

Employees Engagement : Heart & Mind Matters



Ice Breaking

HEAD



HEART

HAND

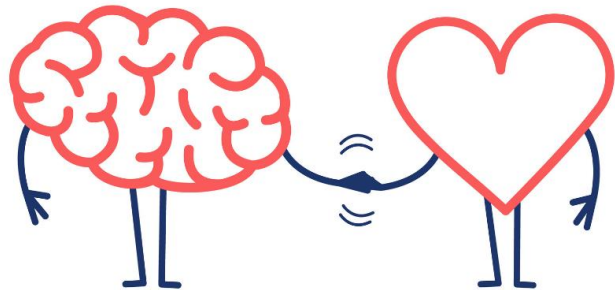
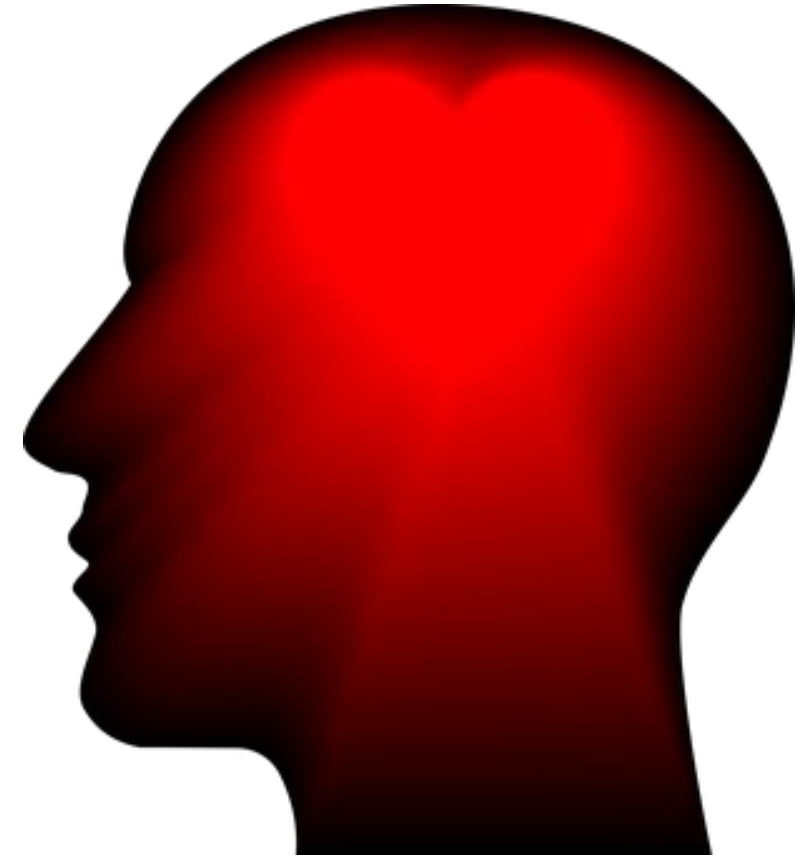
Objectives

Engage with Language of Appreciation (as opposed to only facts & data)

Empower your EQ (as opposed to only IQ)

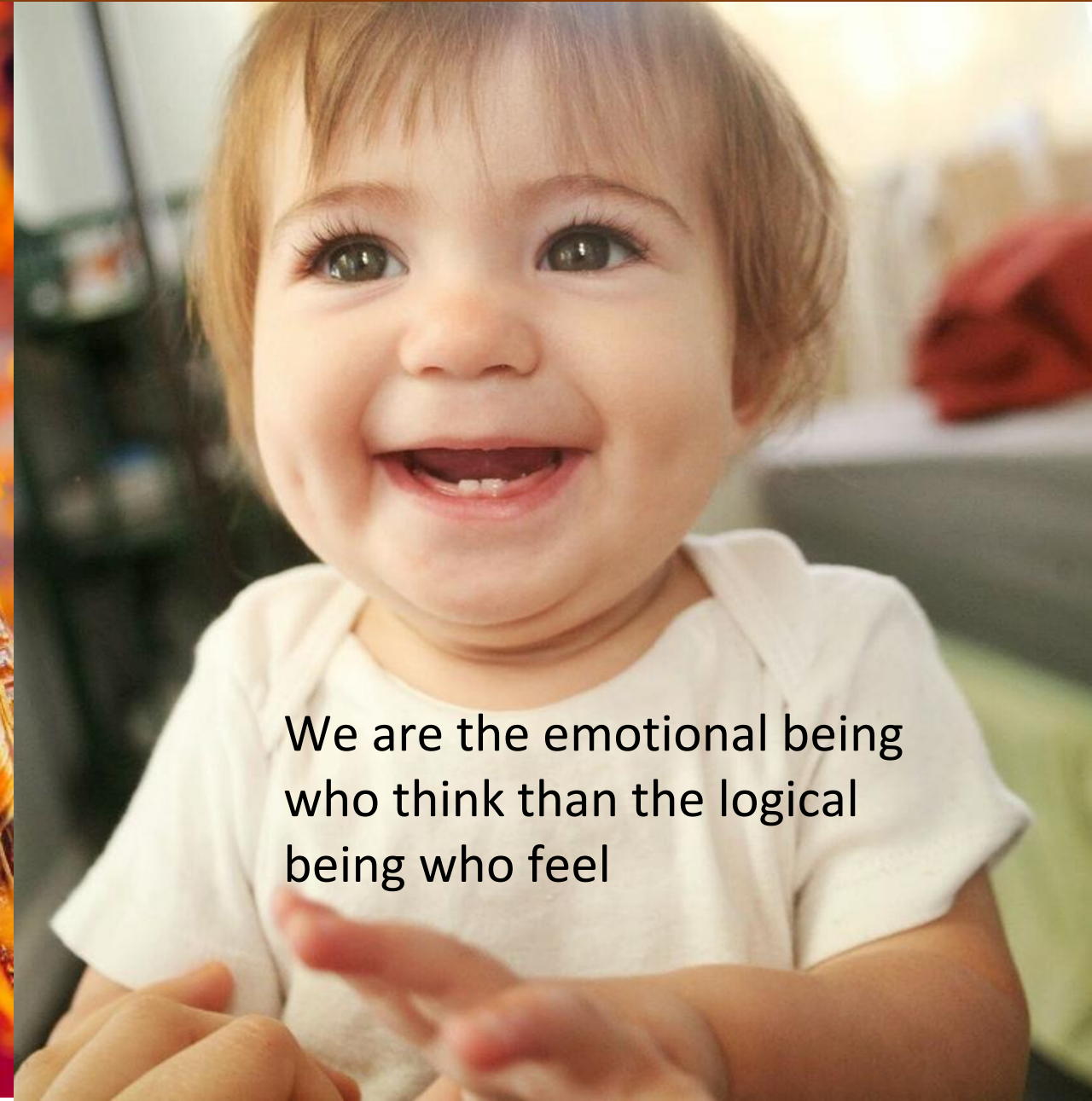
Empathy in workplace (as opposed to who cares)

Embrace the Purpose (as opposed to performance)



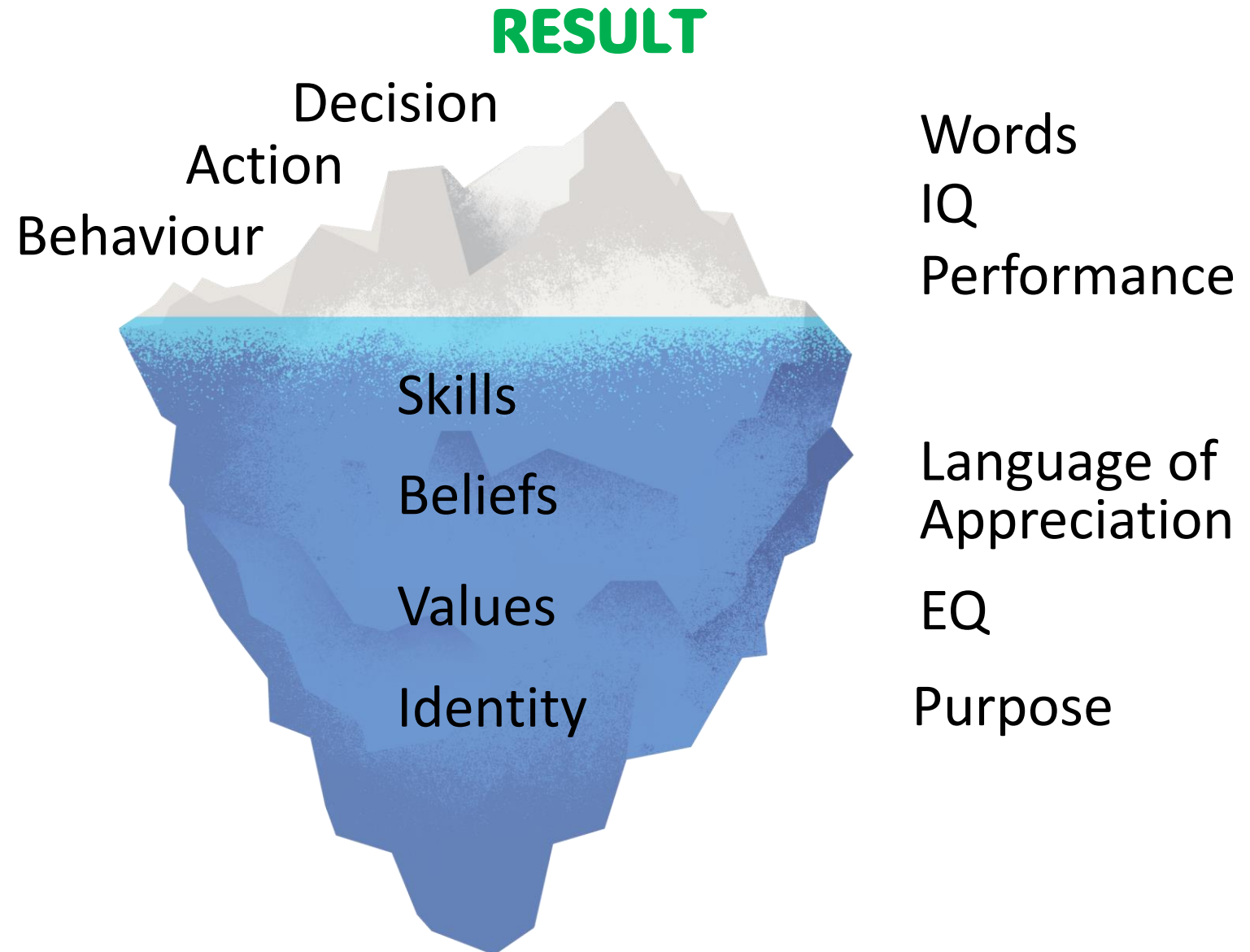
Engagement

Connection with Head, Heart
and Hand



We are the emotional being
who think than the logical
being who feel

Ice-Berg Model



Reticular Activating System

Navigate through our brain the universe

Be specific as our brain does not understand vagueness

Energy flows where **Attention** goes, as directed by **Intention**



What key learning outcome would you like for today?

Introduction

Sunnie Toh



Biology
Research



Trainer & Coach

NLP / Colored Brain/ Leadership
Intelligence/ Happitude



Mechanical
Design

Engi-neer turn
People-neer

#EngineerYourLife
#Impact100MillionsLives

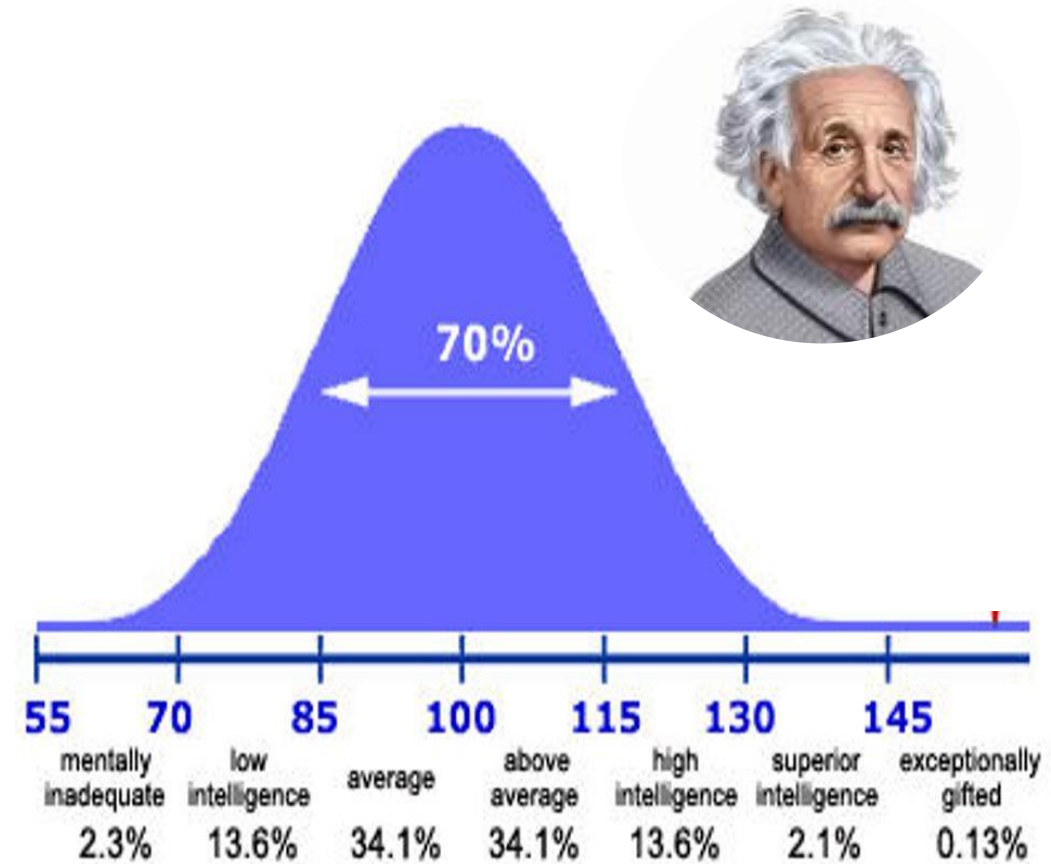
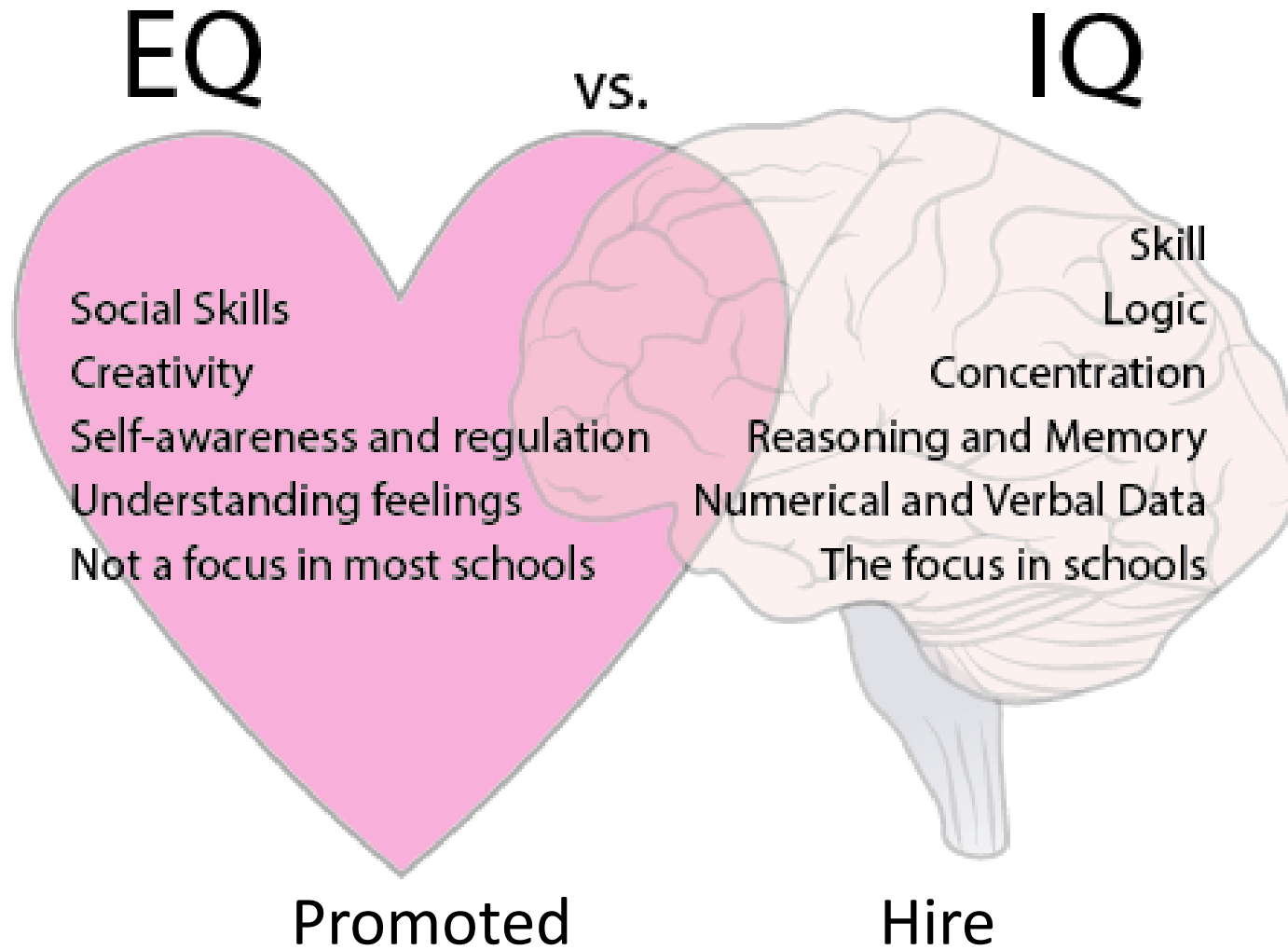
IQ vs EQ

Intelligence quotient is measurement of cognitive ability and the potential, which distinguish you and your peer group in Language skills, Mathematical abilities, Memory, Processing speed, Reasoning abilities, Visual-spatial processing ability. It is born with and not to be improved after the age of 5

Emotional quotient or "Emotional intelligence' (EI) is the ability to perceive, interpret, demonstrate, control, evaluate, and use emotions to communicate with and relate to others effectively and constructively. Ccontinuously improved upon any age in lifetime



IQ vs EQ



AWARE

Self Awareness

Ability to **understand your own actions & behaviors** and the effects on your performance

Aware of your Emotional State

Social Awareness

Awareness and Empathy in understanding emotions, perspectives and needs of others

SELF

Self Mastery

Ability to **choose how you behave, (say and do)** – in spite of situations

Manage and balance your emotion



Developing EQ & Interpersonal Skills

OTHERS

Collaboration

Working together toward a common goal; creating a **secure, supportive, and compassionate work environment** with others

MANAGE

Ultimate Choice

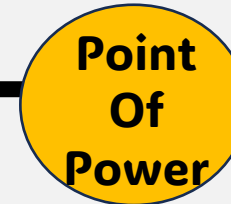
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Responsible

Say I am
RESPONSIBLE



RESULTS



P
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Blame

Justify

Excuses

Avoidance

Denial

Stories



REASONS

Questions

Self Awareness

What are you being AWARE of your unresourceful behaviour coming your way?

SELF

Self Mastery

How can you now manage with the shift?

AWARE

Social Awareness



Developing EQ & Interpersonal Skills

OTHERS

Collaboration

MANAGE



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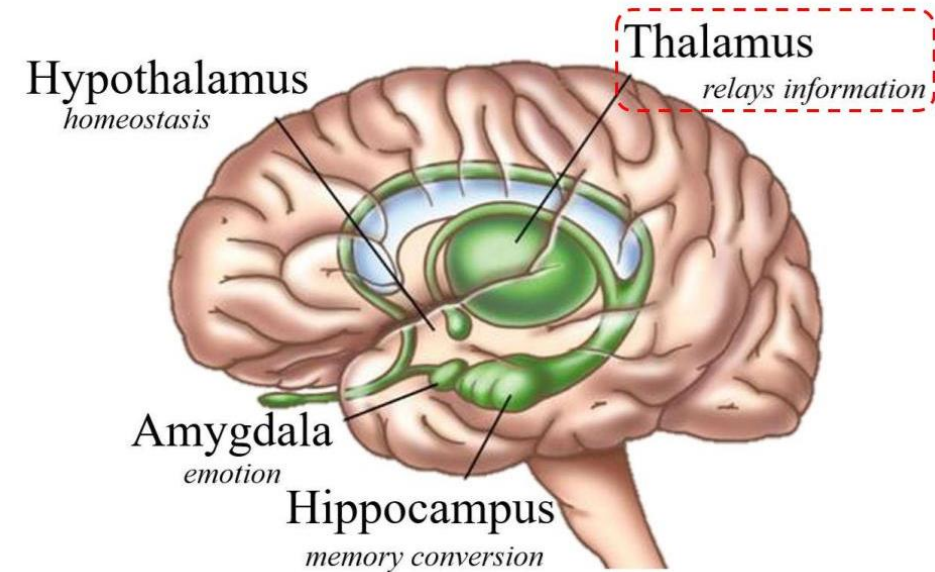
STRESSED

STRESSED

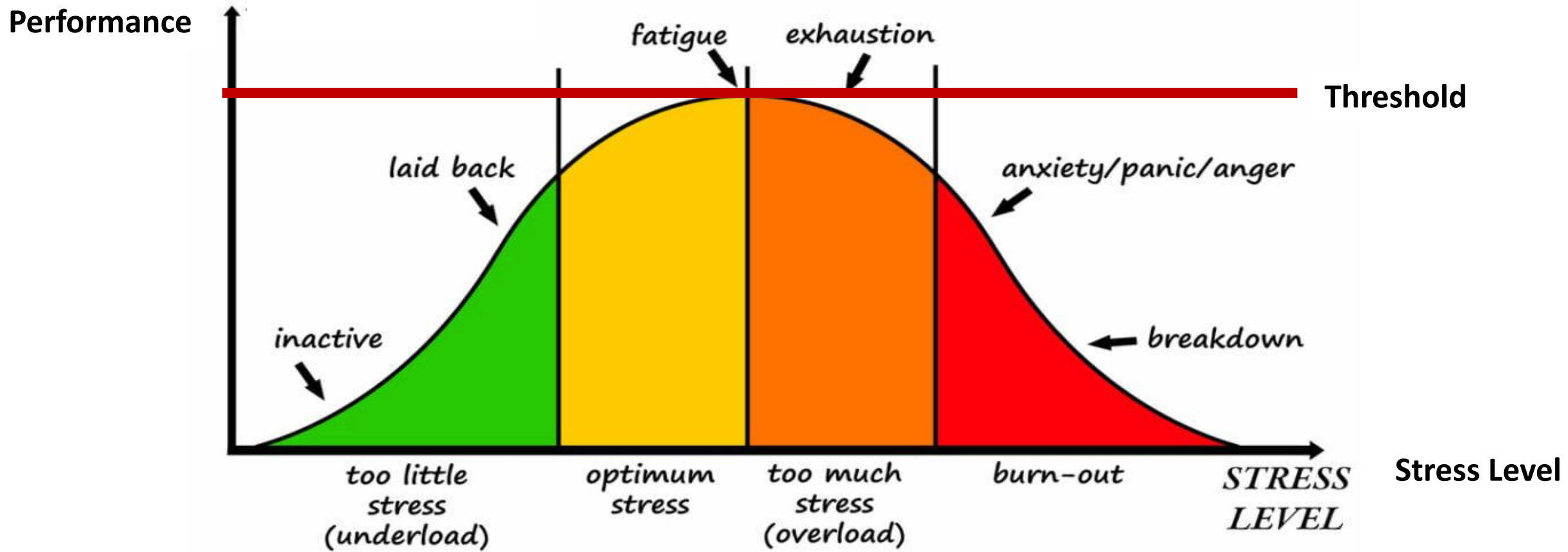
STRESSED

What is Stress?

- Body's natural defence against danger.
- Amygdala is the centre of fear processing in Limbic brain
- Triggered when we experience something **unpredicted unexpected unknown** that threatens our sense of self or when we feel we have little control over a situation.
- Hormone cortisol, epinephrine, and norepinephrine increase to prepare the body for *Fight-Flight* the situation



Is Stress Good or Bad?



Stress Chart

Good and Bad Stress

Eustress



- Positive
- Energises
- Generally short-term
- Can improve performance
- Believed within coping mechanisms (i.e. something we can handle)

Distress



- Generally feels unpleasant
- Often depletes energy
- Short-term or long-term
- Decreases overall performance
- Perceived outside coping mechanisms (i.e. something we cannot handle)
- Can lead to physical illness/ mental fatigue/ emotional depletion

Aware-Manage

AWARE

OVERTHINKING

Thoughts Worms Symptoms

60,000

The number
of thoughts
per day we
are having

80%

The percentage
of our thoughts
that are negative
or repetitious

MANAGE

Pattern Interrupt : **'Stop it'**

Seek Clarity : **'The Worry Tree'**





mindsetrevolution.org

The Worry Tree

1. Notice the worry
2. Ask : What am I worrying about?
3. Ask : Can I do something about it?

No

- Let the worry go
- Think about something else

Yes

- Make a plan! What? When? How?

Now

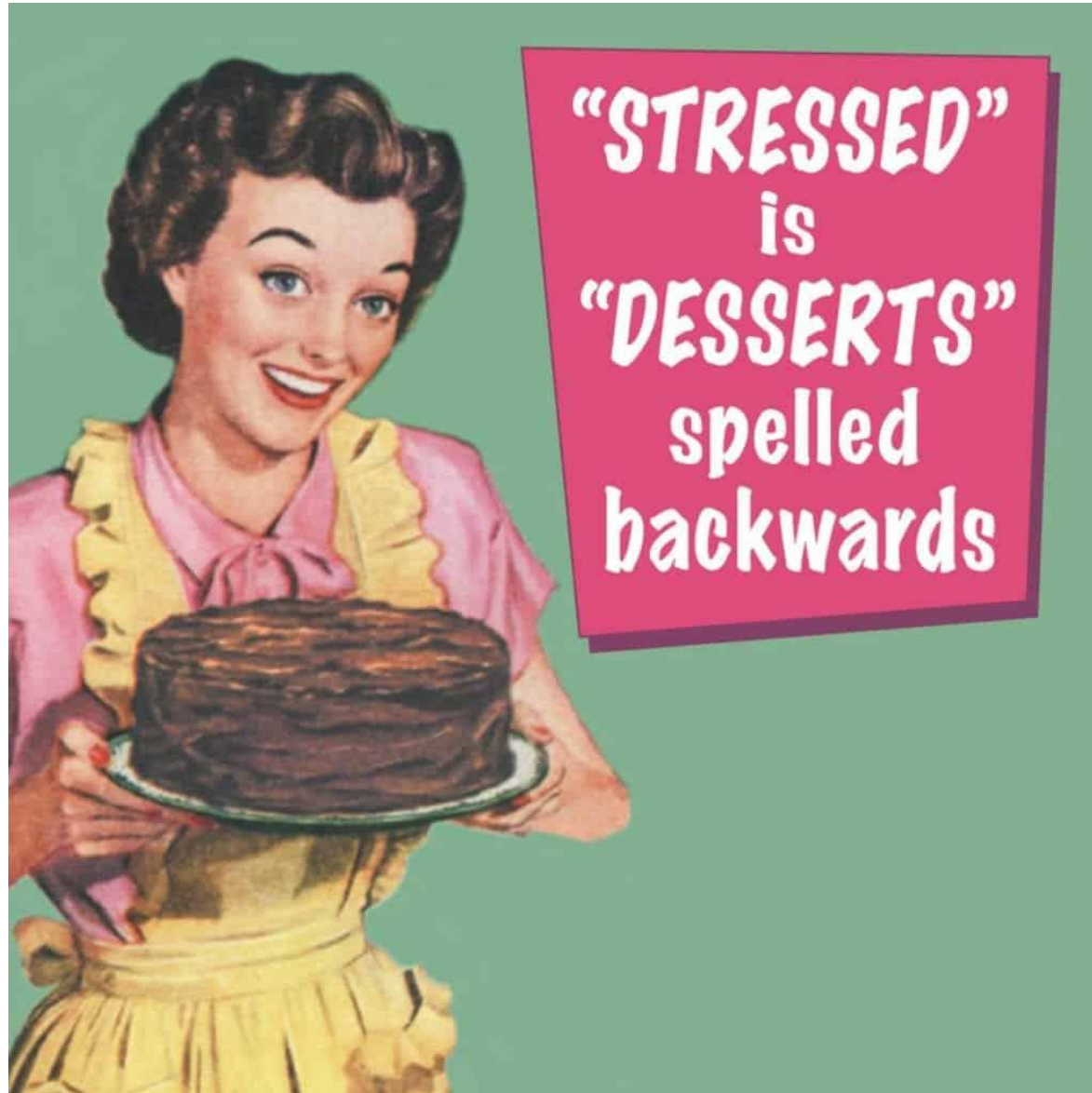
- Do it!
- Let the worry go
- Think about something else
- what can I do?

Later

- Decide 'when'?
- Let the worry go
- think about something else



Turn STRESSED to DESSERTS



Empathy

The ability to understand, share, and appreciate another person's feelings from their perspective. It's not just about being nice, it's about building relationships with psychology security and emotional connection



Sympathy vs Empathy

Sympathy feels sorry for you, tries to make you feel better, and anxiously solves your problem.

Sympathy looks down at you, holds you back, debilitates.

Empathy puts itself in your shoes, listens carefully, and has your back while you solve it yourself.

Empathy meets you at your level to empower the strength within.



Sympathy alone is not enough. Empathy is the willingness to understand, share and appreciate other's feeling and wants, needs from their perspective. builds emotional connection as 'you see **people as people**'

Sympathy, Empathy?



When your colleague tell you the pressure he faced to handle a difficult subordinates
I know how you feel. No big deal everything will be settle. Last time I handle double your headcount size

Don't teach

When your friend tell you about her bossy boss
Your boss is mean and unfair to you – it is very horrible of him

Don't Label

You tell this to a friend who is fighting an illness
Don't be scared! You are strong enough to fight this, don't worry, everything will be fine

Accept the emotion first

When your friend told you that she is divorced...
I am sorry to hear this. Don't think too much, at least you have a husband before

Your perspective

Empathetic Listening

INTENTIONAL

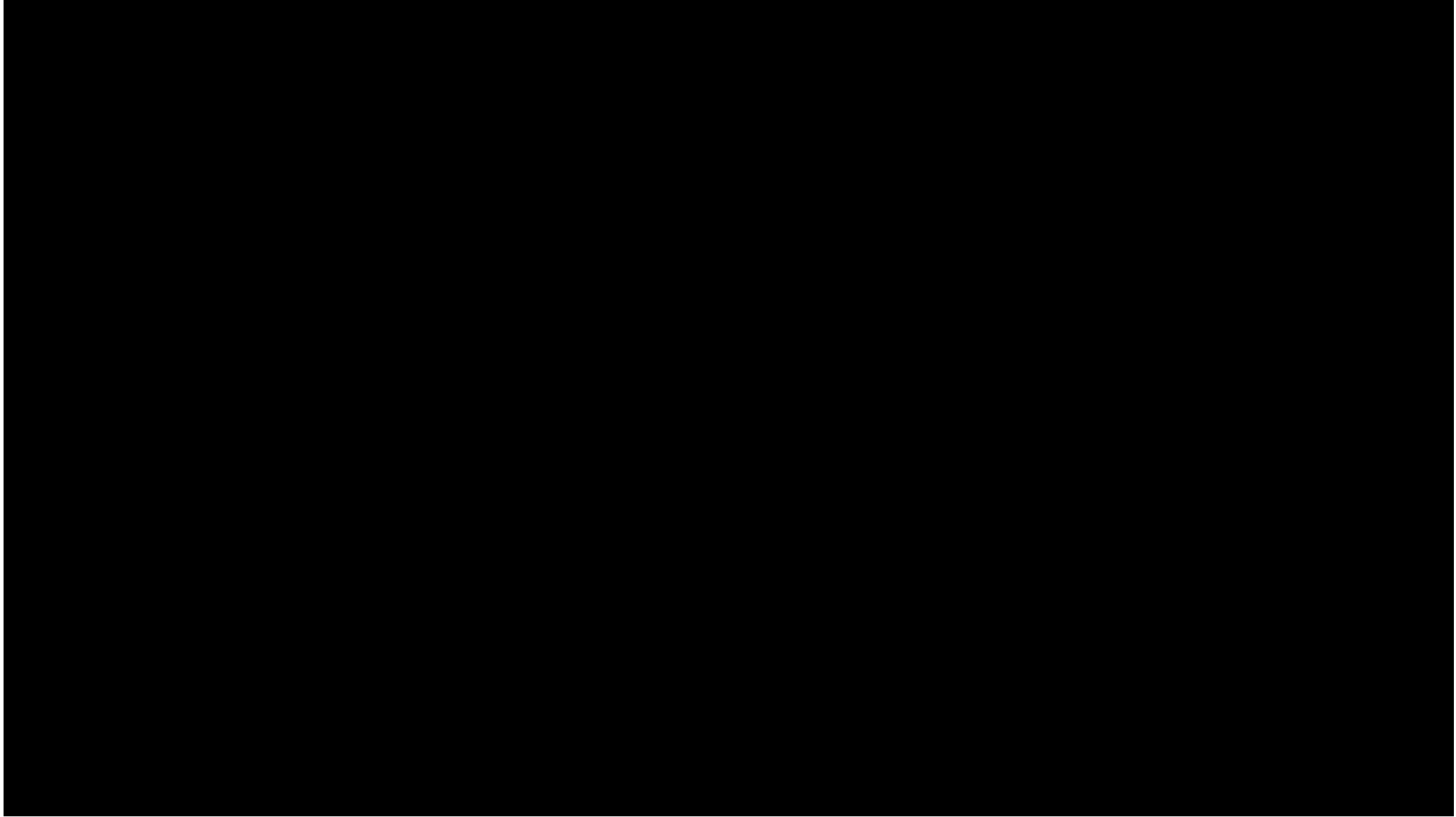
- Move your **attention** to **Intention**
- Engage your brain to remind yourself that you need to listen

Be CURIOUS

- Listen wholly to **Understand**, not to **Reply**, or to **FIX problem**



It's not about the nail



Empathetic Listening



- **PAY INTENTION:** Actively listen by giving your full attention to the speaker, avoid distractions



- **SHOW INTEREST:** Use verbal and non-verbal cues to demonstrate your interest in the conversation, maintain eye contact.



- **WITHHOLD JUDGMENT:** Suspend any judgment or preconceived notions you may have about the speaker or their message.



- **CLARIFYING:** Seek clarification, ask open-ended questions to gather more information.



- **BEING PRESENT:** Minimize distractions that can hinder active listening, such as checking your phone or allowing your mind to wander.

Empathetic Listening

Active Listening exercise:

- Get into pairs: Speaker, Listener

Maximum 2 minutes to speak about one of these suggested topics below:

- *"Describe your favorite vacation experience" ... or*
- *"Share your most memorable childhood story"*

When time is up...

- Listener shall summarize what they heard...
- Speaker to evaluate if the summary was accurate, and **captured the main points** of what was expressed



Empathetic Listening



As the Listener:

- How did it feel to be the Listener? Did you find it challenging to remain attentive?
- What active listening techniques did you find most helpful? Why?
- Did you notice any improvements in your listening skills during the exercise?
- What strategies can you apply in your daily life to become a better listener?



As the Speaker:

- How did it feel to be the Speaker? Did you feel heard and understood?
- Was your Listener able to capture the key messages of your sharing?

What is an Engaged Employee?

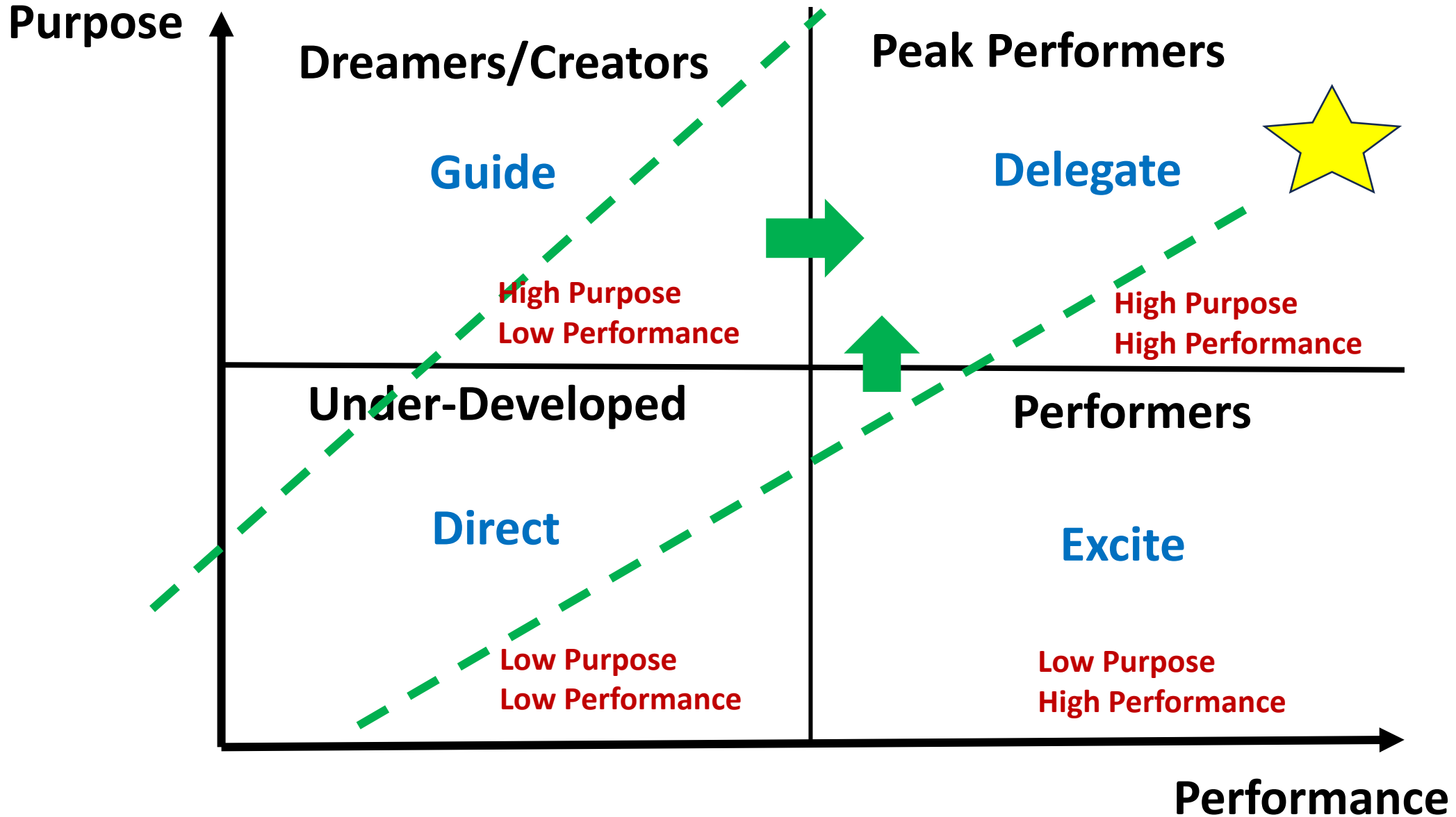


**Tangible Performance
& Results**

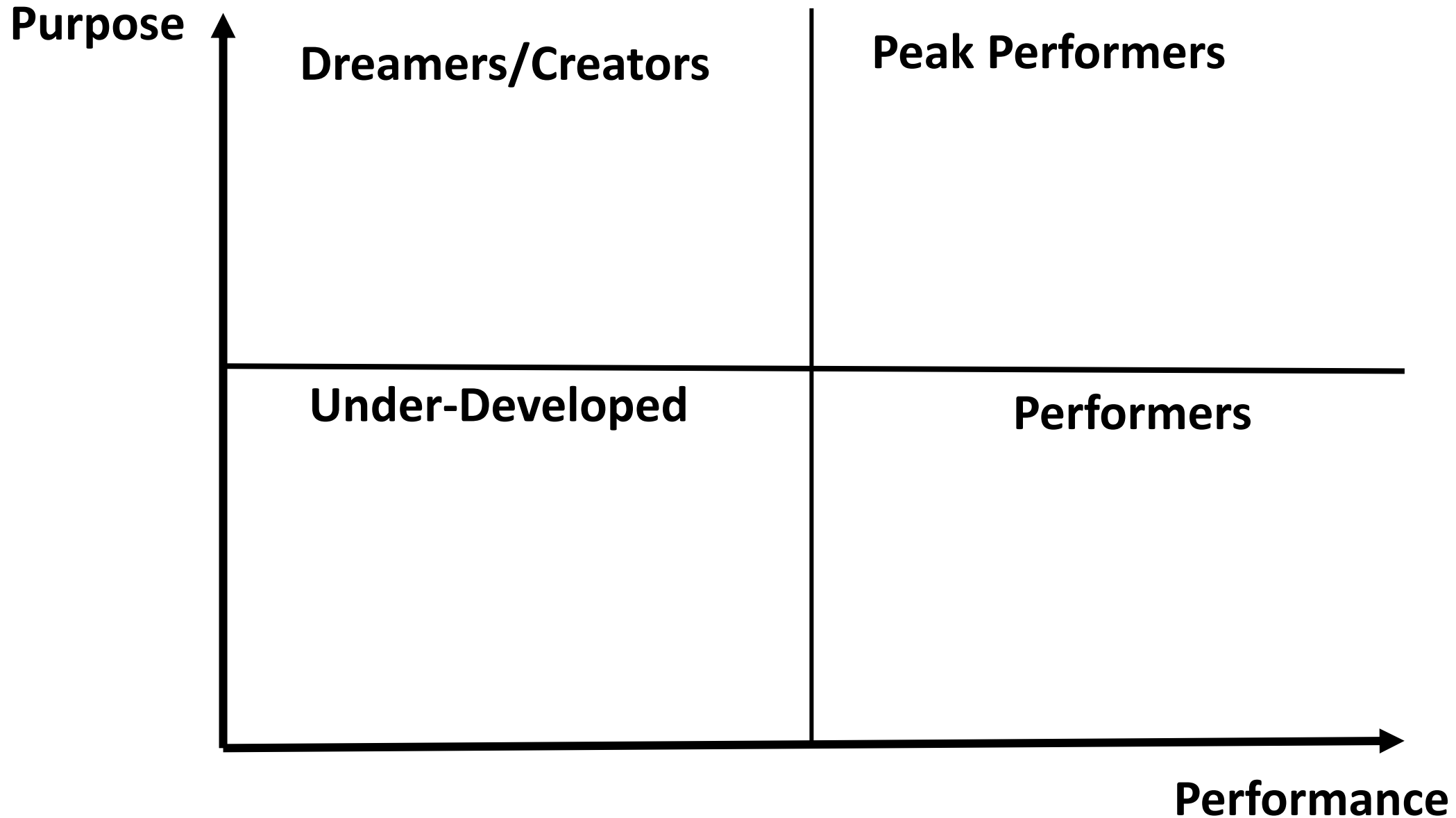
**Aligned Values with
the Organization**

**Engaged & Empowered
Employees**

Purpose-Performance Matrix



Map you, and your team in the quadrants



Expand Your Comfort Zone

Identify Intention and Purpose, needs & intrinsic motivation

Develop Intention & Purpose, clear expectation, teach, coach, quick wins, frequent feedback



Recognize and observe wins, celebrate

Reduce obstacles, guidance, tools, training, coaching

I am Jack Kennedy. What are you doing?

Well, Mr President
I am helping put
a man on the
moon



IKIGAI

What is the reason of you waking up every morning?



FINDING YOUR IKIGAI

生き甲斐

Iki-gai (Japanese Kanji)

iki means “life; alive” and *kai* can be translated as “reason; worthiness; fruitful; effective.”

Conceptually, Ikigai is a path, a way of life or journey; not a destination.

It is the process to re-cover your passion, your profession, to align to your vocation, and your mission to a useful and fulfilled life

IKIGAI



Okinawans know the why behind their daily life.
They have a reason for getting up in the morning.
Being happy every day is their Ikigai

Okinawa



One of area in original top 5 Blue Zone

Home to some of the world's longest-lived people, average life expectancy of 82 years, and one of the highest centenarian ratios. There are 5 times as many centenarians, and people live at least 7 good years longer than the average American.

There are much less heart diseases, almost no depression, and even cancer is a rare occasion.

What you love

discovering something that you like doing in the workplace. something that you would be happy to do anytime. Your ikigai should be that thing that improves your mood anytime you talk about it. It should evoke a feeling of excitement when you are presented with the chance to engage in it.



What you are good at

things you are good at. It is incredibly difficult to find joy or peace if you constantly engage in things you are bad at. There is a sense of accomplishment that comes from performing tasks that you can do effortlessly. Your dopamine increases and you are less likely to get frustrated or give up. Doing something that you are good at creates more avenues for self fulfillment.

What the world needs

performing activities that the world needs. Questions of Importance-Contribution-Value-adding

What do you do that

1. Give you a good feeling of accomplishment that stems from satisfying the needs of people around us.
2. Invite a sense of importance that you continuously add-value to the 'world' around you
3. Contributes to a better you and others, which is also recognized and supported?

What you can be paid for

when you do things that you are good at and will be paid for. The presence of a constant source of income creates a sense of peace and wellbeing. Your ikigai comes more easily when you are doing something you love that brings income. When you get paid for doing something you are good at, you are more likely to experience joy. In the workplace, this increases productivity and overall morale of employees.

What you love

What the world needs

What you are good at

What you can be paid for

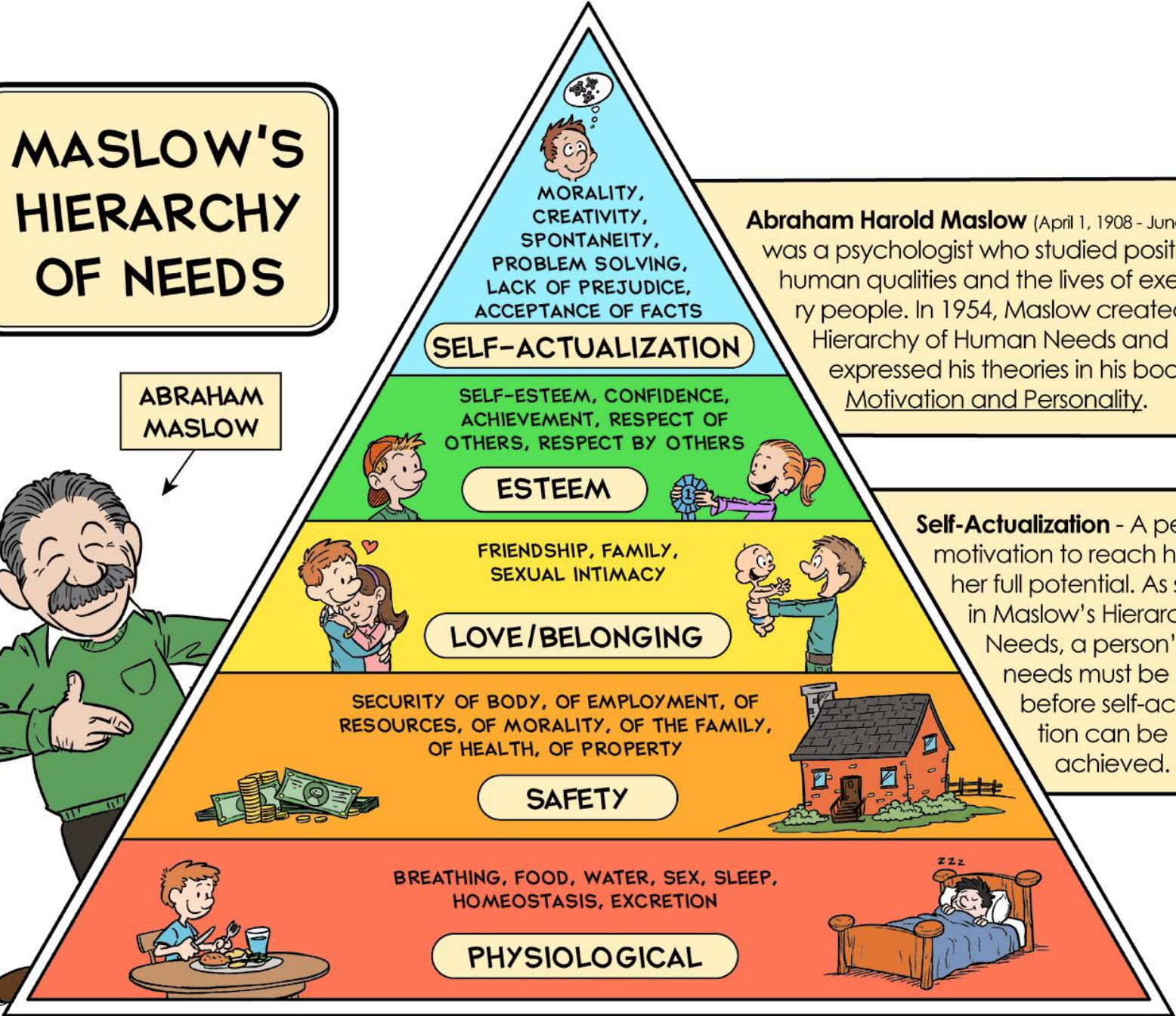


MASLOW'S HIERARCHY OF NEEDS

ABRAHAM MASLOW



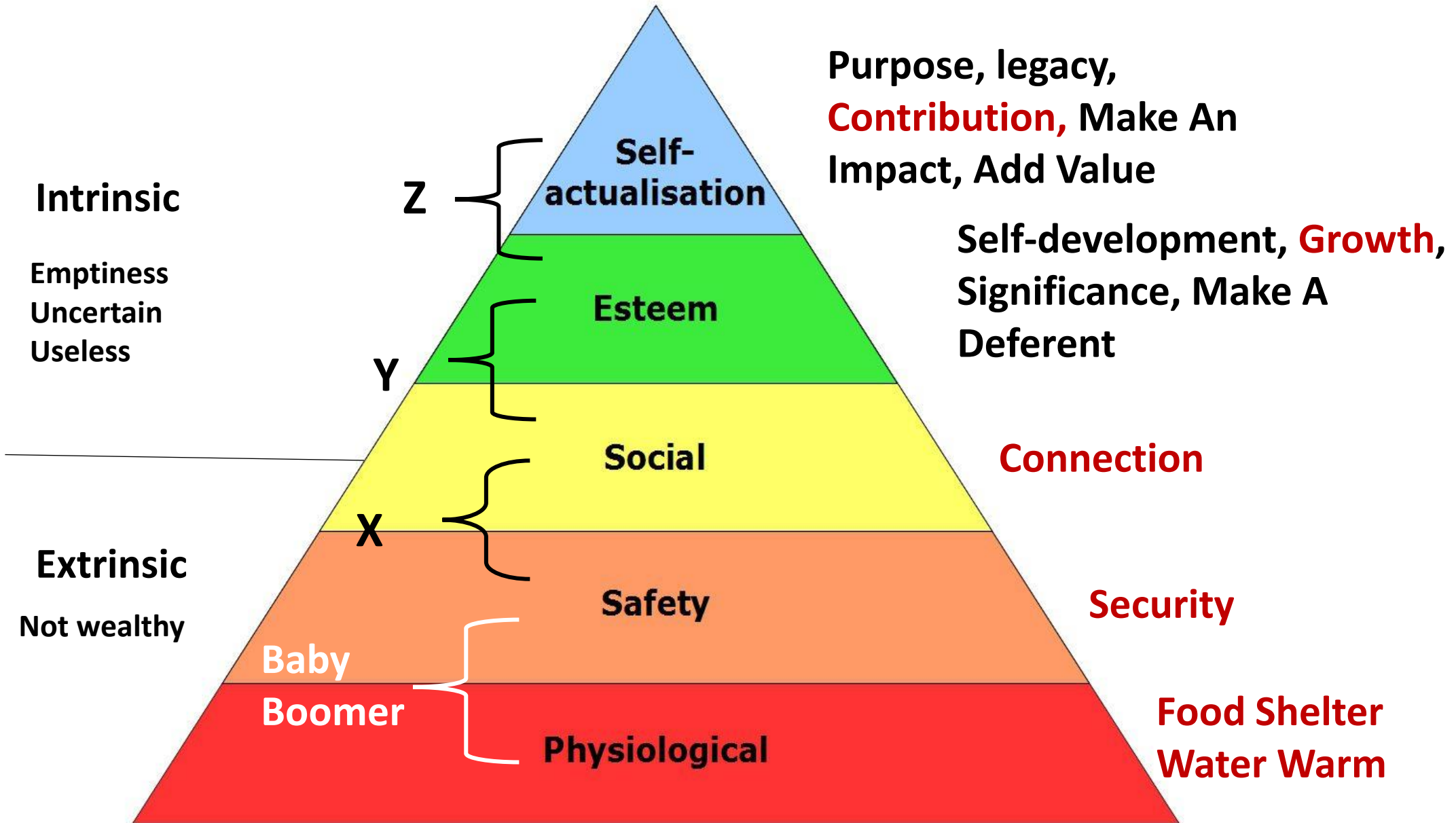
*Need for Human Touch
Connection, Appreciation*



Abraham Harold Maslow (April 1, 1908 - June 8, 1970) was a psychologist who studied positive human qualities and the lives of exemplary people. In 1954, Maslow created the Hierarchy of Human Needs and expressed his theories in his book, Motivation and Personality.

Self-Actualization - A person's motivation to reach his or her full potential. As shown in Maslow's Hierarchy of Needs, a person's basic needs must be met before self-actualization can be achieved.

Maslow Hierarchy of Needs



- Love Language of appreciation



I've learned that

people will forget what you said,

people will forget what you did,

but people will never forget how

you made them feel.

- Maya Angelou



Appreciation

- 79% people left a position voluntarily cited not feeling appreciated as the #1 reason they left
- 65% of professionals surveyed said they have not received recognition in the workplace in the past 12 months
- 51% of managers felt they were doing a good job of recognizing employees, but only 17% of the employees who work for them agreed

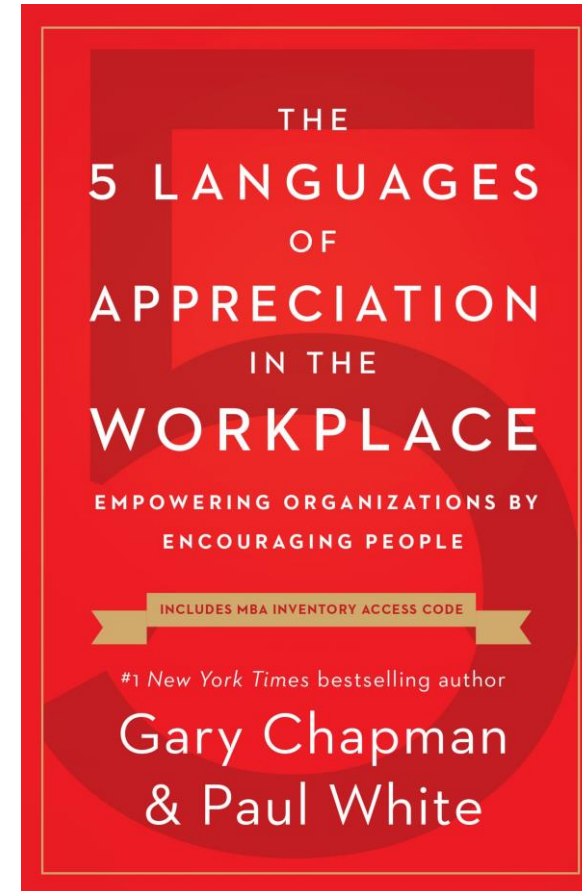
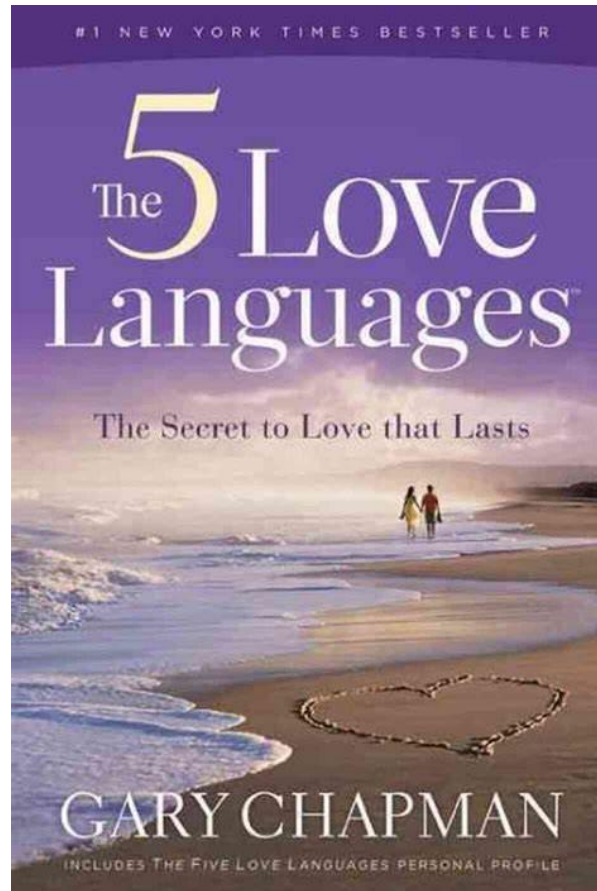
Dr Paul White. co-author, 'The 5 Love Language Of Appreciation In The Workplace'



Employees don't feel appreciated?

Employers are not appreciative of their employees? Their expressions of appreciation are not being felt?

5 Love Languages can help coworkers and management express appreciation for each other effectively.



Appreciation way Forward



- **Don't know how** : 1 size fit all
- **Transactional mindset** : You get what you do, you do what you get
- **Why should I mindset** : if I have time, money and energy



- **Make Intentional effort**
- **Believing that everyone deserve to feel 'valued'**
- **Just Do It, the more the merrier**



Love Language Of Appreciation

- We speak our own language of appreciation, knowingly or unknowingly, and think others speak the same way too
- We only value the language we speak most, mismatch of this language leads to miscommunication, emotional disengagement and relationship tension

What Language of Appreciation You Speak?



Discover Love Language Of Appreciation (LLOA)

Observe Behaviour

- what they do for others is what they wish others would do for them
- what they request of others
- what they complain the most

May also follow what you learned, or given the most from your brought up

Or what you deprived in the past



Love Language Of Appreciation

Word Of Affirmation

Uses words to communicate a positive message to another person

Human need to be acknowledged, recognized, included

- Praise for the obvious (Praise game) –What-Why- How (what is that, why is it so - how does it make you feel)
- Acknowledge positive behaviour
- Affirm strength
- Recognize accomplishment
- Focus on Positive - appreciative and gratitude
- Praise in public, criticism in private (reinforce behaviour, ripple effect)
- Written form (appreciation bank, appreciation booklet)
- Call by names, Inclusive and Introduction new employees



Love Language Of Appreciation

Quality Time

Quality conversation or physical presence

Being with someone and giving them your undivided attention

- Personal, focused time and attention with their supervisor
- Eye contact, no distractions, listen to feeling and thoughts
- Shared experiences, or just taking the time to listen to them
- Small group dialogue, close priority on a project, work together
- Stop by office and check in or call to check in
- Teambuilding, group lunches, volunteering together, take the walk, hang-out, off-site retreat, team event, do sport



Love Language Of Appreciation

Gifts

Gifts to those who appreciate it

- Must be valued to show value
- Tangible item, or time off that serves as a symbol of caring
- More on thoughts than the money spent
- Take time to notice what they enjoy, observe their hobbies and interest and buy them the small related gifts
- Gift cards, bonuses, coffee, buns, secret Santa



Love Language Of Appreciation

Act Of Service

Lend a helping hand and finish what you start

Assisting in getting a task done can be extremely encouraging to a colleague

- Check your attitude
- Make sure your own stuff gets done
- Ask before you help 'What can I do to help?'
- Do it their way
- Offer help to offload work, clearing the lunch table and special perks
- Working collaboratively, or just working alongside on a project
- Offer to give a lift, coverage for on-leave, buy lunch



Love Language Of Appreciation

Physical Touch



Not primary in the workplace, appropriate physical touch

- Occurs spontaneously and in context of celebration
- High 5, Fist bumps, slap on the back, or congratulatory handshakes
- Brief hugs (especially in emotional times)

Emotion Touch

- Café time with ‘know-you –personal-effort’ – family, hobby, interest
- Off-office hour sport games

The 5 Languages of Appreciation



Words of Affirmation

Words of affirmation are verbal or written expressions of praise, recognition, and encouragement.



Quality Time

Quality time means creating meaningful interactions by spending dedicated time together.



Acts of Service

Acts of service refer to helpful actions, thoughtful gestures, or practical assistance.



Gifts

Gifts refer to tangible tokens of appreciation, such as thoughtful presents or symbolic items.



Physical Touch

Physical touch refers to things like handshakes, high fives, claps on the shoulder, fist bumps, or brief hugs.

Ask them to identify their primary and secondary language of appreciation and say you will do the same. Then, when you meet, take some time to discuss your languages. As the leader, your goal here is to listen more than you speak as you're trying to understand your employees better so you can connect with them in the future on a deeper, more meaningful level.

Love Language Of Appreciation

Develop a program that boost employee engagement emotionally and intelligently





INDIGO

Feedback Form



<https://tinyurl.com/Elitesurveyfb>