

The Human-Centered Workplace:

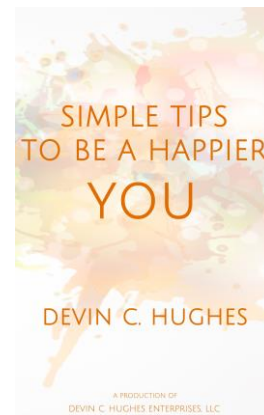
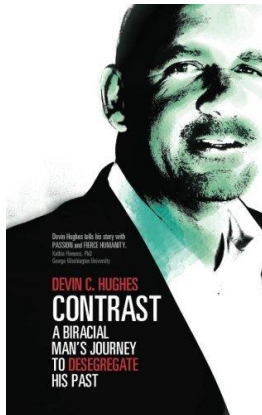
**Establishing Belonging
Through Authenticity,
Collaboration, and Respect**



Devin C. Hughes



- Author, Speaker & Positive Psychology Practitioner
- One of Top 100 Thought Leaders to follow in 2024
- International Best Seller “Contrast”





THE GOAL





Outliers



“Which have you heard...?”

What Is Your Agenda?

Don't Rock the Boat

Do You Need Some Work To Do?

Your Inexperience is Showing

Don't Make Waves

If It Ain't Broke...

Slow Your Roll

Take a Chill Pill

Don't Upset the Apple Cart

Not How We Do It

Save It...

Been There Done That

Tried That Before

Stay in your lane...

Always Done It This Way

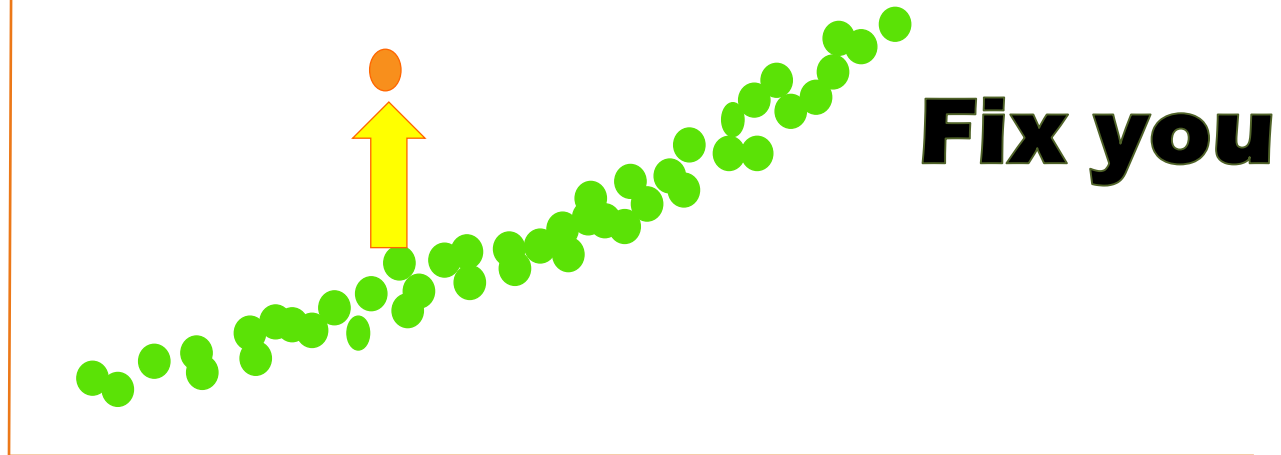
Cool Your Jets

That's Not Professional

Not Here To Make Friends

Desired Future

Weird Awkward
Uncomfortable
Conform





Does Your Workplace Spark BELONGING?

**Please take
responsibility for the
energy you bring into
this space.**

Your words matter. Your behaviors
matter. Our patients and our teams
matter.

Take a slow, deep breath and make sure
your energy is in check before entering.

Thank you.



Indiana University Health

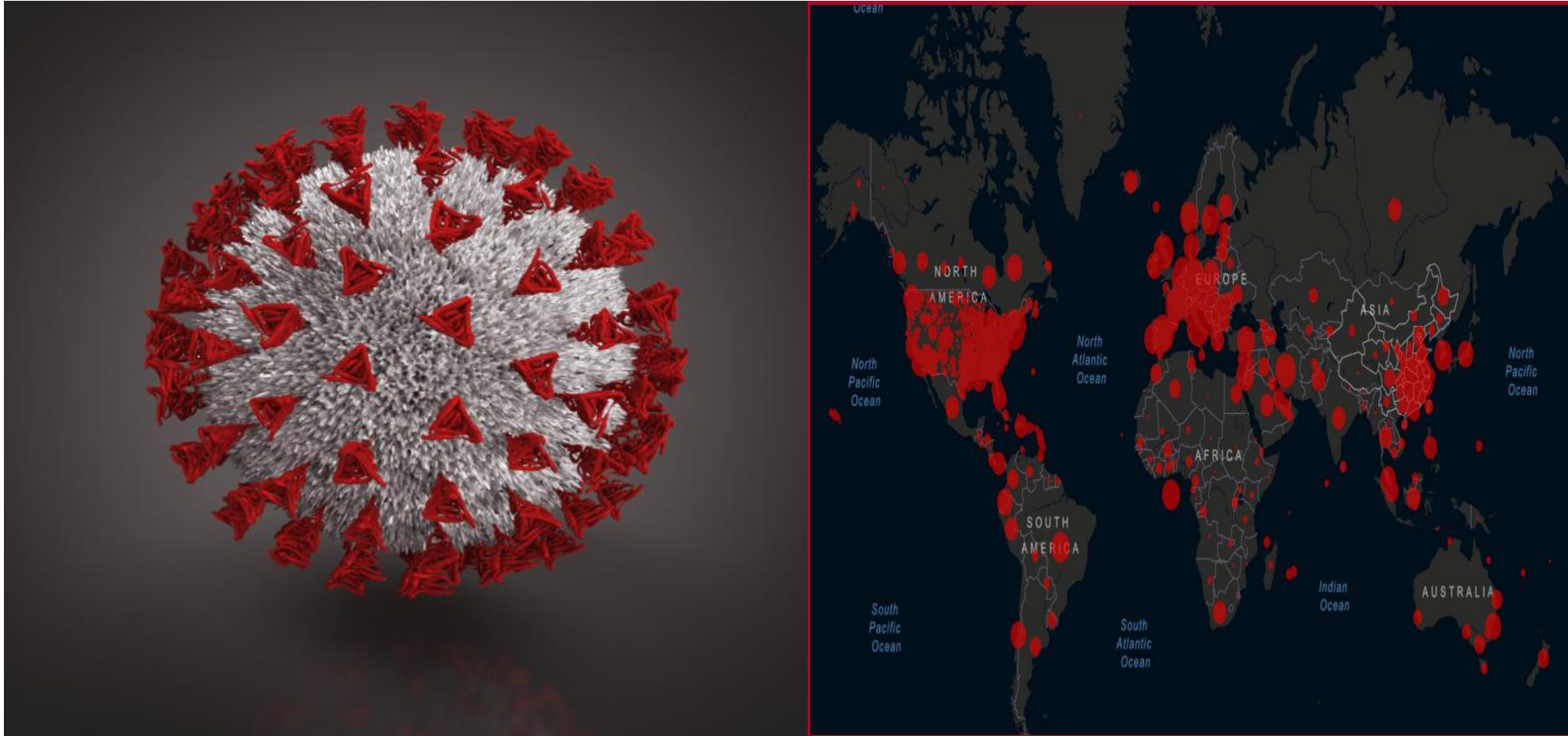
It is essential that we talk about a human-centered workplace....



Conversations are happening...Jump in & Lean in!

A black and white photograph showing two hands, palms up, holding the word "CRISIS" in large, bold, black capital letters. The hands are positioned on either side of the text, with fingers slightly curled. The background is a light, neutral color. The word "CRISIS" is centered between the two hands, appearing to be held or supported by them. The lighting is soft, highlighting the texture of the skin on the hands.

CRISIS



COVID CRISIS



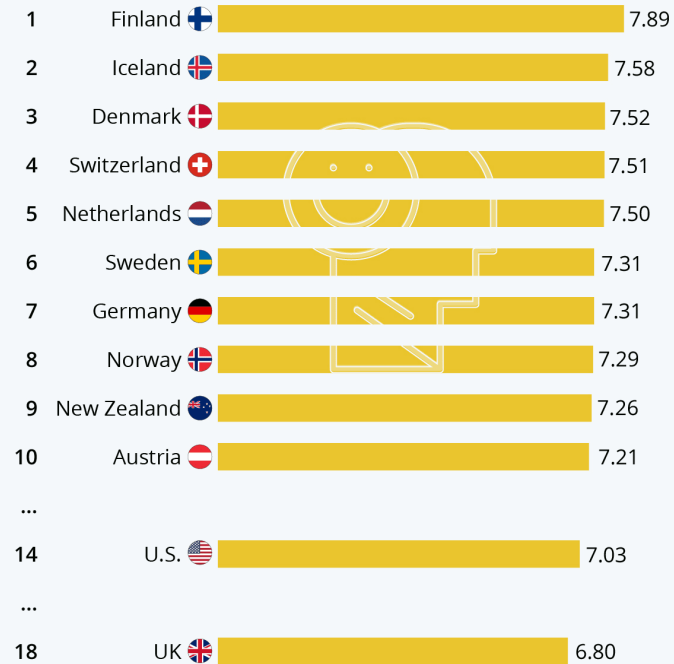
UKRAINE CRISIS



GAZA STRIP CRISIS

The Happiest Countries in the World

Ranking of the world's happiest countries by index value (2020)*



* Based on GDP per capita, social protection, health and life expectancy, freedom of choice, generosity, corruption perception
Source: World Happiness Report

U.S. IS 14TH IN THE WORLD



Surgeon general sounds the alarm on the loneliness epidemic



The UK
elected a
Minister of
Loneliness to
solve the
problem.



**THE 'HAPPY TO
CHAT' BENCH**
SIT HERE IF YOU DON'T MIND
SOMEONE STOPPING TO SAY
HELLO





- ✓ **LISA is New York's most coveted paid companion, offering G-rated cuddle sessions for \$450 a pop.**
- ✓ **Samantha Hess, a professional cuddler, used to wonder: "Why isn't there a Starbucks for hugs?"**

How are you doing?

**How are you
...really?**

- A. I'm doing really great, no concerns
- B. I'm doing ok as long as I keep moving
- C. I'm not doing ok but I just do what I need to do
- D. I'm really not ok and I could use some additional help



Survey of 2,000 Americans

**Found that people are
less likely to feel
gratitude about work
than anyplace else.**

**In fact, respondents
tended to rank their
jobs as dead last when
asked to list the things
they were grateful for...**



✓ **According to the latest research, 60% of employees say they never express gratitude or rarely express it.**

Daily Job Moods at Work



Monday



Tuesday



Wednesday



Thursday



Friday



Saturday



Sunday



Sunday Night...

Gallup...

Estimates that in the U.S., Actively Disengaged
Employees

COST \$450 - \$550 BILLION

per year!

Question:

How big does this have to be...
to be a ***workplace issue...?***



*Let's dive
in!*



**TAKE CARE OF
YOURSELF
TUESDAYS**

TODAY IS
THE BIG DAY

THE THREE APPRECIATIONS

✓ **One Thing I FEEL GOOD about my life right now...**

✓ **One Thing I am Enthusiastic about work...**

✓ **One Person I am Thankful for...**



What fills your



is what spills

When you choose an attitude of gratitude or to do an act of kindness for someone else, a chemical called dopamine floods the brain and promotes warm, positive feelings. This can quickly become addictive in a good way. It motivates people to continue to focus on the positive in life and to try to help others.



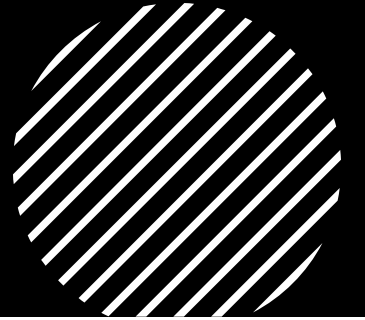
A person is sitting on a grassy hill, silhouetted against a bright, golden sunset sky. They are wearing a dark tank top and shorts, and their arms are raised in a gesture of gratitude or praise. A large, thick tree trunk curves from the left side of the frame over the person. The sky is filled with soft, golden clouds, and the overall scene conveys a sense of peace and appreciation for nature.

Gratitude
is a
Superpower!





KEY LEARNING # 1



CHANGE
PRIORITIES



= CHANGE
CULTURE



*Let's dive
in further!*

BOUNDARIES...



- ✓ **A boundary is a clear place where you begin, and the other person ends. Think of it as a fence in your backyard.**
- ✓ **You are the gatekeeper, and you decide who you let in and who you keep out.**
- ✓ **Who you let in the whole back yard and who you let just inside the gate.**
- ✓ **Professional boundaries are complex because they involve personal values, culture and workplace norms.**

SETTING LIMITS



✓ **In all relationships at work, we set limits, a key issue for all of us is recognizing when to set a limit.**

Tip:

✓ **As early as possible establish clear agreements with coworkers regarding your role, your availability and the best ways to communicate with you.**

WHAT ARE THE CONSEQUENCES OF HAVING POOR BOUNDARIES?



**YOU CAN BURN OUT VERY QUICKLY IF YOU
DON'T RECOGNIZE WHERE THE WORK
ENDS AND WHERE PERSONAL LIFE BEGINS.**



REMINDER

Reminder

THE ONLY PEOPLE WHO GET
UPSET ABOUT YOU SETTING
BOUNDARIES ARE THE ONES WHO
WERE BENEFITING FROM YOU
HAVING NONE.

CHARACTERISTICS AND TRAITS OF HEALTHY BOUNDARIES

Healthy Boundaries -

- ✓ **Values own opinions.**
- ✓ **Doesn't compromise values for others.**
- ✓ **Shares personal information in an appropriate way (does not over or under share).**
- ✓ **Knows personal wants and needs and can communicate them.**
- ✓ **Accepting when others say "no" to them and knows how to say "no" to others without hurting someone's feelings or emotions.**

BOUNDARIES ARE THE BALANCE BETWEEN OUR NEEDS AND OTHER'S

Tip: Always ask yourself:

- ✓ **Whose needs are being met?**
- ✓ **What is the impact if I fulfill this request?**
- ✓ **What expectations will I set if I fulfill this request?**
- ✓ **Am I the sole provider or working as part of a team?**
- ✓ **Am I resentful or feeling burnt out?**
- ✓ **Am I obligated to fulfill this request?**

STRATEGIES

Set limits (and stick to them)

- ✓ **Learn to say no (without apologizing)**
- ✓ **Learn to set your limits in terms of timeframes and additional workloads**
- ✓ **Become good at disappointing others – Yes, I said it...**

OTHER QUESTIONS TO CONSIDER...

- ✓ **How am I really?**
- ✓ **How are others on my team?**

What space do I need to give myself, to focus on being present and to accept my thoughts and feelings without judgement?

KEY LEARNING # 2



CHANGE ENVIRONMENT



= CHANGE CULTURE

TEAM
RELATIONSHIPS
MATTER




MISSION:
POSSIBLE

Your mission,
should you choose
to accept it....

A large orange circle is positioned on the left side of the slide, partially cut off by the edge.

TETRIS EFFECT

- ✓ **There's a term in psychology known as "The Tetris Effect" and "occurs when people devote so much time and attention to an activity that it begins to pattern their thoughts, mental images, and dreams.**
- 
- A series of four yellow dashed line segments are arranged in a curved, upward-pointing arc in the bottom right corner of the slide.

what
else...?

Good Things Happen!

8,848,969 views • May 10, 2020



#4 ON TRENDING

The Office Cast Reunites for Zoom Wedding: Some Good News with John Krasinski Ep. 7

8,848,969 views • May 10, 2020

357K 4.5K SHARE SAVE ...

Audience reviews



★★★★★

This is the best thing I have seen in YEARS or maybe ever! I have always liked John as an authentic, cool actor and now to find out he's even more cool in real life--how is that possible??? (And married to Emily--unbelievably talented actress And with gorgeous little ...



★★★★★

Just about the only Good News these days is coming from the wonderful, self-deprecating John Krasinski. He not only presents delightful events that have occurred during week, but he makes some pretty damn good news himself. In one, he introduces his wife, the ...



★★★★★

Being a 2nd year middle school math teacher (career change), a single parent sharing custody from a bad divorce, and a lifelong introvert, I find myself heaped in the pile with everybody else who is really struggling during this Covid Quarantine...like REALLY ...



Share some “GOOD NEWS” right now...

Are Recognition
and Appreciation
the same thing?



Recognition vs Appreciation

- ✓ Recognition is typically about giving positive feedback based on results or performance.

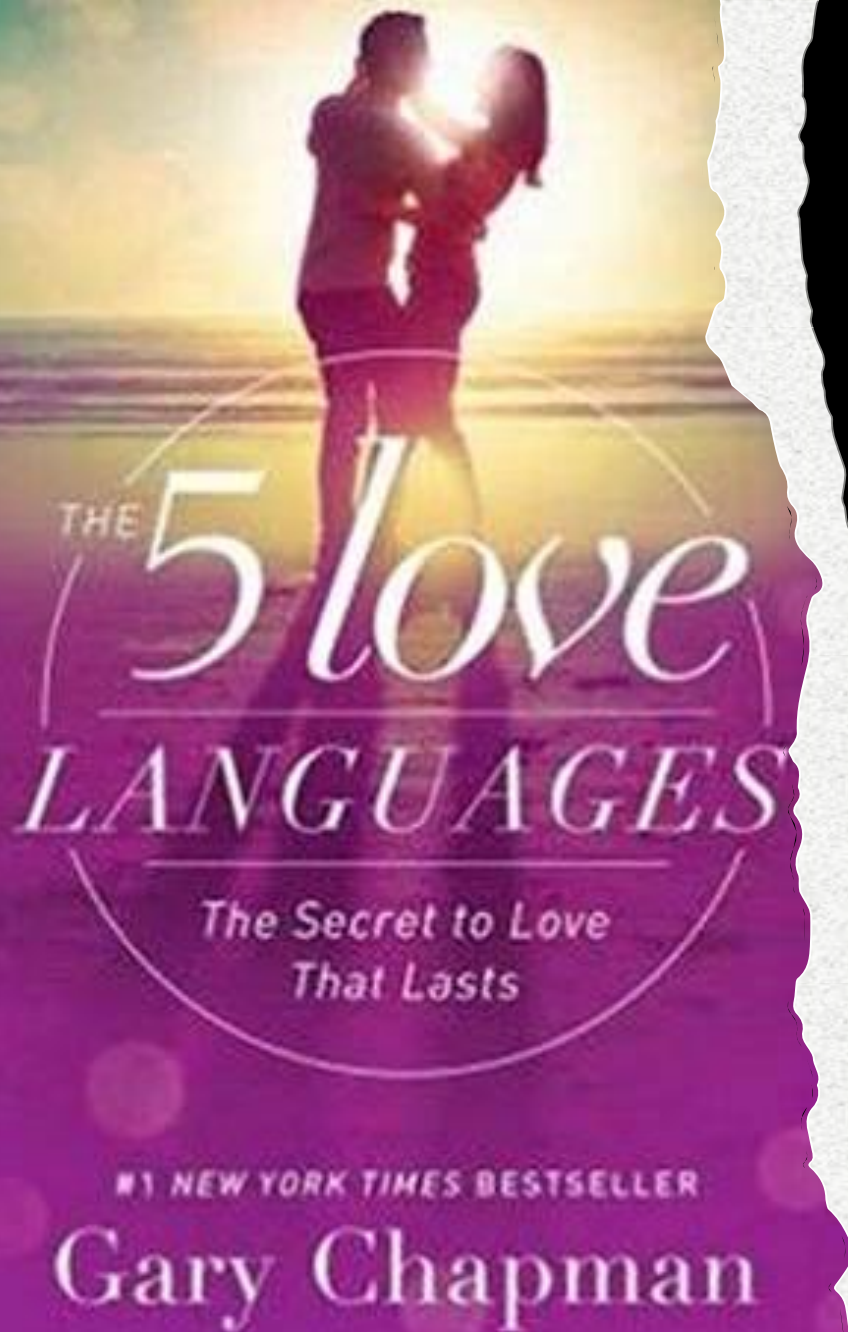


Recognition vs Appreciation

✓ **Appreciation**, on the other hand, is about acknowledging a person's inherent value. It's their worth as a colleague and a human being.

✓ In simple terms, recognition is about what people do; **appreciation is about who they are.**





- ✓ Describe the way we feel loved and appreciated. Depending on our individual personality types, we may feel loved and appreciated differently...
- ✓ Understanding and decoding these different ways of showing love and appreciation will help take the guesswork out of others expectations and needs.

Languages of appreciation in the workplace

Language of Appreciation

Description of Language

Workplace Examples

Words of Affirmation

Communication of positive personal sentiments

Verbal recognition and written compliments

Acts of Service

Expressive actions that require planning and effort

Offering help to a coworker with their workload, clearing the lunch table, and special perks

Quality Time

Being with someone and giving them your undivided attention

Team building activities, group lunches, and volunteering together

Gifts

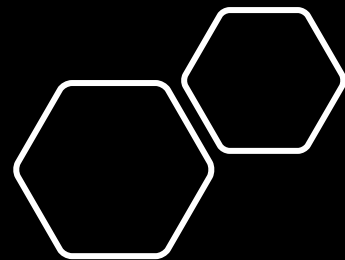
Something tangible that serves as a symbol of caring

Gift cards, bonuses, and coffee

Physical Touch

Appropriate touch perceived as appreciation

High fives, handshakes, and fist bumps (remember to ask first!)



Languages of appreciation in the workplace

Language of Appreciation

Description of Language

Workplace Examples

Words of Affirmation

Communication of positive personal sentiments

Verbal recognition and written compliments

Acts of Service

Expressive actions that require planning and effort

Offering help to a coworker with their workload, clearing the lunch table, and special perks

Quality Time

Being with someone and giving them your undivided attention

Team building activities, group lunches, and volunteering together

Gifts

Something tangible that serves as a symbol of caring

Gift cards, bonuses, and coffee

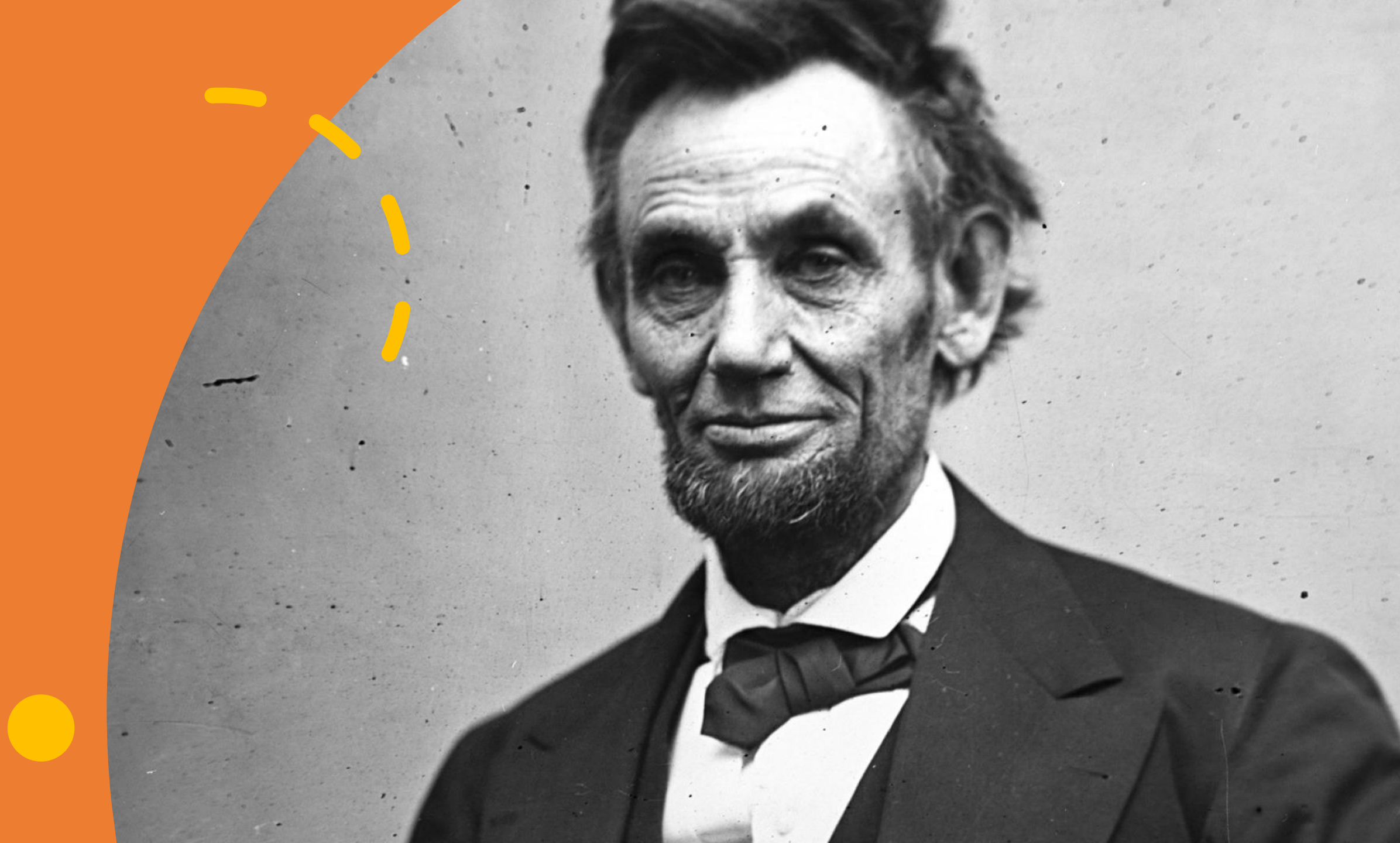
Physical Touch

Appropriate touch perceived as appreciation

High fives, handshakes, and fist bumps (remember to ask first!)

Employees Need Both Recognition & Appreciation






PEER
RELATIONSHIPS
MATTER



Tell Your Story!

- ✓ **It never fails to amaze me how much people don't know about their colleagues.**
- ✓ **The more we get to know and understand each other, the more we can trust each other.**
- ✓ **Sharing personal stories deepens relationships.**



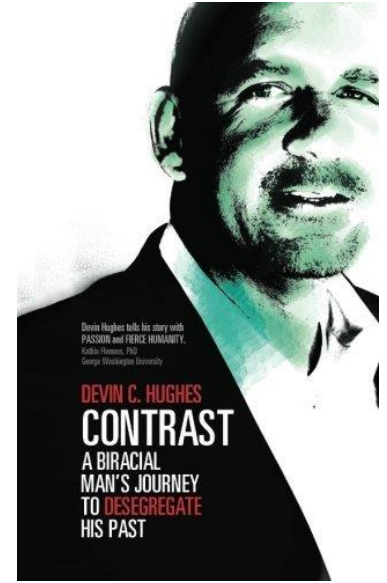



Loving v. Virginia (1967)

Virginia wasn't always for lovers. Fifty years ago, Mildred and Richard Loving had to go to Washington, D.C., to get married because Virginia prohibited interracial marriage.

They returned to Virginia hoping all would be well, but were rousted by sheriff's deputies at 2 a.m. and told their marriage certificate wasn't any good in the commonwealth. The couple was actually banished from the state, told never to come back together.

The Lovings could stand their exile for only a few years. The American Civil Liberties Union took their case. In 1967, the U.S. Supreme Court struck down laws banning interracial marriage in the landmark decision *Loving v. Virginia*.



KEY LEARNING # 4



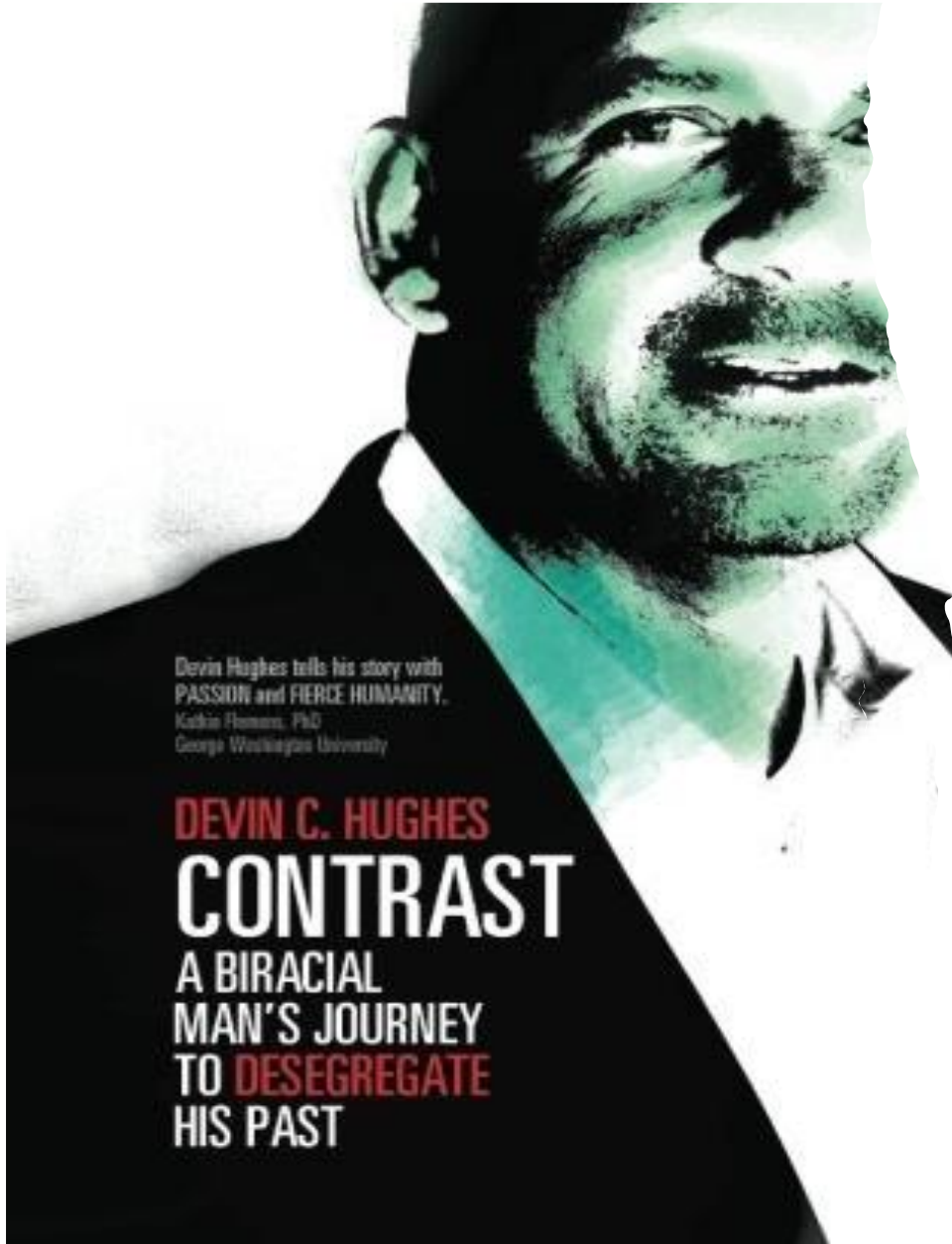
**CHANGE
RELATIONSHIPS**



**= CHANGE
CULTURE**

Q & A





Devin C. Hughes
www.devinchughes.com