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

Isabel Alfonsín-Vittoria, M.S., LMHC, CEAP
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Office of Employee Assistance
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

Scholarship

Service

Innovation

Integrity

Inclusion
“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

Me

+  

Colleagues

Serving Together

US = FIU HWCOM
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!

- Know your emotions.
- Manage relationships & (other's emotions).
- Manage your emotions & manage yourself.
- Recognize & understand other people’s emotions.
- Know your emotions.
- Manage yourself.
- Understand other people’s emotions.
- Manage relationships & (other's emotions).
Emotional & Social Intelligence

- **El** - 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

“If we learn from our mistakes, shouldn’t I try to make as many mistakes as possible?”
Nothing is perfect

“Apparently many companies experience problems including: a lack of direction, poor accountability, lack of respect among members, pushing personal agendas, poor communication..."
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

- 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

Stress & Feeling Overwhelmed
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

3 Step process to improve self-control

Identify what you are feeling (self-awareness)

Make an honest determination of the underlying cause (self-assessment)

Take action to break the negative cycle (self-commitment)
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

- 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 which 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!