ▶ 63% lost work time avoiding the offender
- ▶ 66% said that their performance declined
- ▶ 78% said that their commitment to the organization declined
- ▶ 25% admitted to taking their frustration out on customers

Purpose



- ▶ Rebuilding relationships
- ▶ Honoring spirit in ourselves and others residing beneath our self-created identities
- ▶ Replacing fear with trust and compassion
- ▶ Restoring people to their true identities, their inner greatness
- ▶ Creating a shift in the workplace





Leaders operating from artificial power

- ▶ They appear powerful
- ▶ They are operating from fear
- ▶ They deplete energy instead of empowering others



Beware of
children
disguised as
powerful
adults. Do not
be beguiled.

Enlightened Leadership

Before you can lead
others, you have to know
and understand yourself.

Self-awareness

The cornerstone of Emotional
Intelligence

REQUIRES THE WILLINGNESS AND COURAGE TO
LOOK WITHIN AT OUR OWN HIDDEN
WEAKNESSES, FEARS AND INSECURITIES.

Extraordinary Leadership Traits

Inner courage from self-
reflection

Integrity

Humility

Vision that benefits all

Honor and respect

Mindful and meditative



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
as:



Not worthy

Not real

Not loved

Not needed

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, joy and emotion

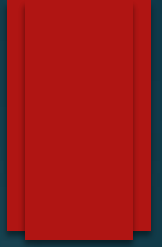


Literary Elements in the Workplace Drama

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

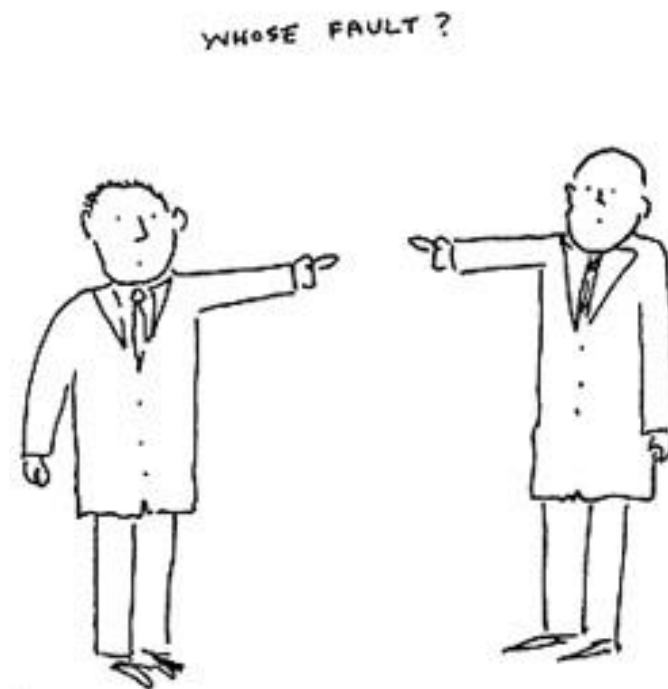


Who is
the star
of your
drama?



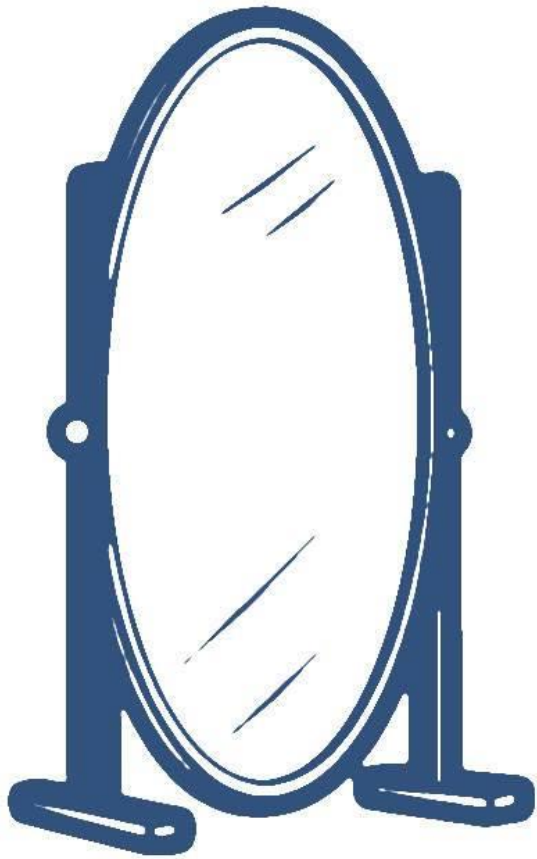
Number one strategy

Blame someone else



Who is
the
enemy?

Whoever is a threat
to you!

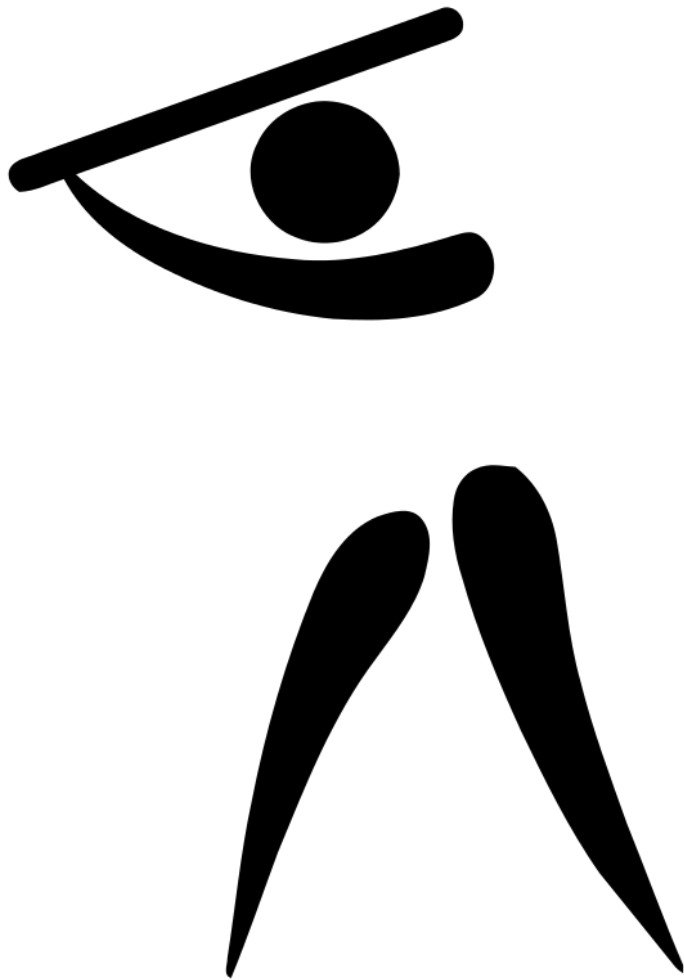


The enemy is a
mirror

ALL BATTLES ARE WITH THE SELF

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?

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



The fear is in
you!

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



Enormous conflict: EGO versus LOVE

1. Protect
your EGO
Identity

2. Align with
Universal
LOVE

Ego versus Authentic Self

Fear

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

Love

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



Revealing ego-driven bosses

- ▶ Dictator/bully
- ▶ Empire Builder
- ▶ Micro-manager
- ▶ Star-know it all
- ▶ Blamer
- ▶ Placator/patronizer
- ▶ Self-righteous martyr
- ▶ Discounter

BREATHE

Culture of Trust & Compassion

EMANATE

BE LOVE Model ©

WHO YOU ARE—WHAT YOU DO

LISTEN

Extraordinary Care



Provides compassionate care for everyone.



Extraordinary Culture of Trust and Teamwork



Works with cooperation and synergy.



Extraordinary and Authentic You



Honors the spirit in one another.



Universal Love
Power that Sustains All Life



Eliminates fear and empowers everyone.

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.




Respond with
love instead of
reacting in fear

LISTEN

OPEN

VALUE

EMPATHY



Leadership is not defined by an organizational chart, but it can be cultivated at any level within the organization.

Reliance on Universal Love— Who You Are

- ▶ Universal love is the source of everything.
- ▶ Love, in its purest form, shines away all doubt.
- ▶ It strengthens your resolve and confirms your intentions.
- ▶ It limits nothing and controls no one.
- ▶ Universal love is the power that sustains all life.
- ▶ It fortifies your strength and increases your intensity.
- ▶ Universal love shines equally on everyone.
- ▶ Universal love is the source of imagination and genius.

Reliance on Universal Love—What You DO

- ▶ Look within at your own doubts and fears
- ▶ Allow mistakes
- ▶ Invite contribution
- ▶ Give others your full presence
- ▶ Invite criticism
- ▶ Communicate openly, frequently
- ▶ Give a “*you can do it attitude*”
- ▶ Give thanks, credit and recognition
- ▶ Say I’m wrong
- ▶ Say I’m sorry

Fortune Magazines 100 Top Companies to Work For

- ▶ See employees as the heart of the company with great focus on worker satisfaction
- ▶ Committed to ongoing development and mentoring
- ▶ Success of people are routinely celebrated
- ▶ Practice collaboration and team success
- ▶ Communicate effectively and frequently about individual and team achievements

Summary from "Lead from the Heart" by Mark C. Crowley



Results of enlightened leadership include:

- Inspiration
- Appreciation
- Open communication
- Trust
- Integrity
- Honor and respect
- Employee retention
- Synchronicity
- Innovation
- Cooperation
- Teamwork
- Employee loyalty
- Fun
- Fairness

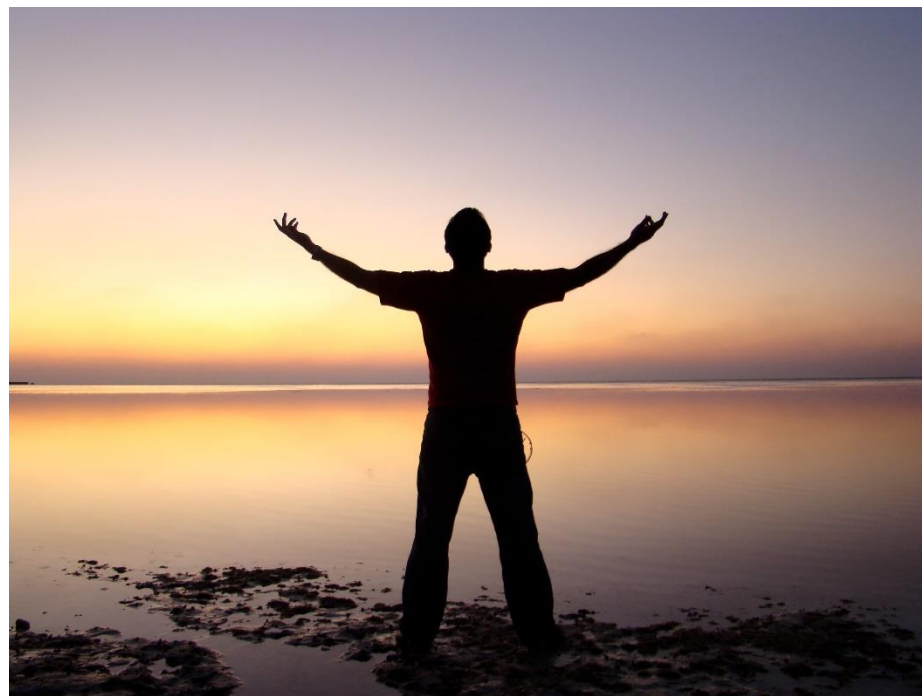
Power in Teamwork

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.



Key to freedom

Give up the
ego's harsh
judgment of
yourself and
others

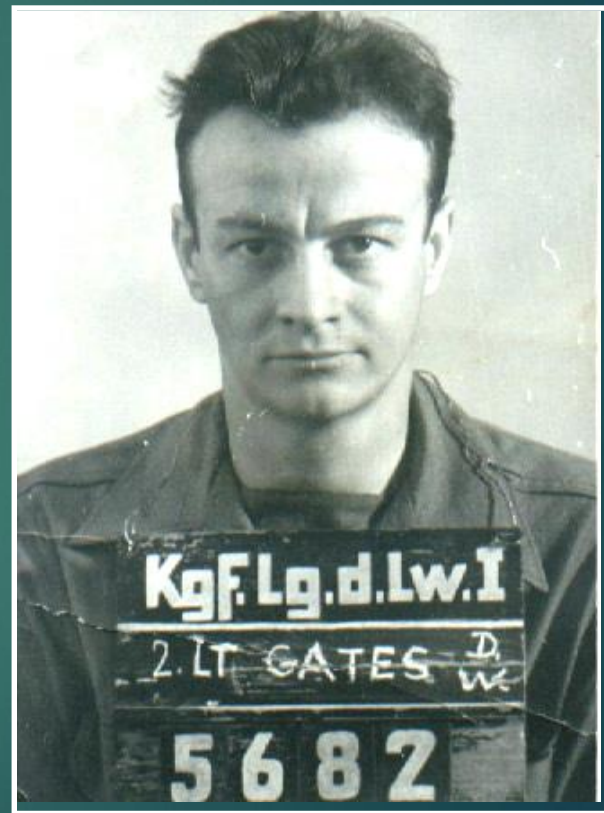




Judgment

IF LOVE IS THE
SUNSHINE THEN
JUDGMENT IS THE
CLOUD THAT
OBSCURES IT.

2nd Lt. Daniel Gates



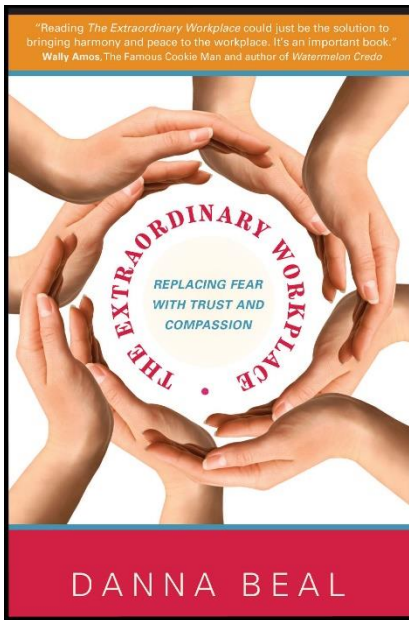
Three steps
you will
incorporate
in your
practice as
a leader

1.

2.

3.

Danna Beal, M.Ed.
Author, Speaker, Coach
danna@dannabeal.com
www.dannabeal.com
425-785-2862



- ▶ Keynote addresses
- ▶ Leadership retreats and training
- ▶ Workplace culture and teamwork training and workshops
- ▶ 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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