



The Strategic Advantage of Putting People First

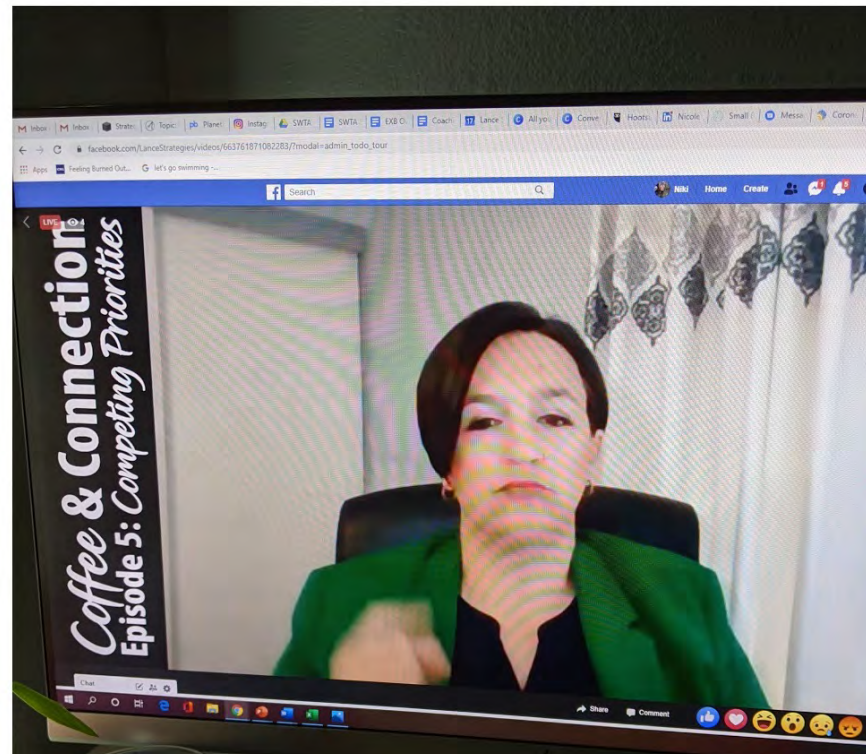
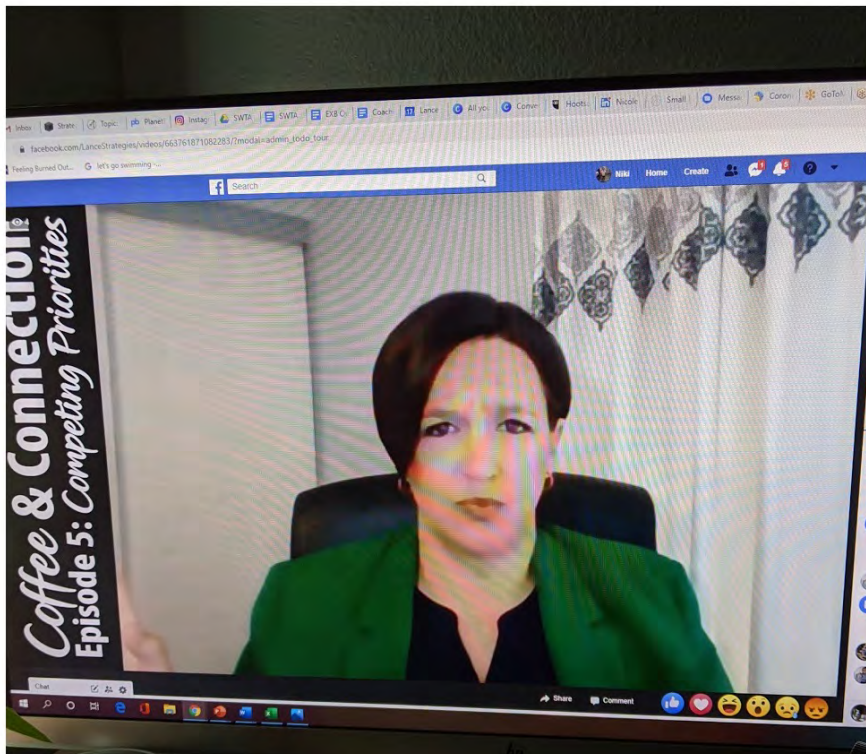


What do I
know about
you?



Life has looked
a little **different**
this past 26
months

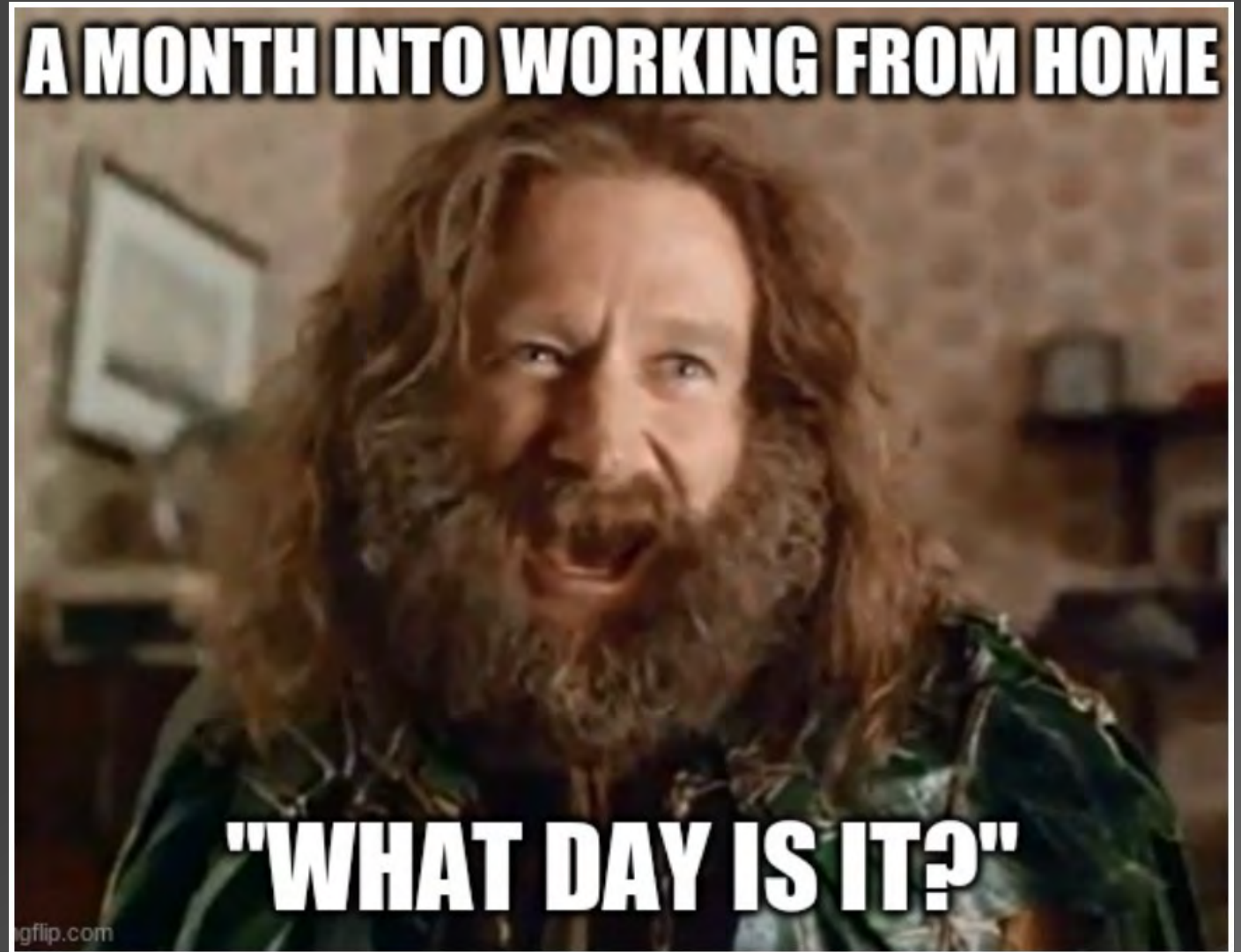
Life has looked
a little different
this past **26**
months





Let's **also**
talk about
“Zoom Fatigue”...

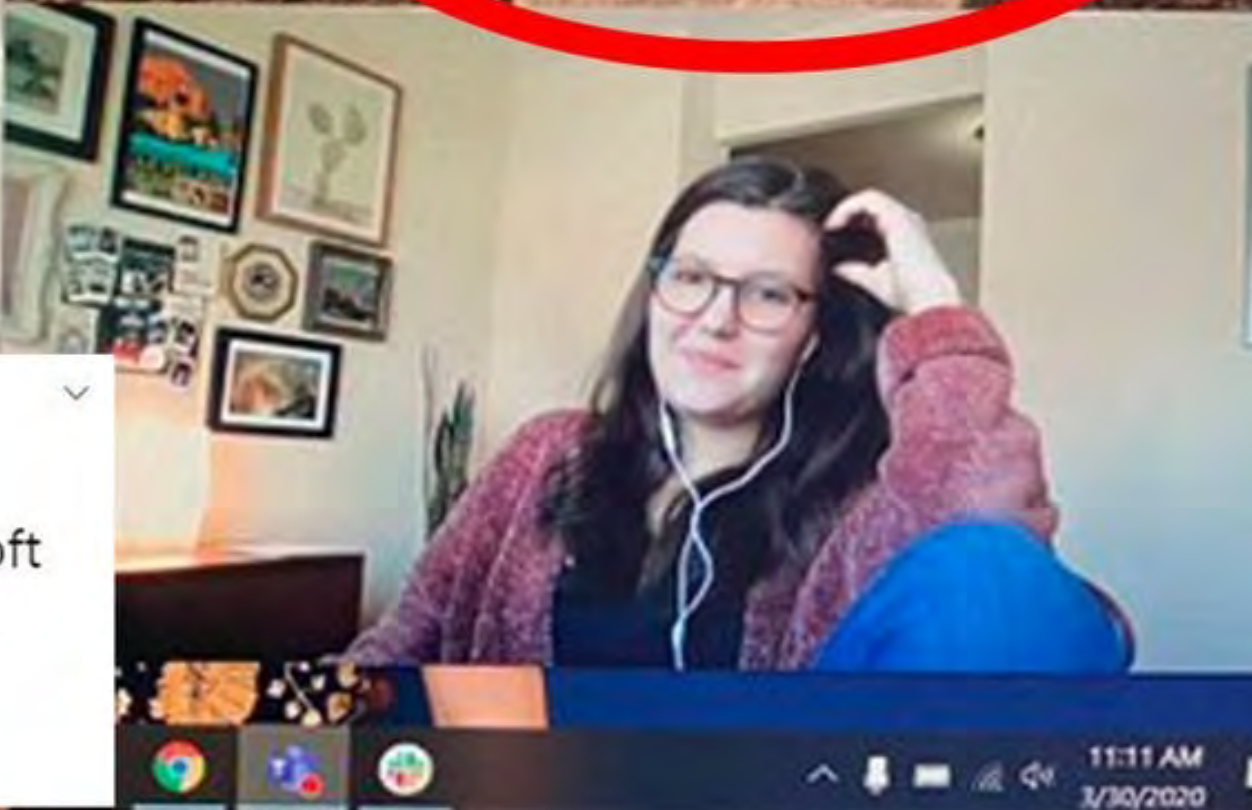
**Virtual
meeting
burnout...**





Rach
@PettyClegg

my boss turned herself into a potato on our Microsoft teams meeting and can't figure out how to turn the setting off, so she was just stuck like this the entire meeting



Zoom Meeting

Audio only

With video



♡ 14 11:43 AM - Mar 29, 2020

When the zoom meeting is about to end
and someone asks a question



Why do I feel compelled to WAVE at the end of Zoom calls? I have literally never walked out of a meeting room WAVING.



**What is really
going on?**



Jeffrey Brillhart



Wendy Browder



Jennifer Gottschalk



Annie



Lucas Dejesus



Wendy Pfeffer



Rich Sobel



Kerri Williams



Melissa Graf-Evans



Aminda Baird



Mark Hollern



Peter Boyer



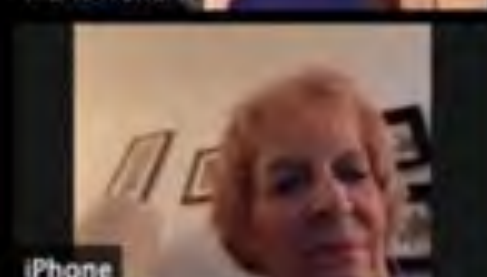
Francine Levin



Jennifer Diaz-Arrastia



Am



iPhone



kennethschoenholz



clairehuff



Dana K. Fiero



QTAXIA1



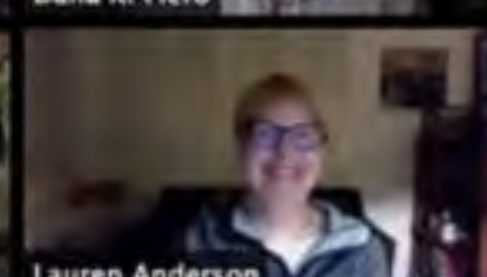
Marie Ruddell



Martha Fried-Cassorla



Gloria



Lauren Anderson



Brian Auerbach



Me on a Zoom call pretending I'm listening and not just looking at myself





YOU'RE

ON



MUTE



For instance, **audio** has been proposed as the main reason that video meetings are draining. It turns out that **millisecond delays in virtual verbal responses** negatively affect our interpersonal perceptions, **even without any internet or technical issues.**

Oxytocin

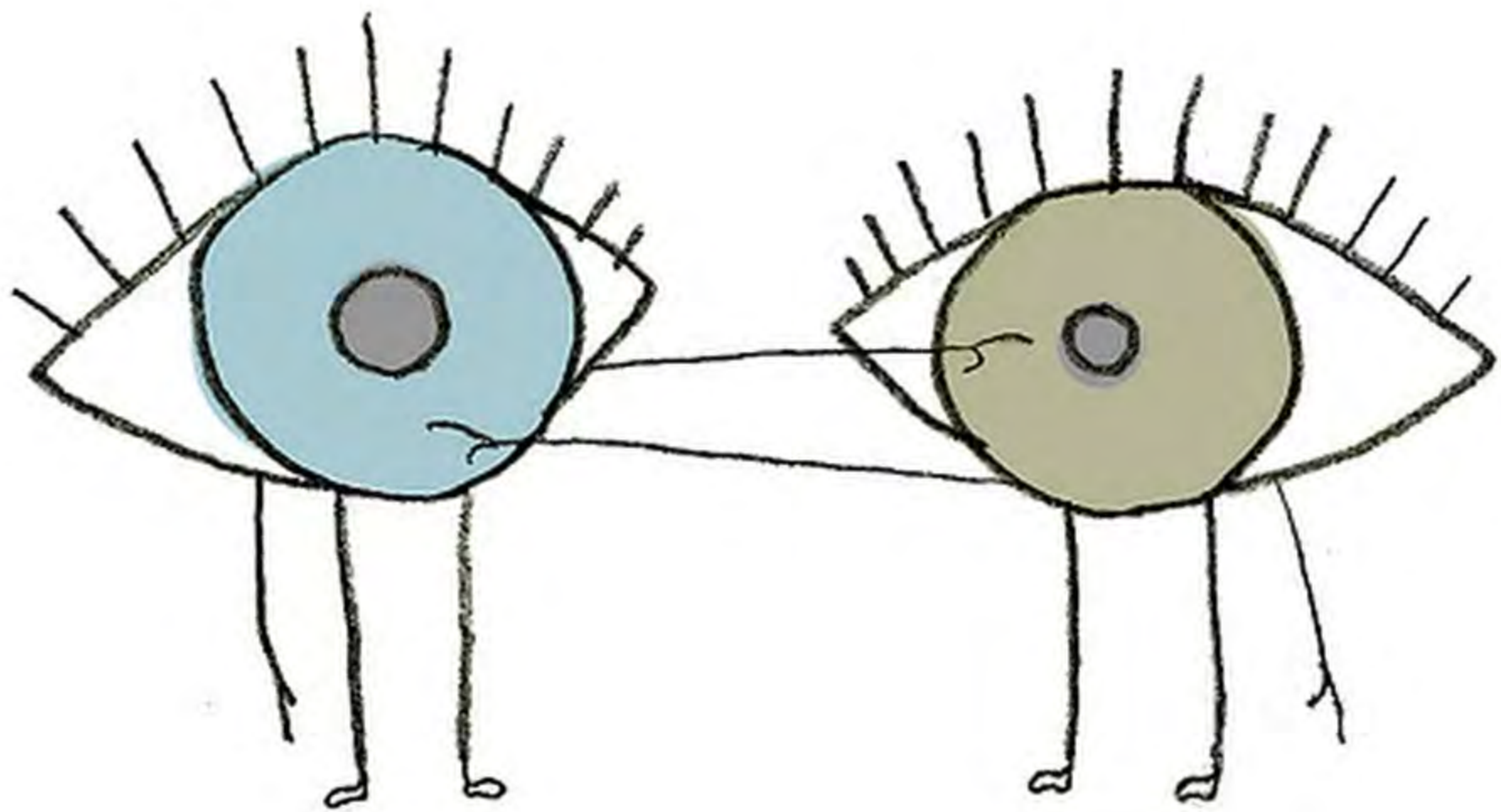
Brain Hormone

Responsible for forming bonds,
reducing fear, and lowering depression

TRUST

Brain Hormone

Responsible for **forming bonds**,
reducing fear, and lowering depression



eye contact

**Where does
that leave
us?**

**It's fine.
It's fine.
I'll do
EVERYTHING.**



It's fine.

@KIDSARETHEWORST

Sure, let's make a plan!

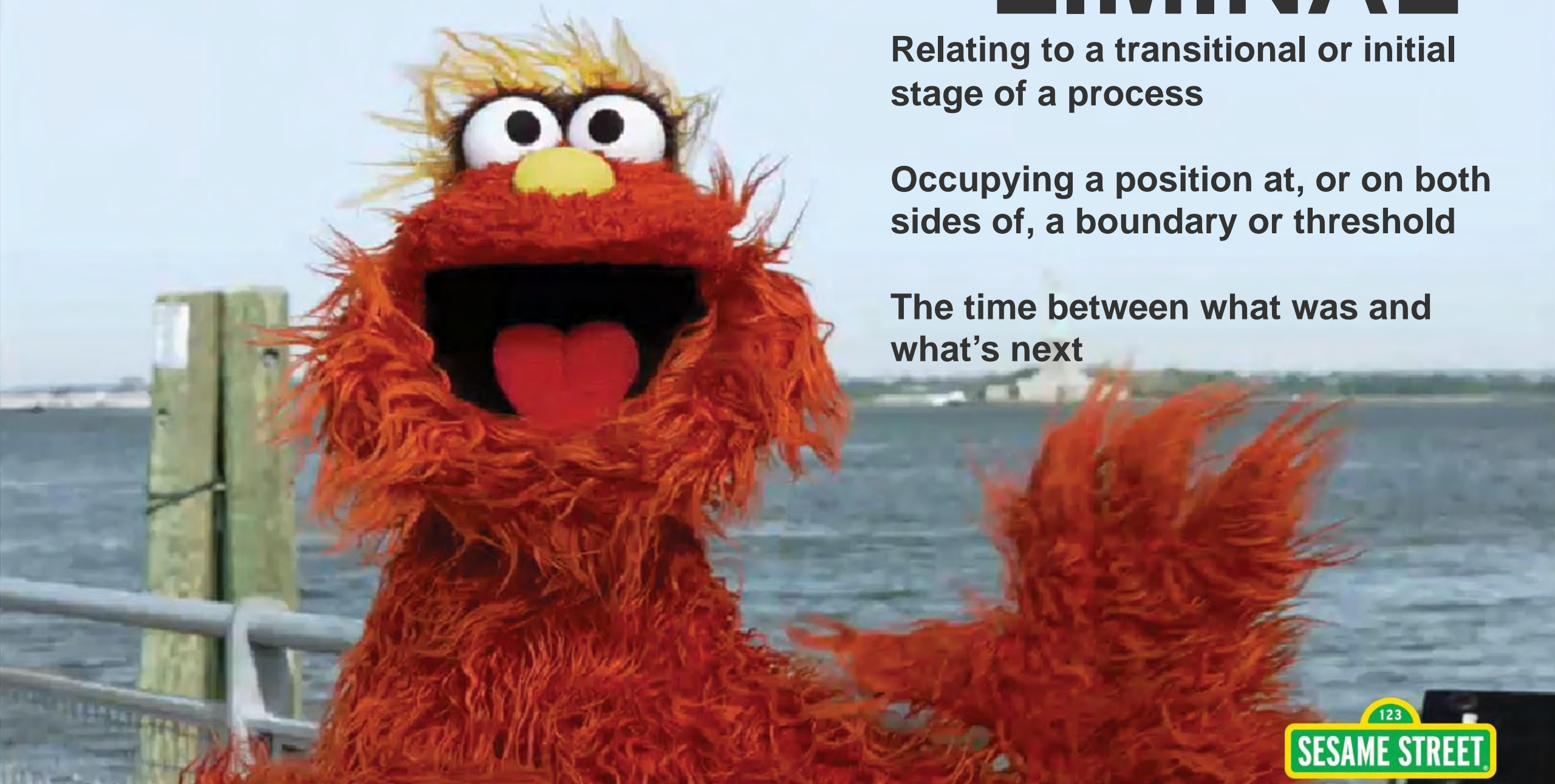


LIMINAL

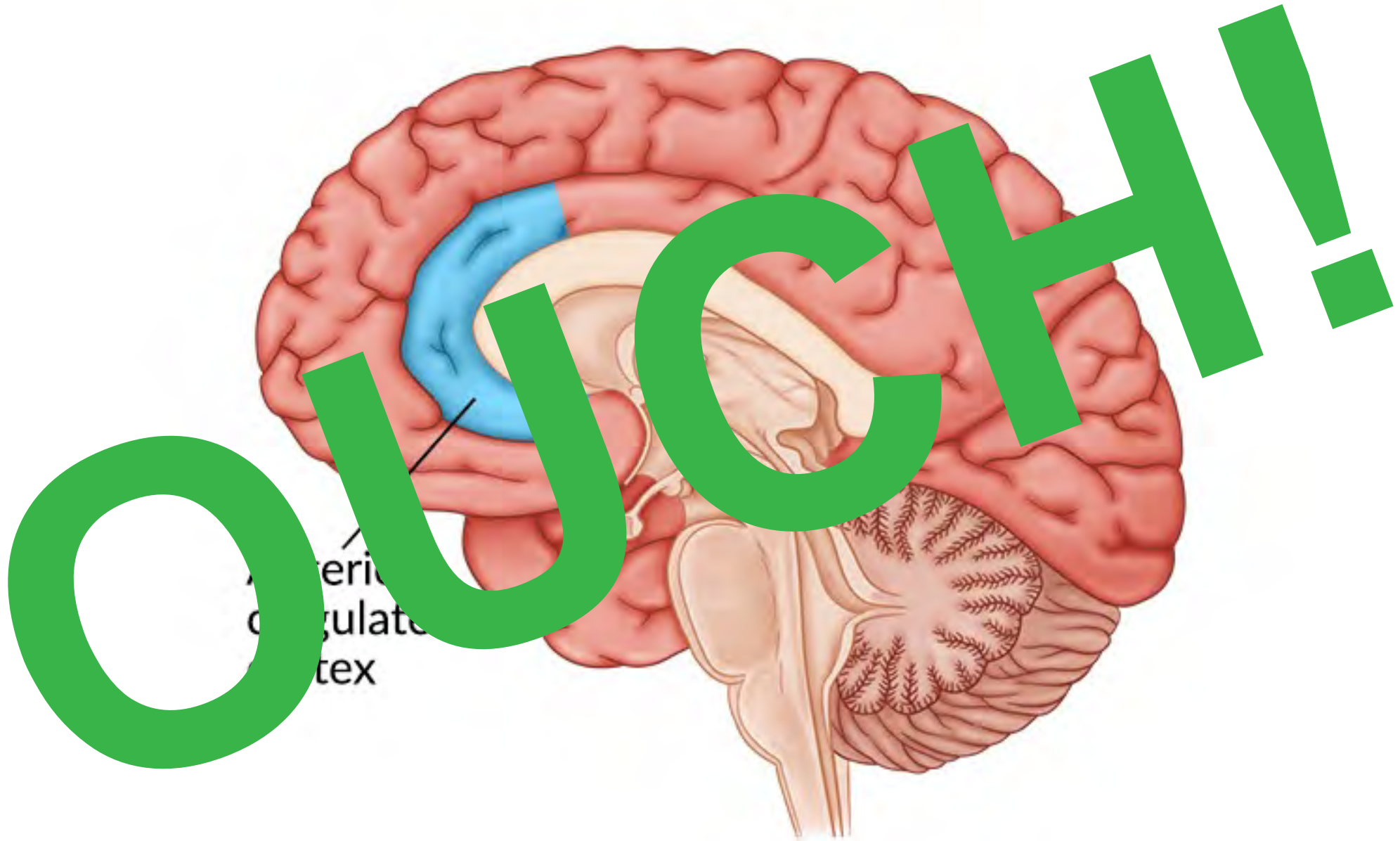
Relating to a transitional or initial stage of a process

Occupying a position at, or on both sides of, a boundary or threshold

The time between what was and what's next



What
impact is
this having?



Anterior
cingulate
cortex

**Before we get
started,
I want you to
pandiculate.**





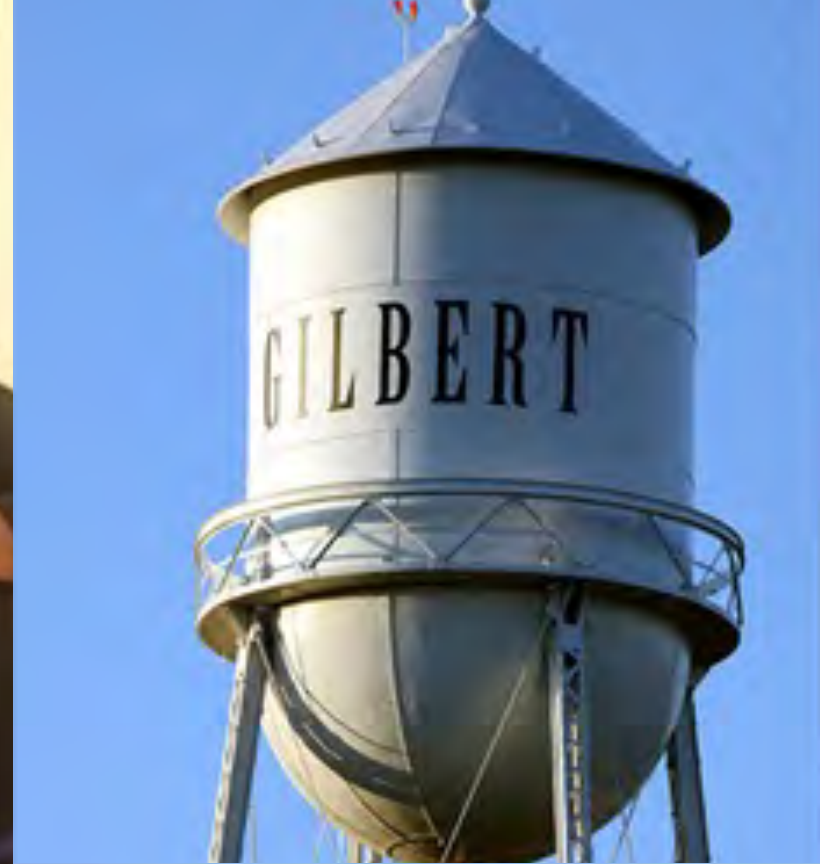
Don't knock anything over!

Who the heck am I?



NICOLE
Lance
COACHING FOR COURAGEOUS
TRANSFORMATION

```
printf("Hello AZ");
```

How I Serve

Executive Coaching

Team Training

Retreats & Teambuilding

Courageous Conversations

Diversity & Inclusion

Women's Leadership Development

Life Coaching









The
Strategic
Advantage
of Putting People
First

The Strategic Advantage(s)

- Get stuff done!
- Intrinsic & extrinsic value
- Aligned with who we are as public servants
- Motivates you, motivates them
- Better decisions

Context & Considerations

- Occurs in ALL areas/forums of our lives – our organization, employees, individual work teams, elected officials, residents/communities
- Consider the real human impact of our decisions
- Nothing happens in a vacuum , and we value and take into account the human element in our decision making

**BREAKING
NEWS**

The image features the words "BREAKING NEWS" in a large, bold, white, 3D sans-serif font. The letters are set against a vibrant red background. A series of white, curved lines radiate from the top right corner, creating a sense of motion and urgency. The text is positioned in the upper half of the frame, with "BREAKING" on the top line and "NEWS" on the bottom line. The lighting on the letters gives them a three-dimensional appearance, with shadows cast onto the surface below.

This also means YOU!!

You are a human.

*(Even if you may have forgotten it
and everyone else around you may
have forgotten it as well)*

11 strategies

NOTICE WHAT

YOU'RE

NOTICING

**Let's talk about
building
self-awareness**



HOW I THINK I LOOK WITH SMOKY EYES

HOW I ACTUALLY LOOK



HOW I THINK I LOOK AFTER
A TOUGH DAY AT WORK



HOW I ACTUALLY LOOK



HOW I THINK I HANDLE STRESS



HOW I ACTUALLY HANDLE STRESS



Modify

your

method

**“I CAN’T DROP THIS
PEN.”**



**Watch out
for:**

JUST

I'm just a...

I'm just

NOT...

We're just...

**That's just
how he is...**

She's just

a...

**This is
just how
we do it**

**It is what
it is.**

**That's just
how things are
around here...**

ADJUST

**An incredibly
scientific
self-assessment**

When you think
about your **public**
service journey
right now...

Emoji

self

check-in

a b c d e f g h i j k

1



2



3



4



5




6



7





**BUILD
AUTHENTIC
CONNECTIONS**

When I ask how your weekend was
please provide it in a
one word reply.



**My work
life in
GIFs!**



**What does this
GIF represent in
your work life?**

The
feeling
I get
when....





**My face when that certain person
calls
and asks for...**



How I feel
when

happens.

**Me when I
hear...**







**What my coworkers probably
think I look like when**

Let's try an exercise!

2 MINUTES TO ANSWER:

- Last thing you searched for on a music streaming service?
- What is the best meal you can make & how did you learn to make it?
- Worst job you ever had?
- What was your first car?
- Best vacation you've ever taken?



One more round!

2 MINUTES TO ANSWER:

- What are you known for at work?
- An accomplishment that makes you proud?
- Something people get wrong about you?
- A hobby, activity, or secret passion?
- Something that made you smile recently?





Hold

**COURAGEOUS
CONVERSATIONS**

WHEN YOU HEAR THE WORDS

A close-up photograph of a seal's face, showing its large, dark eyes and whiskers. The seal has a wide-eyed, anxious expression, looking slightly upwards and to the right. The background is a blurred, light brown color.

"WE NEED TO TALK."

There are **TWO**
things that get in
the way of
productive dialogue

OUR MOUTHS

&

OUR BRAINS

LAUREL

YANNY

**HOW COULD YOU
POSSIBLY?!**

**HOW COULD YOU
POSSIBLY NOT
KNOW THAT?!**

**HOW COULD YOU
POSSIBLY SEE IT
THAT WAY?!**

Subtext:

Subtext:

You're

Subtext:

**You're
an**

Subtext:

You're

an

idiot

Goals of Extraordinary Dialogue

1. **Learn**
(Mind The Illusion of Certainty)
2. **Find the Truth / Best Path Forward**
(Monitor Perception vs. Reality)
3. **Produce Results**
(Are we moving towards action?)
4. **Strengthen Relationships**
(No lower back tattoos required)

**Mastering
your story**



FEEL

ACT





TELL A
STORY



ACTION



TELL A
STORY



JUDGMENT



TELL A
STORY



JUDGMENT



FEEL



ACTION

TELL A
STORY

JUDGMENT

FEEL

REACTION

Mastering your story

Question your conclusions

- ✓ Did you tell yourself a story without facts or perceptions?
- ✓ What meaning are you adding to the action you observed?

Mastering your story

Question the stories in your mind behind the actual events that took place (facts)

- ✓ Why would a reasonable, rational person do or say this?
- ✓ What's your role in the conflict?

PRACTICE

THESE

PHRASES

PHRASES TO PRACTICE

- I don't have capacity for that right now.
- We will need to schedule more time to finish this.
- I have a hard stop at 3 o'clock.
- Thank you, but no.
- No, I can't.

PHRASES TO PRACTICE

→ No.

→ No.

→ NO.



ENGAGE

EFFECTIVELY

**Pay attention
to how people
process.**

Space

Grace

Pace





**ORIENT
TOWARDS
VALUES**

Let's talk

about

Pet Peeves

NEW YEAR

NEW YOU

USE YOUR BLINKER



Never in the history
of calming down, has
anyone ever actually
calmed down, by
being told to calm
down.



som**ee**cards
USER CARD

What **bugs**
you?

What do we
VALUE?

How are we
being
when we are
living
those values?



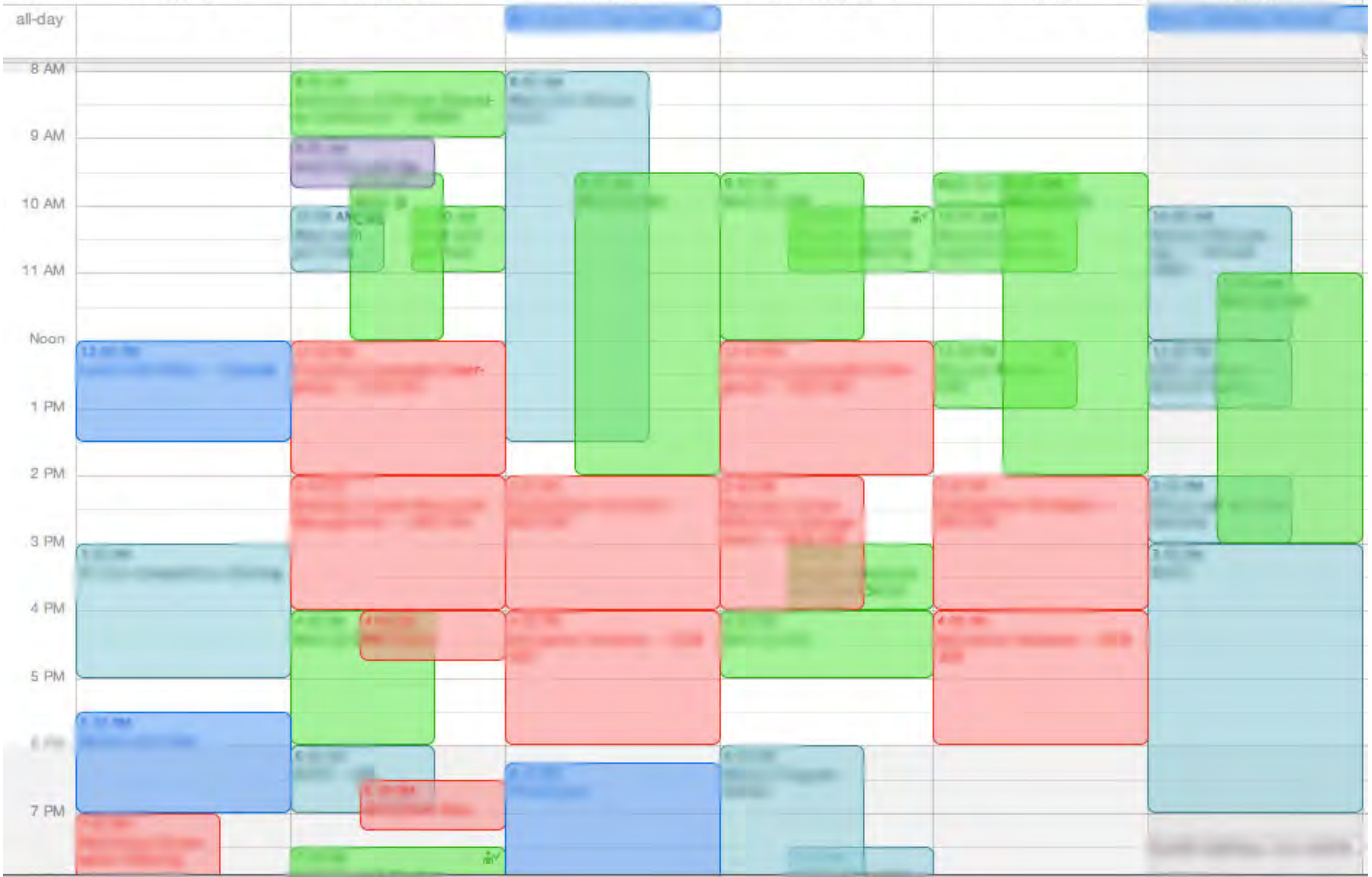
DELETE YOUR

DEFAULTS

“I CAN'T DROP THIS PEN.”

Remember
this??





Dig into your default thoughts

→ I can, but do I HAVE to?

→ I can, but do I need to do it NOW?

→ I can, but do I WANT to?

→ Is this REALLY NECESSARY?

→ Is there an EASIER WAY to accomplish this?

4 power tips



@jenerositypartners

Schedule
your to-do's



@jenerositypartners

Leverage natural energy flows



@jenerositypartners

**Batch your
work**



@jenerositypartners

Do,
delegate,
delete



@jenerositypartners



**AMP UP YOUR
EMPATHY**

EMPATHY

Not Sympathy

Greek Origin

SYMPATHY

Syn Pathos

Greek Origin

SYMPATHY

With

Feel

Greek Origin

EMPATHY

En Pathos

Greek Origin

EMPATHY

In

Feel

Empathize

With their experiences, what are they feeling?

- Thoughts
- Emotions
- Sensations

Design Without Empathy



Design With Empathy



Empathy
changes our
judgments & our
behaviors



**CHOOSE
YOUR OWN**

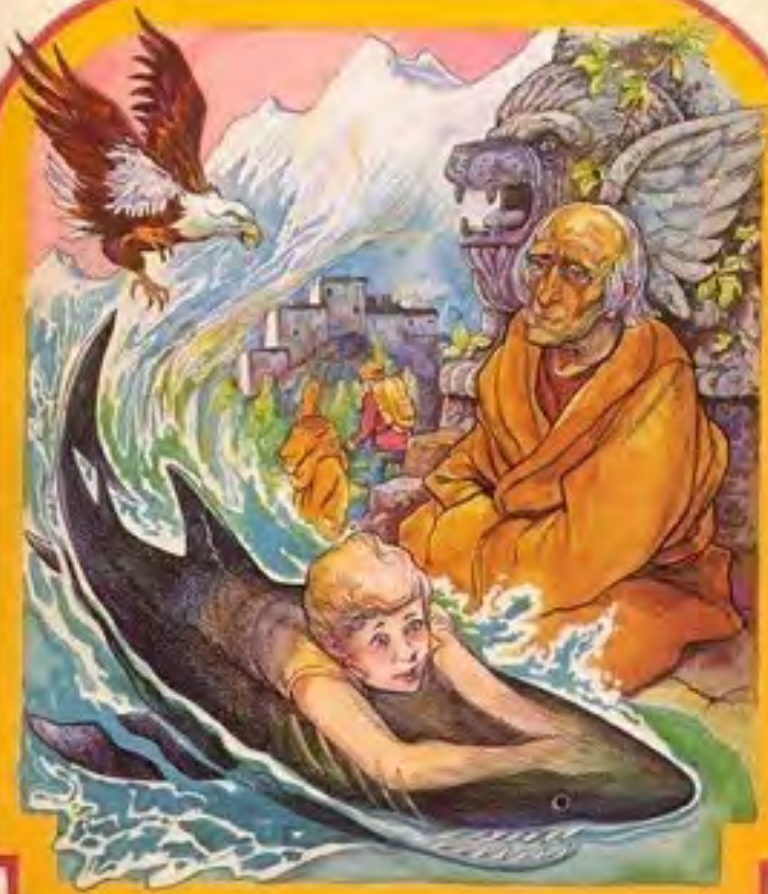
ADVENTURES

CHOOSE YOUR OWN ADVENTURE  45

YOU'RE THE STAR OF THE STORY! CHOOSE FROM 14 POSSIBLE ENDINGS.

YOU ARE A SHARK

BY EDWARD PACKARD



ILLUSTRATED BY RON WING

CHOOSE YOUR OWN ADVENTURE • 5

YOU'RE THE HERO OF THE STORY! CHOOSE FROM 40 POSSIBLE ENDINGS.

THE MYSTERY OF CHIMNEY ROCK

BY EDWARD PACKARD



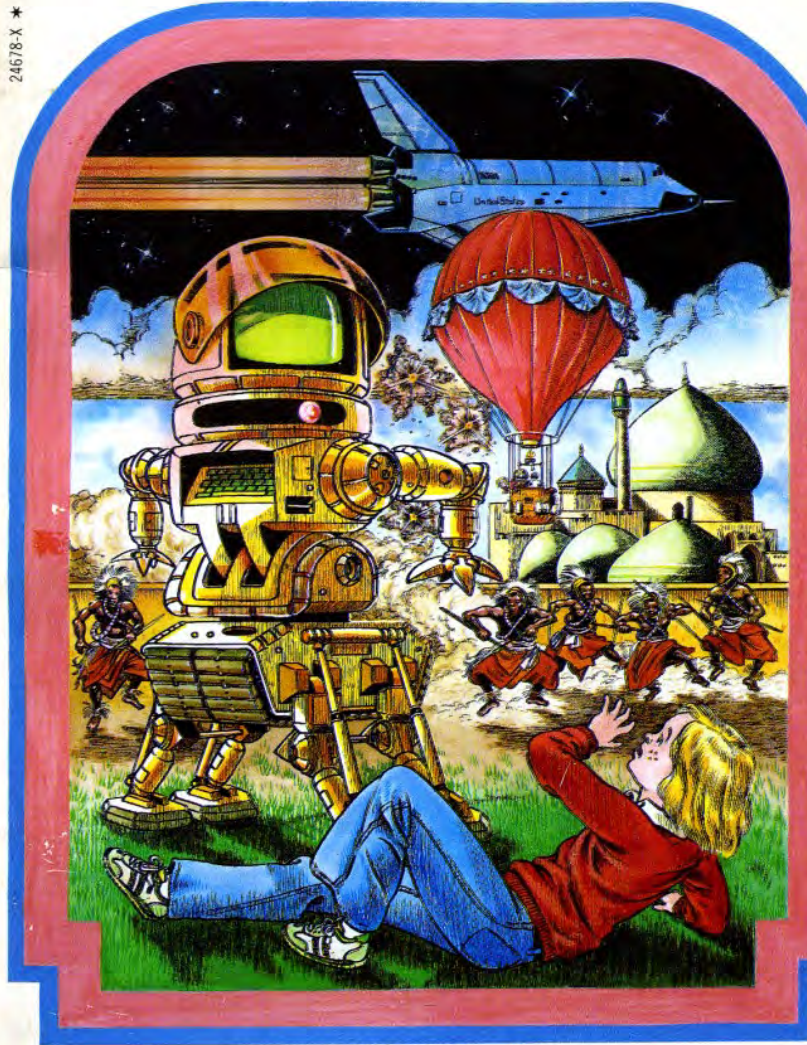
ILLUSTRATED BY PAUL GRANGER

CHOOSE YOUR OWN ADVENTURE  39

YOU'RE THE STAR OF THE STORY! CHOOSE FROM 22 POSSIBLE ENDINGS.

SUPERCOMPUTER

BY EDWARD PACKARD



ILLUSTRATED BY FRANK BOLLE

24678-X • IN U.S. \$1.95 • A BANTAM BOOK



"Plants of the World's Deserts"
Boyce Thompson
Arboretum
State Park

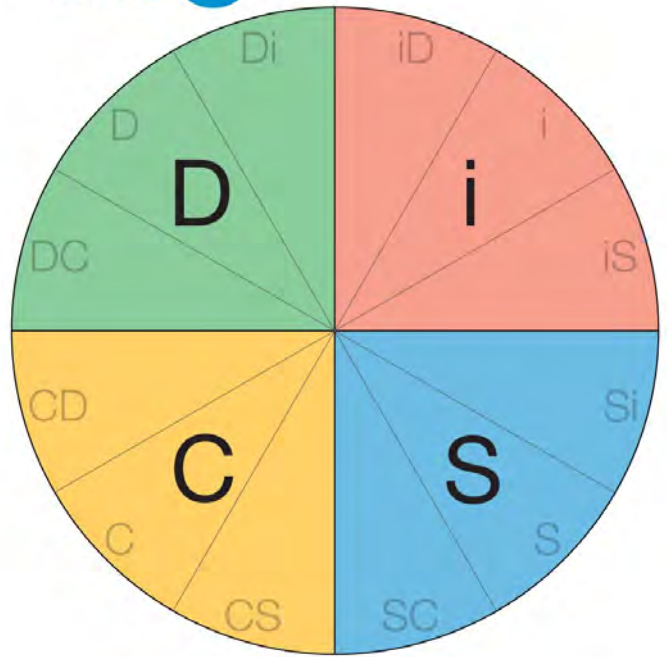
The image shows a large, light-colored sign with a wooden border. The sign is set against a background of palm trees and a cloudy sky. In the foreground, there are green grasses and purple flowering bushes. The text on the sign is arranged in four lines, with the top line in italics and the others in bold.

**Personally or
Professionally**





EVERYTHING DISC
WORKPLACE



**What do I/we
want to
accomplish?**



MAKE
MINDFUL
DECISIONS

**Benefit from
using the**

3 B's

What are some items
on your to-do
list you are

less than excited

about?

The 3 B's

Bag It

Barter It

Better It

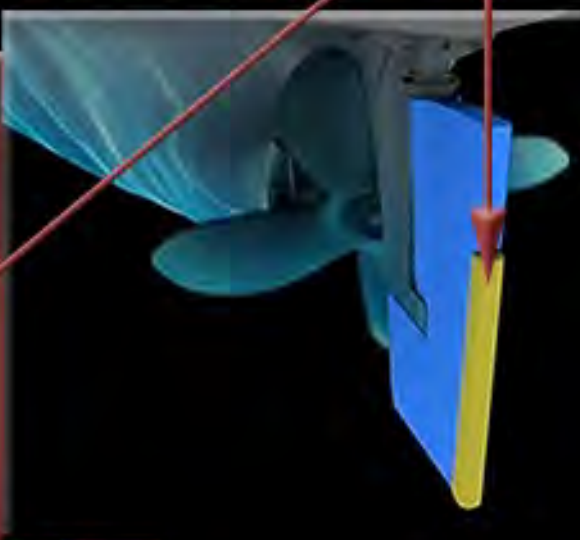
Identify your

TRIM TAB

**Small adjustments
make big differences**

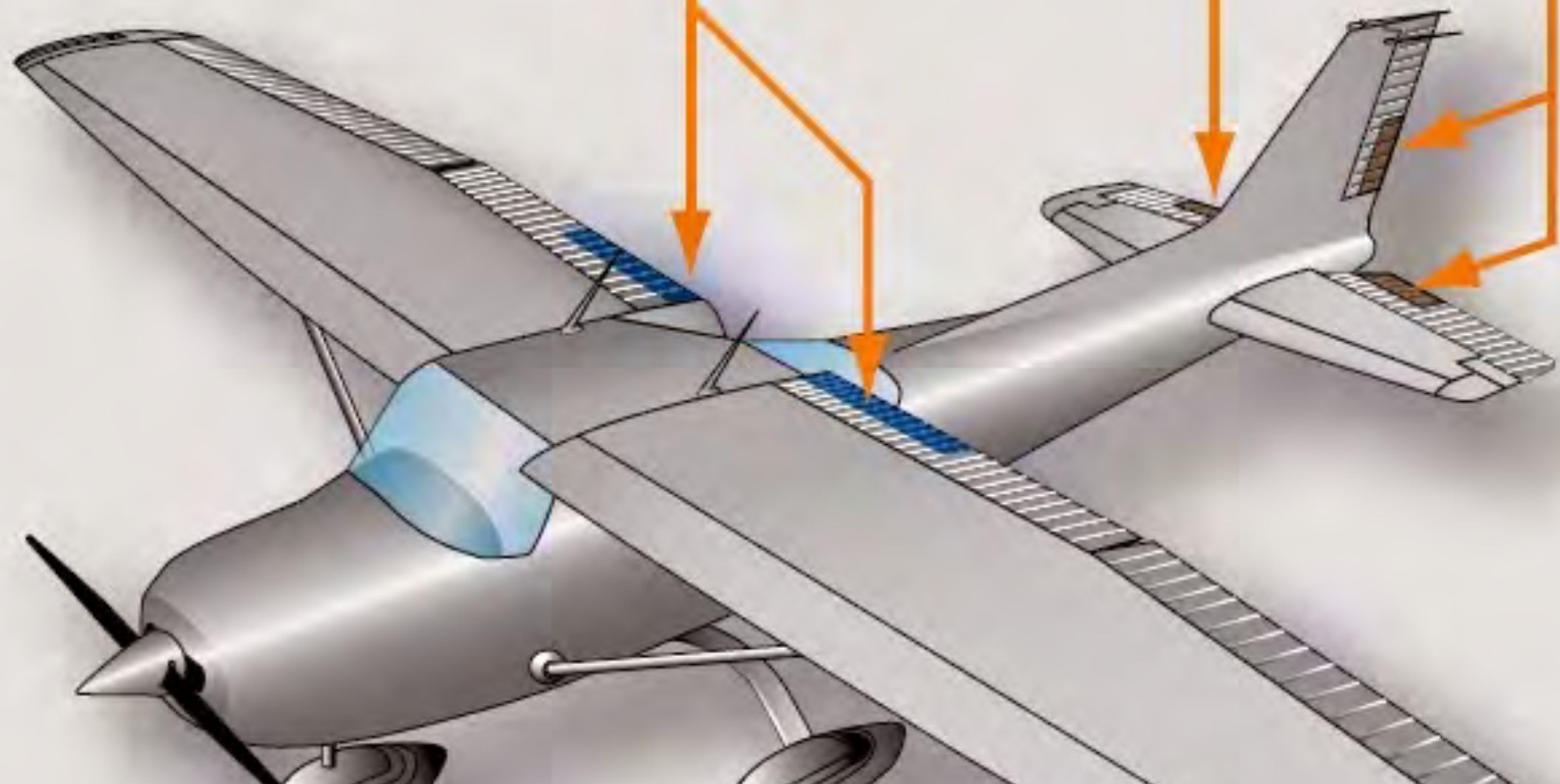


**THE
TRIM TAB**





Trim tabs



Tackling
Results
Intentionally
Mantra

To
Achieve
Balance

Mantra

Mindset

Perspective

Touchstone

Framework

Guidepost

POWER PHRASE





“People First”





“Celebrate the wins”

A large, modern building with a green tint overlay. The building features a prominent central tower with a grid-like facade and several arched windows. The text is overlaid in white with a drop shadow.

**“Highest value,
most strategic”**

What behavior or
experience do
you want to
change?

PUNCH
TODAY
IN THE
FACE.



What do you
want it to feel like
instead?



FRANTIC IS

NOT MY

FRAMEWORK

**What word or
phrase helps remind
you how you
want it to feel?**



**IT'S BOUNDARY
SEASON**



Bonus pro tip:

Use
Baskerville font
(for real!)

REMEMBER

THAT

CONTEXT

MATTERS

**Toggle your
view**







REFRAME

**Even if you get
euchred twice
in a row...**



**You can still
“win the deal”**

**GIVE
YOURSELF
PERMISSION**

(This is Your)

**PERMISSION
SLIP**

X _____

SIGN HERE

Be good to
yourselves!

 Nicole Dailey Lance

 @nicolelancecoaching

 nicolelance.co