

Going for the Gold – Values-Based Relations in the Workplace

Isabel Alfonsín-Vittoria, M.S., LMHC, CEAP
September 27th, 2018

Our Time Together

- Explore 'The Why'
- Discuss the role of emotional & social intelligence at work
- Talk through personal & organizational challenges
- Define values-based performance
- Invite you to review & re-charge, or revise your outlook
- Suggest ways to manifest the best 'you' in the work that you do
- Leave you with a call to action to engage – to go for the gold.

Why the Herbert Wertheim College of Medicine?

- You could work anywhere.
- Why did you choose FIU HWCOM?
- Is it convenient/beneficial?
- Is it a choice to work in an academic environment?
- Is it a choice to work in health care?
- Is it a choice to work in the service of others?
- Is what brought you here still your **Why**?

“My Why”

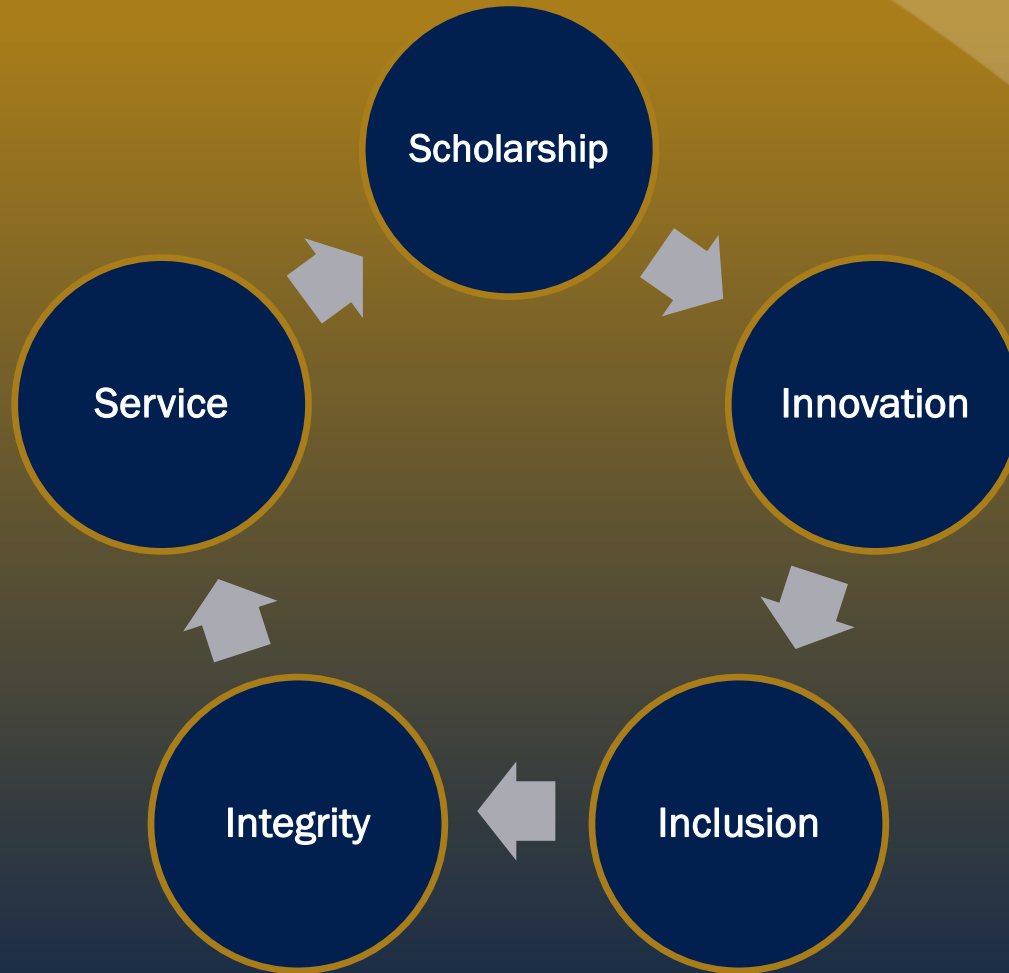


Your Mission

By providing an environment enhanced by diversity, clinical innovation and research, Florida International University Herbert Wertheim College of Medicine prepares socially accountable, community-based physicians, scientists, and health professionals who are uniquely qualified to transform the health of patients and communities.



Your Values



Going for Gold



“Desire is the key to motivation, but it’s **determination and commitment** to an unrelenting pursuit of your goal – a commitment to excellence – that will enable you to attain the success you seek.”

Mario Andretti

HWCOM TEAM



Serving
Together

Everyone has a **Why**

- Are you in touch with yours? Your **Why** is the purpose, cause, or belief that inspires you to do what you do.
- Your **Why** provides you with clarity, meaning and direction. It is a filter through which you can make decisions, every day, to bring your cause to life.
- A **Why** statement is one sentence that captures your unique contribution and impact. The **contribution** is the real actionable part of your **Why**.
- The **impact** is the condition you wish to leave the people and world around you. Together, these two components provide fulfillment for you and those you serve.

Self-awareness is KEY!



Emotional & Social Intelligence

- EI - the capability of individuals to **recognize** their own, and other people's emotions, to **discern** between different feelings and label them appropriately, to **use** emotional information to **guide** thinking and behavior, and to **manage** and/or **adjust** emotions to adapt environments or achieve one's goal(s)
- SI - the capability to **effectively navigate and negotiate** complex social relationships and environments. It builds on emotional intelligence.
- SI - an aggregated measure of self- and social-awareness, evolved social beliefs and attitudes, and a **capacity and appetite to manage complex social change**.

Dan Goleman

E.I. + S.I. = > Human Connections



Lead to Better Outcomes

BUT stuff happens, right?



Humor helps



Nothing is perfect



Detractors

- Organizational constraints
- Unwelcome change
- Being over-influenced by others
- Foreshadowing
- Dwelling on isolated events
- Criticism and blame
- Thinking in absolutes



Detractors

- Focusing on or expecting negative feedback
- Taking on too much responsibility
- Feeling ineffectual or unable to contribute meaningfully
- Incongruent expectations with reality
- Personal issues weighing you down
- P-O FIT (Compatibility)
- Workplace Incivility



Workplace Incivility

Stress &
Feeling
Overwhelmed



- Unprofessional attitude
- Lack of respect or positive regard/empathy
- Gossip, gripes and rumors
- Excluding or disregarding others (cliques)
- Making others feel uncomfortable; discourteous
- Teasing or belittling
- Bullying

CWB's

Types of Incivility



- Conscious or intentional (malice)
- Unconscious or thoughtless (knowledge deficit or lack of awareness)

Dr. Christine Porath, Georgetown University management professor, has collected data from more than 14,000 people throughout the US and Canada in order to track the prevalence, types, causes, costs, and cures of incivility at work.

Research Findings

After interviewing employees, managers, HR executives, presidents, and CEOs, administering questionnaires, running experiments, leading workshops, and speaking with doctors, lawyers, judges, law enforcement officers, architects, engineers, consultants, and coaches about how they've faced and handled incivility they found two main themes:

Incivility is expensive, and few organizations recognize or take action(s) to curtail it.

The Effects of Incivility

- Negative impact on physical and emotional wellbeing
- Decreased energy level and motivation
- Reduced productivity and performance
- Innovation and creativity is thwarted
- Diminished employee morale; commitment drops
- Undesired attrition
- Cognitive performance

Hijacks
Focus



Employees in Civil Job Environments:

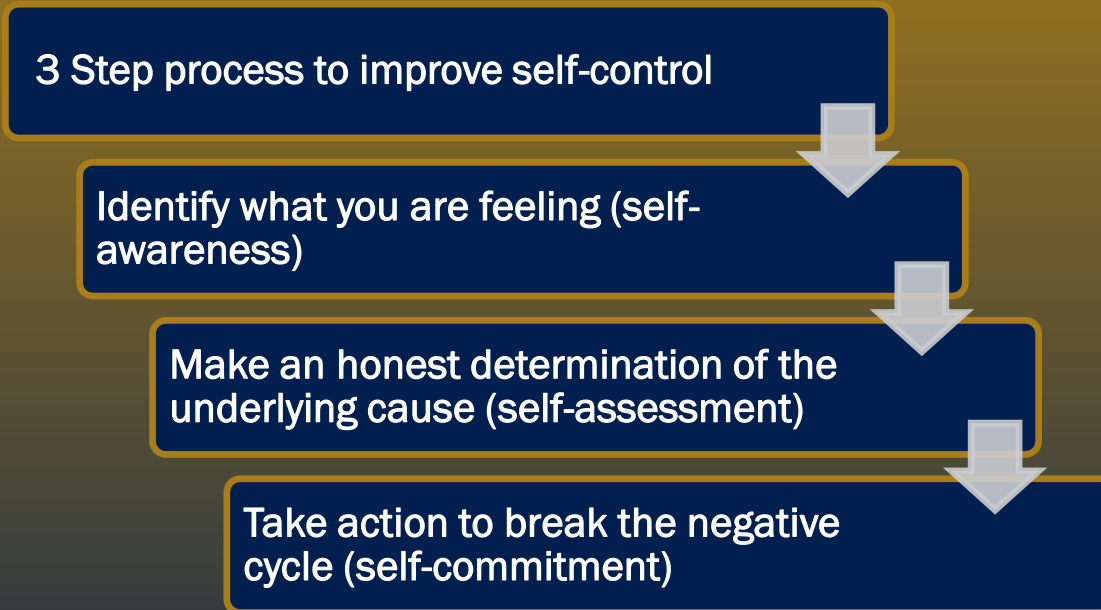
- Are less stressed and less anxious
- Exhibit greater attachment/engagement
- Demonstrate greater commitment to the organization/retention
- Display better teamwork; demonstrate collective gratitude and collaboration
- Deliver better service; achieve better results

Review, Re-charge or Revise



Align your intentions.

Staying Focused



Making a SHIFT



- Happens only when **WE** decide it's necessary
- Poses new option(s) when the alternative to 'stay stuck' is potentially worse
- Takes willingness to let go (OF) _____
- Requires suppressing misgivings and taking a leap of faith/courage
- Entails engaging to what is there (working with what you have)

Thank You!



VBO defined by SHRM

- A values-based organization (VBO) is a living, breathing **culture of shared core values among all employees.**
- In a values-driven culture, **employees find alignment between their personal values and the organization's values** creating a unified and motivated workforce.
- A values-based organization is a culture shaped by a clear set of ground rules establishing **a foundation and guiding principles for decision-making, actions and a sense of community.**
- A strongly held values-based culture or purpose **will remain more stable over time** characterized by productivity and employee commitment.

The VBO Charge



STAY
FOCUSED

- Remember your **WHY**
- Revisit the HWCOM Values
- Make a **SHIFT**, as necessary/applicable
- Align your purpose with the over-arching goals
- Remain aware of ‘self and others’
- Celebrate the wins and work through the challenges
- Role model what you wish to see in others

But Why?

- Studies show that value drives culture
- Culture drives employee engagement
- Employee fulfillment drives customer satisfaction
- Customer satisfaction drives stakeholder value – Our stakeholders are: the FIU student community, the immediate tri-county area, FIU leadership, the FIU BOG, and BOT and the state of Florida
- When stakeholders are ‘satisfied’ with our value, our work is supported and funded

SO, IT'S QUITE IMPORTANT TO BE VALUES-DRIVEN

“The value of our lives is not determined by what we do for ourselves. The value of our lives is determined by what we do for others.”

Simon Sinek

Determination and Commitment



Let's go for the Gold!

Thank you!