



# Bringing Your Humanity to Work

*Pierre Battah*

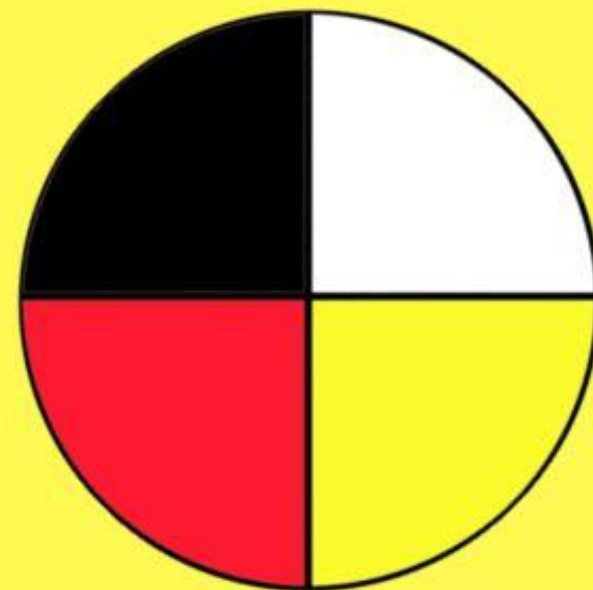
PIERRE BATTAH LEADERSHIP



Patricia  
Bernard







# **M E D I C I N E W H E E L**

## **THE JOURNEY WITHIN.**

*Join us for a 12 week course with Elder  
Noel Milliea*

*Starting Wednesday, November 6th*

You're fit  
and  
strong





You're fit  
and  
strong



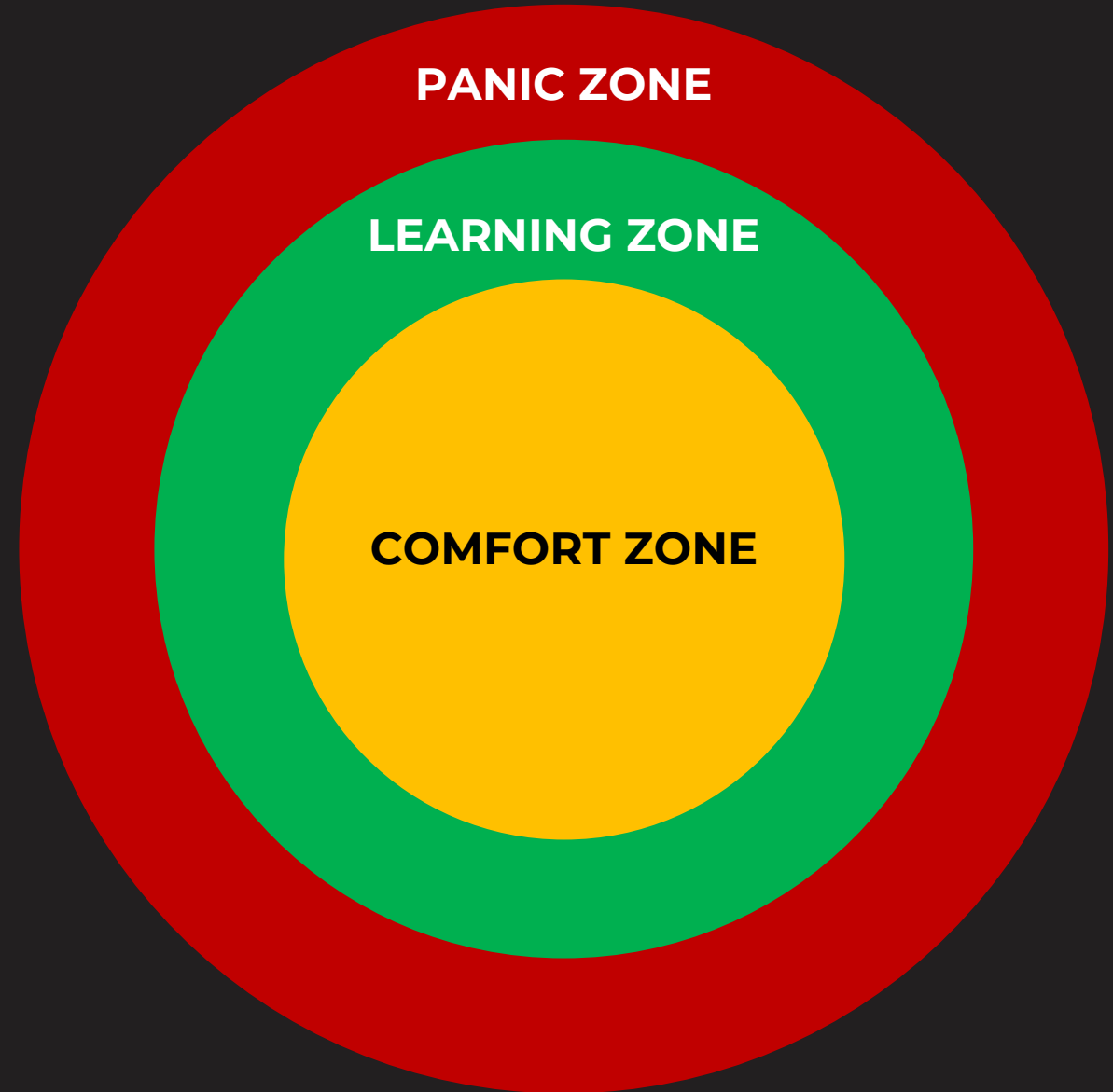
A close-up, slightly blurred photograph of a hand holding a yellow pencil, writing on a sheet of music. The background is dark and out of focus, showing other sheets of music and possibly other hands. The lighting is soft, highlighting the hand and the pencil.

“Learning is not doing;  
Learning is reflecting on doing.”

Henry Mintzberg

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# Learning Zone Model



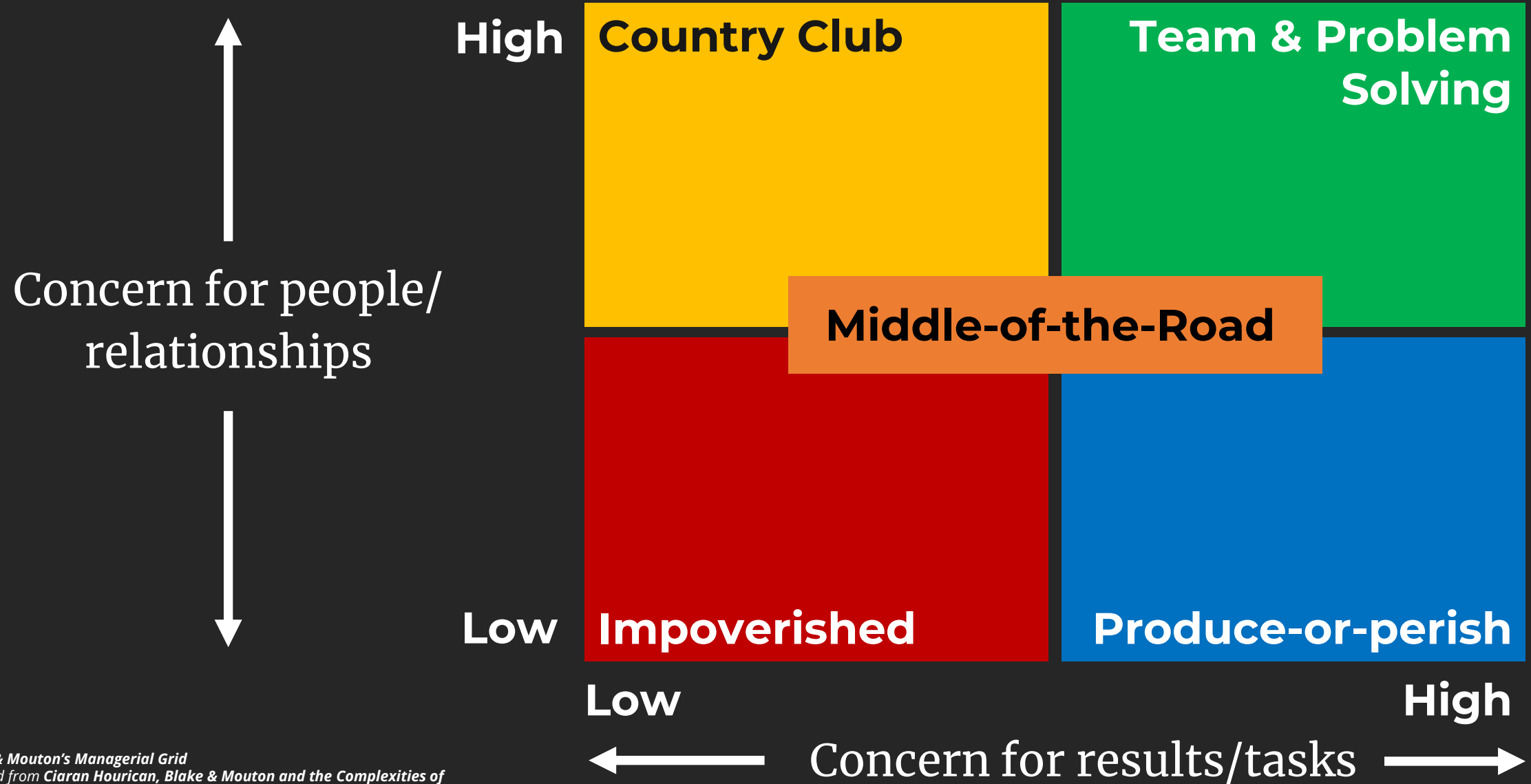
# Deliberate Practice

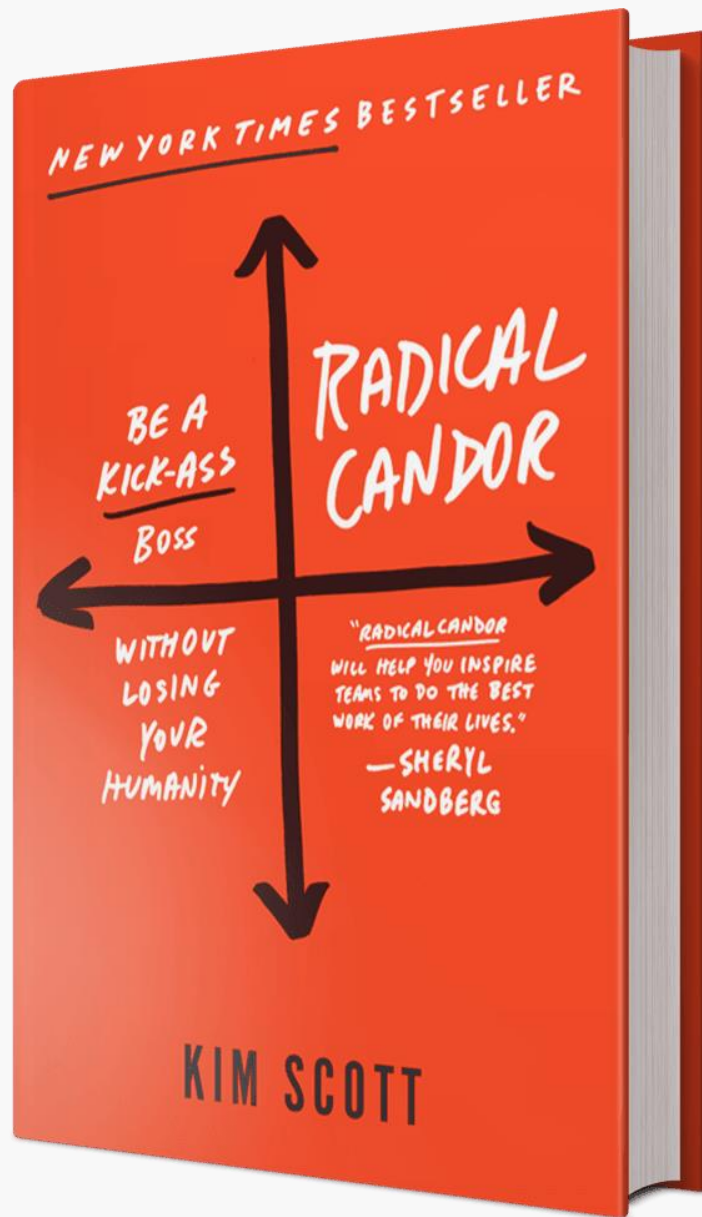
- Uncomfortable
- Beyond your skills
- Stated objectives
- Methodology
- Teacher / Mentor / Coach
- Feedback



# Agenda

- **Learning**
- **People and Results**
- **Psych Safety**
- **Learning Culture**
- **Positivity & Stewardship**








# Our Needs

1. Direction and a plan
2. Roles, expectations, and tools
3. Caring about well-being



# Well-Being

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# 5 Elements of Well-being

1. Physical & Mental Health - the energy to do things
2. Career - liking what you do every day
3. Social - meaningful friendships
4. Financial - managing your money well
5. Community - liking where you live



1

## Psychological Safety

Team members feel safe to take risks and be vulnerable in front of each other.

2

## Dependability

Team members get things done on time and meet Google's high bar for excellence.

3

## Structure & Clarity

Team members have clear roles, plans, and goals.

4

## Meaning

Work is personally important to team members.

5

## Impact

Team members think their work matters and creates change.

Can I be myself?  
Can I express myself?  
Can I make mistakes?  
Can I take risks?



**“When people make a mistake or ask for help, others will not react badly... candour is both allowed and expected.”**

**- Dr. Amy C. Edmondson**

The Fearless Organization, Creating Psychological Safety in the Workplace for Learning Innovation, and Growth, Dr. Amy C. Edmondson, 2019





**“People offer up ideas  
and ask questions  
without fear of being  
punished or  
embarrassed.”**

**- Dr. Amy C. Edmondson**

The Fearless Organization, Creating Psychological Safety in  
the Workplace for Learning Innovation, and Growth, Dr.  
Amy C. Edmondson, 2019

# Psychological Safety Looks Like

1. Respect
2. People Speak Up & Tell the Truth
3. Asking for Help
4. Open about Mistakes
5. Appropriate Humor & Laughter

# Strengthening Psychological Safety

- Role model that respect for all is a non-negotiable
- Practice and invite candour
- Speak up when witnessing or experiencing statements or behaviours that diminish, humiliate or embarrass others

# Strengthening Psychological Safety

- Ask for and readily offer help
- Speak openly about mistakes and lessons learned
- Validate contributors to psychological safety
- Partake in moments of shared silliness in small doses





# Listening

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**EARS - TO HEAR**

**EYES - TO SEE**

**MIND - TO THINK**

**UNDIVIDED  
ATTENTION -  
TO FOCUS**

**HEART - TO FEEL**



# Strengthening Your Active Listening

1. Pay close attention – mirroring, nodding,
2. Withhold judgment – avoid interruptions
3. Paraphrase - “So if I hear you correctly...”
4. Clarify

# Strengthening Your Active Listening

5. Summarize
6. Ask follow-up questions
7. Be ok with silence
8. Focus on what's being said, not what you want to say.

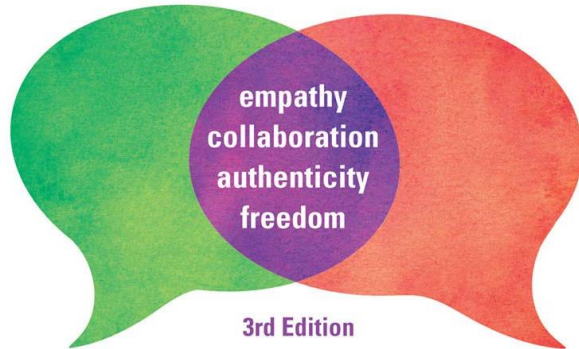


What's one thing you might focus on to strengthen your active listening?

If "violent" means acting in ways that result in hurt or harm, then much of how we communicate could indeed be called "violent" communication.

# Nonviolent COMMUNICATION

A Language of Life



Words matter. Find common ground with anyone,  
anywhere, at any time, both personally and professionally.

**MARSHALL B. ROSENBERG, PhD**

Foreword by **Deepak Chopra**

Endorsed by **Tony Robbins, Arun Gandhi, Marianne Williamson,  
John Gray, Jack Canfield, Dr. Thomas Gordon, Riane Eisler, and others**



**THE CENTER FOR NONVIOLENT  
COMMUNICATION [WWW.CNVC.ORG](http://WWW.CNVC.ORG)**



# Positivity

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“Positively wonderful!...Offers sure-fire methods for transforming our lives from so-so to joyous.”  
—DANIEL GOLEMAN, author of *Emotional Intelligence*

# POSITIVITY

Top-Notch Research  
Reveals the 3 to 1 Ratio  
That Will Change Your Life

“Read one or two  
chapters daily as needed  
or until grumpiness subsides.”  
—DANIEL GILBERT,  
bestselling author of  
*Stumbling on Happiness*

**BARBARA L. FREDRICKSON, PH.D.**

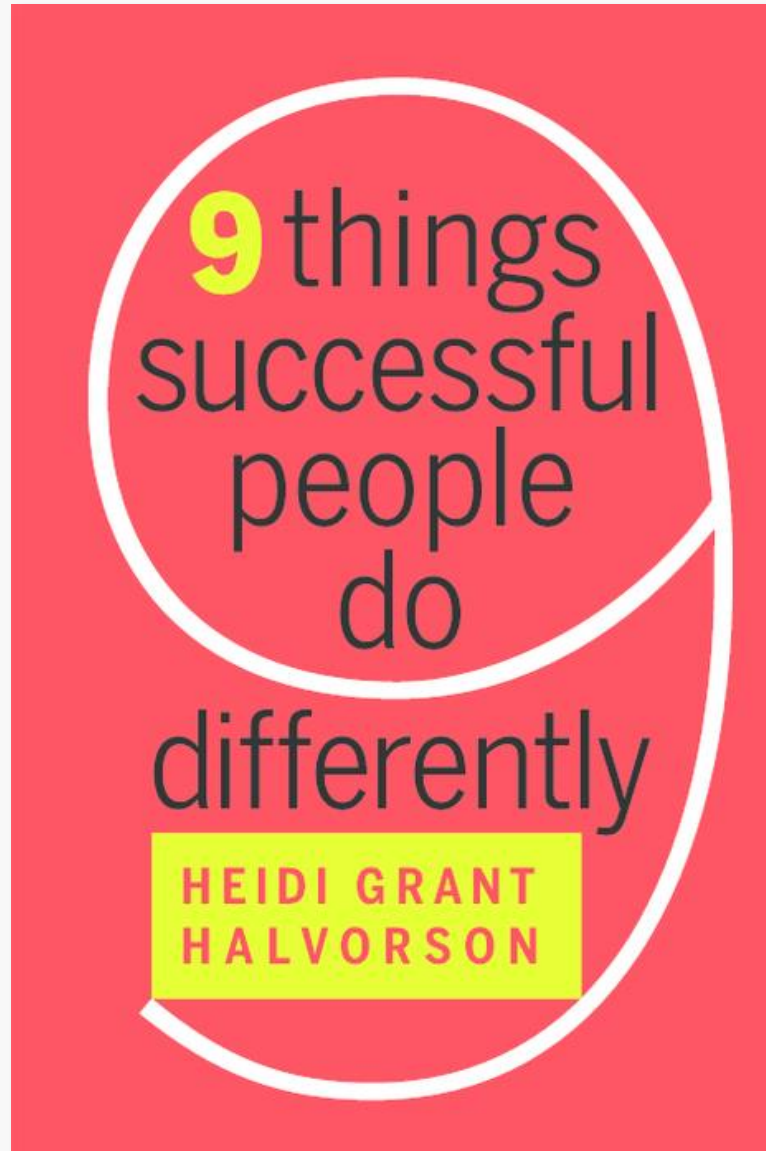
KENAN DISTINGUISHED PROFESSOR, UNC-CHAPEL HILL,  
AWARD-WINNING DIRECTOR OF THE PEP LAB





# Activate Positivity

- a. What's right about my current circumstance?
- b. What makes me lucky to be here?
- c. What aspect of my current circumstance might I view as a gift to be treasured?
- d. How does it benefit me or others?



# Realistic Optimism

1. Does not underestimate difficulty
2. Does not assume it will be easy
3. Visualizing effortless success is dangerous
4. Difference between succeeding and succeeding easily
5. Best predictor of success: believing you will succeed





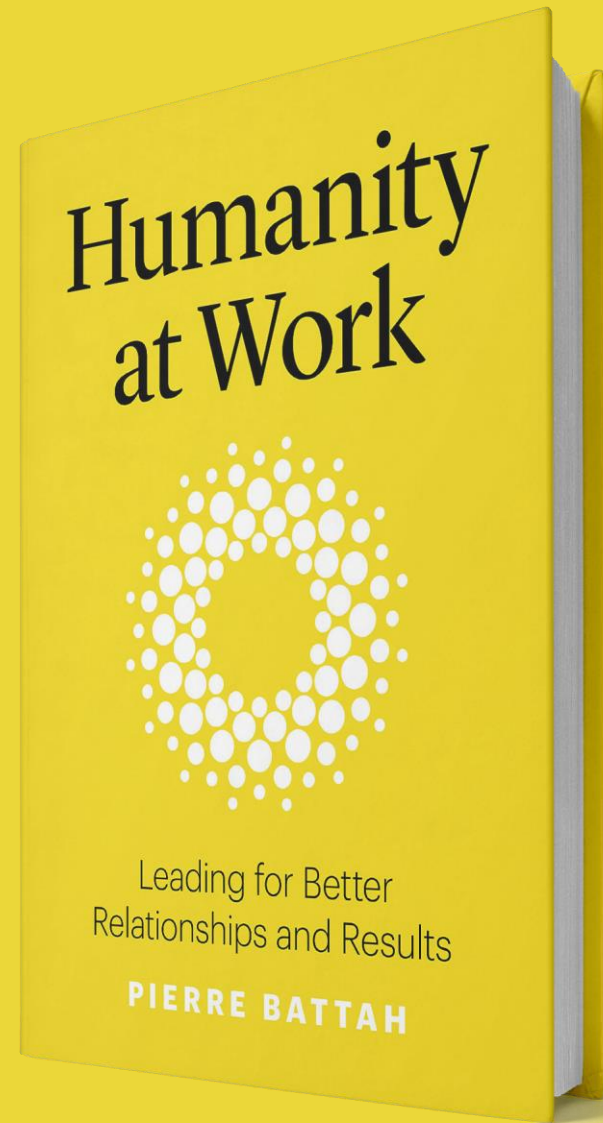
# Impact

Goat's milk is an important protein for growing children, especially girls.

The sale of offspring means an income to pay education.

Women building businesses to gain economic power and equality.





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leadership enthusiasts today.



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