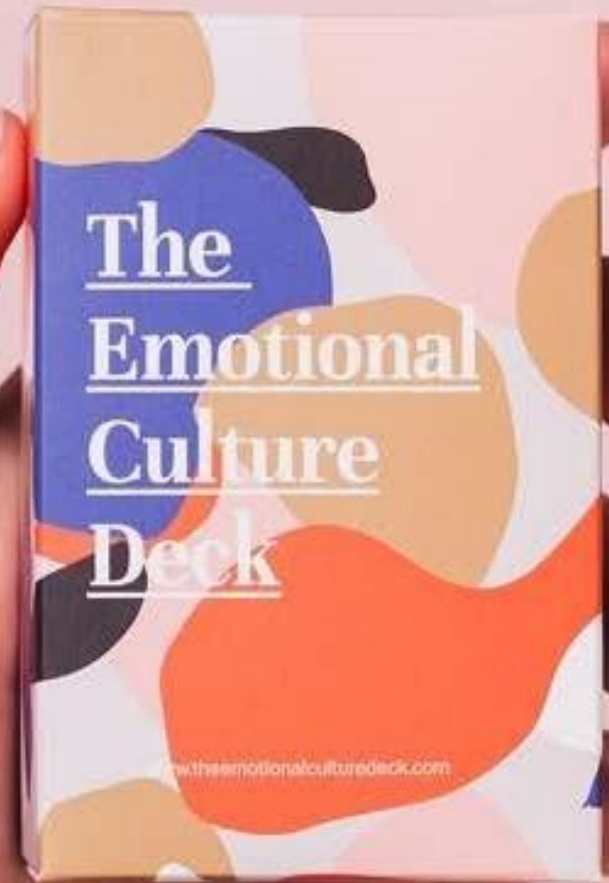


Building Emotional Culture with Emotional Culture Deck



P.S.

“People will forget what you said but will never forget how you made them feel.”

MAYA ANGELOU



WHY EMOTIONS MATTER?

Most organisations don't pay enough attention to how employees are or should be feeling. They underestimate how central emotions are to building the right workplace culture.

WHY EMOTIONS MATTER?

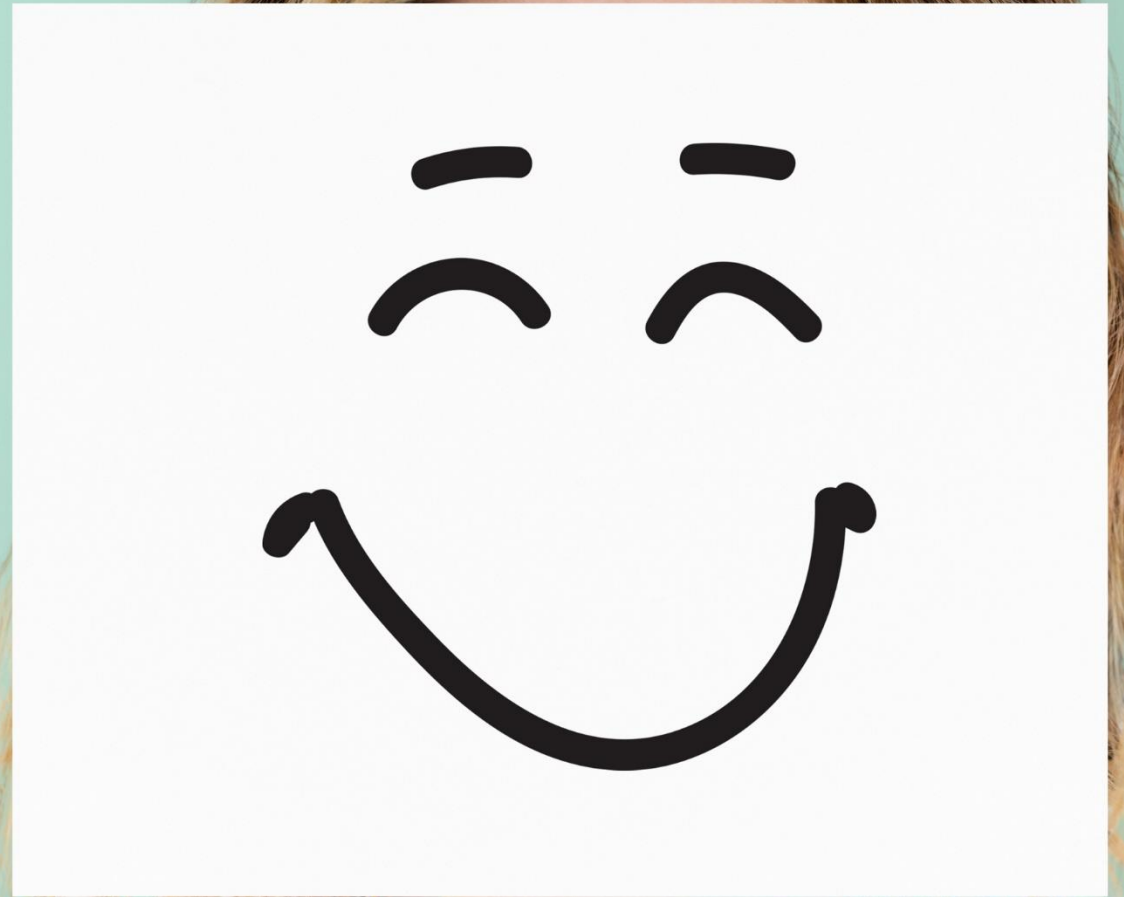
Most companies tend to focus the shared values and set behaviours that set the overall tone for how employees think and behave at work

WHY EMOTIONS MATTER?

That's incredibly important, but research shows the other critical part to how people think and behave is the emotional culture – how people feel at work.

Emotional Culture has direct impact on:

- ✓ Satisfaction
- ✓ Motivation
- ✓ Connection
- ✓ Burnout
- ✓ Engagement
- ✓ Teamwork
- ✓ Financial Performance
- ✓ Absenteeism
- ✓ CUSTOMER EXPERIENCE



WHY EMOTIONS MATTER?

Positive emotions are consistently associated with better performance, quality and customer service.

Negative emotions such as group anger, sadness, fear, and the like usually lead to negative outcomes, including poor performance and high turnover.

WHY EMOTIONS MATTER?

When leaders ignore or fail to understand emotion, they're glossing over a vital component of what makes organisations tick, and their companies and people suffer.

WHY EMOTIONS MATTER?

But when leaders recognise emotions in the workplace, and consciously shape them, they can better connect with and motivate their employees.

This above material is referenced from the Harvard Business Review article 'Manage Your Emotional Culture' and supporting research by Sigal Barsade (Professor of Management at Wharton) and Olivia A. O'Neill (Senior Scientist at the Center for the Advancement of Well-Being).

OPEN HERE



So what is The Emotional Culture Deck and how will it help you, your leaders, your people and your company?



LearningArchitect

The Emotional Culture Deck

The deck is for all organisational leaders, regardless of the size of their team or organisation. Who need to understand what drives and motivates the people in their organisation, but struggle to bridge the conversation gap.

The Emotional Culture Deck provides an insanely simple card-based tool for structured face-to-face conversations about workplace culture, feelings, and employee experiences.

In a way that means empathy and human connection become a core part of an organisation's style and success. Unlike impersonal, reductive, digital approaches that make people feel like undervalued cogs and reduce engagement. Only the Emotional Culture Deck is simple enough to get up and running in minutes, yet powerful and flexible enough to drive lasting organisational change.

What are the outcomes?

1. **Diagnosis** of Organizational Emotional Culture
2. **Actions** that will be taken at individual or group level to improve the way we feel together and was part of the organization
3. **Routines** that will help foster positive emotions and manage negative emotions

Benefits of the workshop

**Leadership
Development**

**Employee
Engagement**

Culture Strategy

**Stakeholder
engagement &
communication
strategy**

**Employee Experience
Strategy**

**Recruitment, induction
& onboarding**

**Team check in /
retrospective**

**Conflict
resolution**

Project reviews

WORKSHOP AGENDA

4-6h workshop

- 1. Emotional Retrospective:** positive and negative emotions experienced in the prior week by all team members, experiences behind the emotions
- 2. Emotional Perspective, individual level:** what are the emotions that I want to feel more, and what are the emotions that I want to feel less (being aware that I might still feel them)
- 3. Why emotions are important** – labelling, stress management & well-being, leaders' roles, ownership over own emotional experiences & own mental health
- 4. The top emotions that we need to feel in order to be successful/the emotions we do not want to feel but we might from time to time:** at team level/at organizational level
- 5. Rituals & Actions – to create the desired emotional culture**