

Cultivating a Human-centered Culture

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inspiration
meaning
purpose



Happy people
do good work.

Those that get respect from their leaders reported

56% better health and well-being

1.72 times more trust and safety

89% greater enjoyment and satisfaction with their jobs

92% greater focus and prioritization

1.26 times more meaning and significance

1.1 times more likely to stay with their organizations

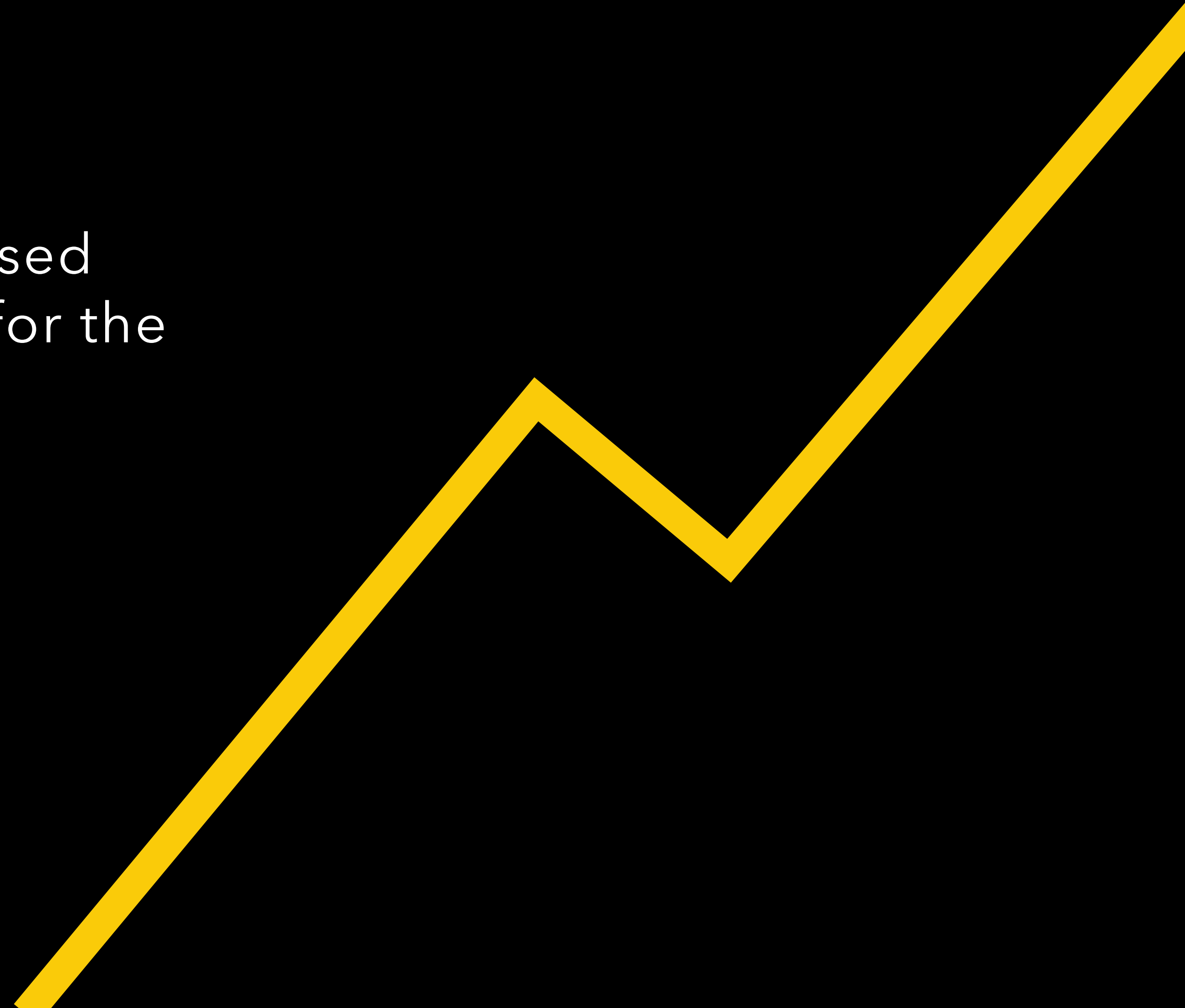
The Wharton School

Companies on Fortune magazine's annual list of the "100 Best Companies to Work for in America" between 1998 and 2005 returned 14% per year, compared to 6% a year for the overall market.



Forbes

In 2013, revenues increased
by an average of 22.2% for the
2014 Fortune 100 Best
Companies to Work for.



Gallup

19% of American workers are fully engaged in their jobs. Lost productivity due to employee disengagement costs more than \$300 billion in the U.S. annually.



What does healthy culture look like?
Forget the beer & endless vacation

User-Centered Design

A philosophy in which the **needs, wants**, and **limitations** of **end users** of an interface or document are given **extensive attention** at each stage of the design process.

- Wikipedia


People-Centered culture

A philosophy in which the **needs**, **wants**, and **limitations** of **people** are given **extensive attention** at every level of the organization.



Culture at Work is cultivated between:

- Leadership & staff
- Agencies & clients
- Colleagues




Decide what is **sacred
to you and your
space.**

It begins with leadership,
but involves everyone.

A close-up photograph of two brown bears roaring at each other. The bear on the right is in the foreground, its mouth wide open, showing its sharp teeth and pink tongue. The bear on the left is slightly behind it, also with its mouth open. The background is a plain, light gray.

**Don't *be afraid* of tough
conversations.**

The more you have them,
the better you'll get.

A photograph of two men in a warm embrace. The man on the left, with reddish hair, wears a light blue and white striped button-down shirt and has his arms around the other man. The man on the right, with grey hair and glasses, wears a light blue button-down shirt over a dark t-shirt. They are both smiling. The background is out of focus, showing what appears to be a fire alarm pull station on the right and some shelves on the left. The entire image has a semi-transparent dark overlay.

**Nurturing
Affirming
Setting limits**



Cultivate a sense of
ownership.

Everybody owns the promises
made, the method of delivery,
and the final product.

A woman with long brown hair, wearing a green jacket and a leopard print scarf, is riding a bright green bicycle. She is wearing brown cowboy boots. A woman in a light green shirt is standing next to her, holding the handlebars. In the background, a man in a red shirt is standing near a counter with stools. The setting appears to be a workshop or a community center with large windows and a brick wall.

Communicate openly.

Don't take things
personally and be
vulnerable & honest.

Listen

Don't just listen to
what people say,
try and understand
what they mean.



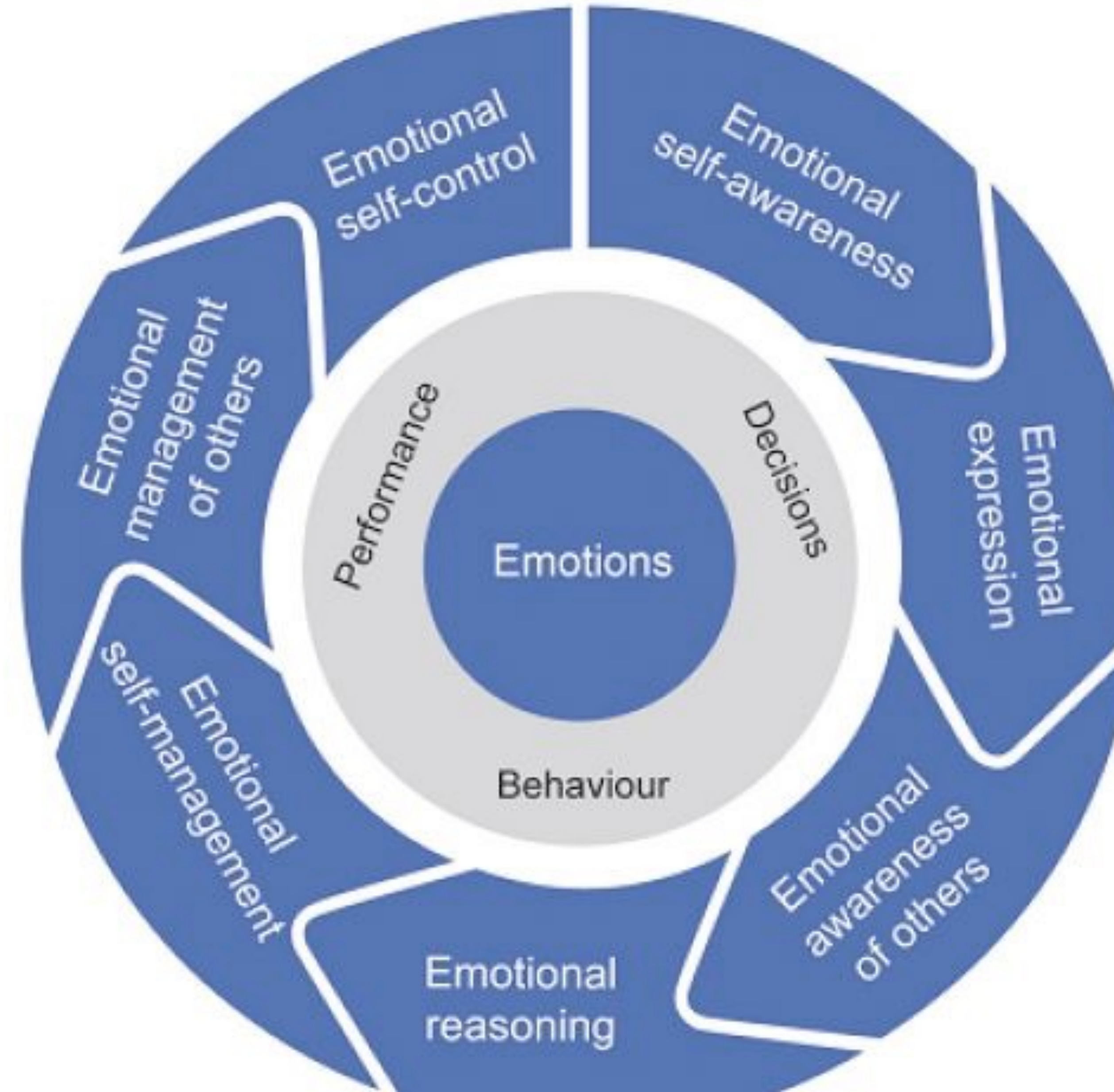


Don't allow
"us vs. them" attitudes

To be people-centered, you have to care.

EMOTIONAL INTELLIGENCE

The ability to identify, assess, and manage the emotions of self, others, and groups.



Behaviors:

YOU bring it all together



Take **ownership.**

Treat the organization, its
reputation, and its future
like it's your own.

A full-page background image of a snowy mountain slope under a clear blue sky. Two skiers are visible: one higher up the slope on the left, wearing dark gear and a backpack, and another lower down on the right, wearing a red jacket. The snow has a textured, wind-swept appearance.

Be committed

Embrace change like
there's no option
(there's not).



Be open-minded

Be positive & proactive

Whatever you are
feeling is contagious, so
spread what you want
reflected back at you.



A man in a dark suit, white shirt, and dark tie is sitting in a chair, holding a lit cigarette in his right hand. He is looking directly at the camera with a serious expression. The background features horizontal blinds covering a window, through which a cityscape is visible. To the left, there is a desk with a glass of water and a small lamp. To the right, there is a desk with a rotary telephone and a lamp with a white shade.

Let go
of **ego.**

Don't hog the spotlight: when
we all win, we all win.

Be kind.

Leading with kindness will
feel better and make you
more effective.



Always add **value.**

Showing up isn't enough, think
about bigger contributions.



Be humble.

No one wants to
follow a jerk.



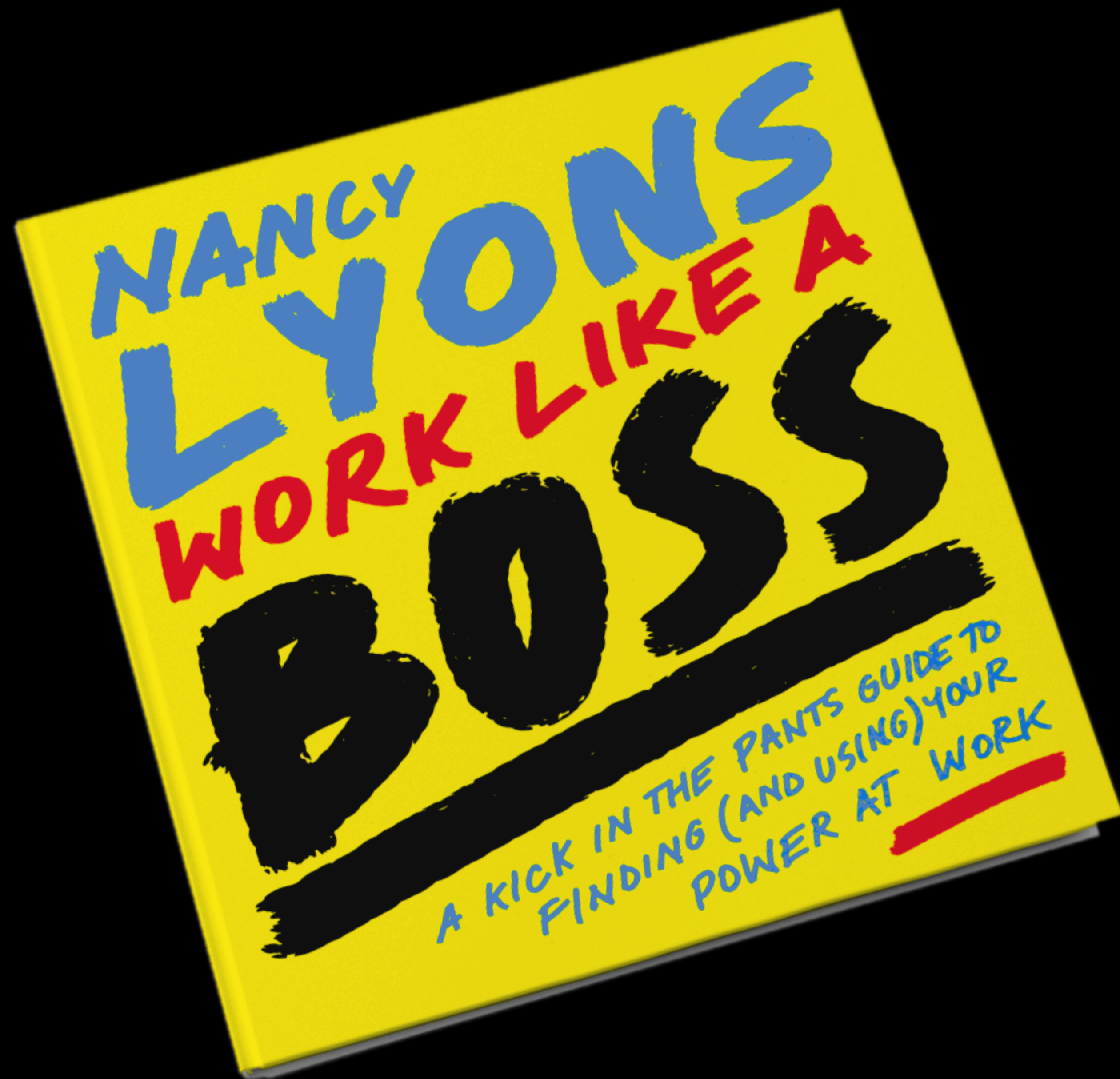


Celebrate good work at **all levels.**

Credit, recognition, and
rewards should happen
throughout the team.



Create a place where
people want to be.



An employee manual for everyone who works.

Making work better is possible and you already have all the tools you need. Find your power, make work better, and enjoy your job, *now*.

COMING FALL 2020

www.WorkLikeABoss.com | www.NancyLyons.com | @nylons

**Work will never
be ideal,
but our mindset
can be.**



#WORKLIKEABOSS

You're probably the problem with work. We all are. But, luckily, if you're the problem you can also be the solution.

In *Work Like a Boss*, you'll learn how to:

- Overcome common mental obstacles
- Practice better communication
- Operationalize empathy
- Know when fear is keeping you from taking action
- Give and receive critical feedback