



**HOW WE  
CREATE  
FLOW**



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# Welcome Message

## Introduction

We work with a range of organisations and individuals, from all over the world. The main focus of our work is unlocking the power of ***Optimal Peak Performance***, by combining the power of ***Psychology***, ***Leadership Capability*** and ***Inclusive Cultures***. We are excited to to share our insights and findings with you today.



# Overview - 4 Sessions

Join us for 4 FREE sessions in June...



01

What is optimal human functioning?

02

Creating flow at work?  
(Positive emotions & Engagement)

Today



03

What makes people stay?  
(Relationships)

04

What matters most?  
(Meaning & Accomplishment)

# Today's Session

## Content

**01.**

Recap the  
PERMA model

**02.**

What have Positive  
Emotions got to do with  
Inclusion?

**03.**

Emotional Contagion &  
Toxic Positivity

**04.**

Strengths Approach to  
Leadership

**05.**

Creating Flow  
(Authentic & Credible)

**06.**

Let's share 'best  
practice' as a group

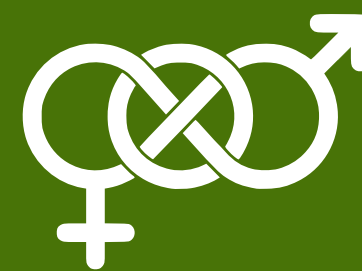




# Our Work

## Change is hard

People often talk about disruption and driving change, however change can be slow to achieve. Our work combines the power of psychology, leadership capability & high performing inclusive cultures; all of which take hard work, authentic motivation and effective performance management systems.

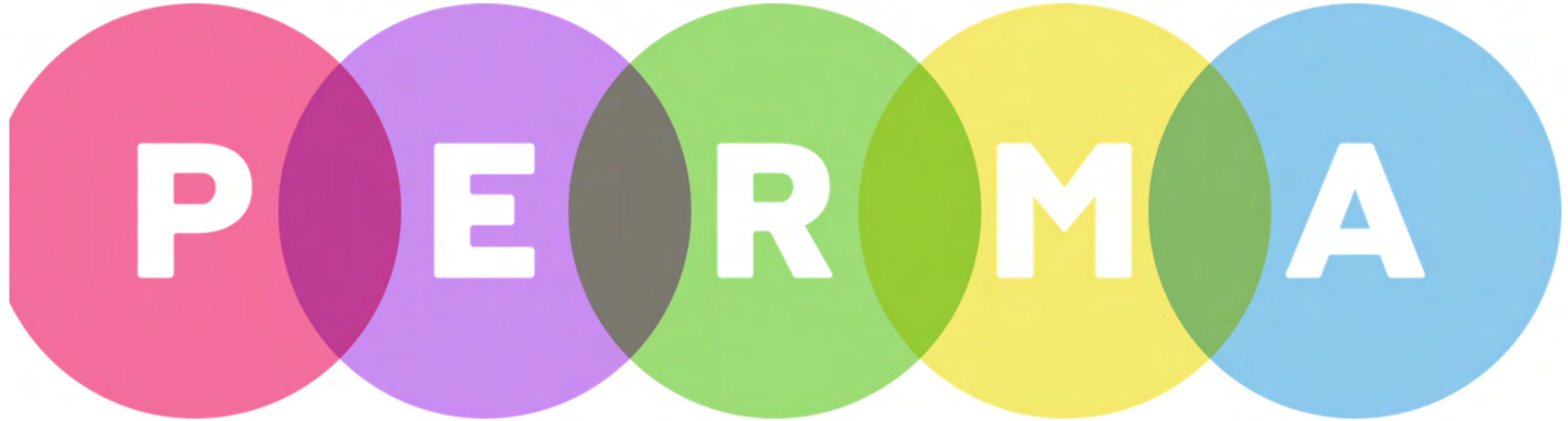


**C-Suite Gender Balance**

**\$12tn**  
**In additional GDP**

A 2019 McKinsey analysis finds that companies in the top quartile for gender diversity on executive teams were 25 percent more likely to have above-average profitability than companies in the fourth quartile—

**RECAP**



**Positive Emotions**

**Engagement**

**Positive Relationships**

**Meaning**

**Accomplishment**

**INCLUSION**

# What have... 'Positive Emotions' got to do with *Inclusion*?

And why it matters so much

1. Social connections ('micromoments- synchrony of biochemistry)
2. Kindness (Increase in oxytocin- 'love hormone'- boosts optimism, self-esteem, lowers blood pressure, boosts heart health etc)
3. Gratitude – Gratitude journal (After 1 week, people increased happiness level from 15th percentile to 50th percentile)

**Lower levels of staff turnover (Retention)**



**Higher levels of productivity**



**More customer satisfaction**



**Greater profitability**



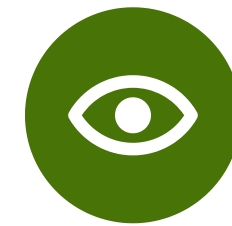


## Value

What do we mean by 'flow' and how do we harness the power of positive emotions? Remember that Positive Emotions are part of the wider PERMA model, can you remember what the other letters stand for?

# Positive Emotions & Engagement

## Creating Flow



### What do we mean by Flow?

We often hear about 'flow' from a process efficiency perspective. However, what do we mean by 'flow' regarding engagement & inclusion?



### The Power of Positive Emotions

It is critical that leaders and managers have the ability to create 'micro-moments' that include positive emotions within organisational culture





# Positive Emotions

The business case

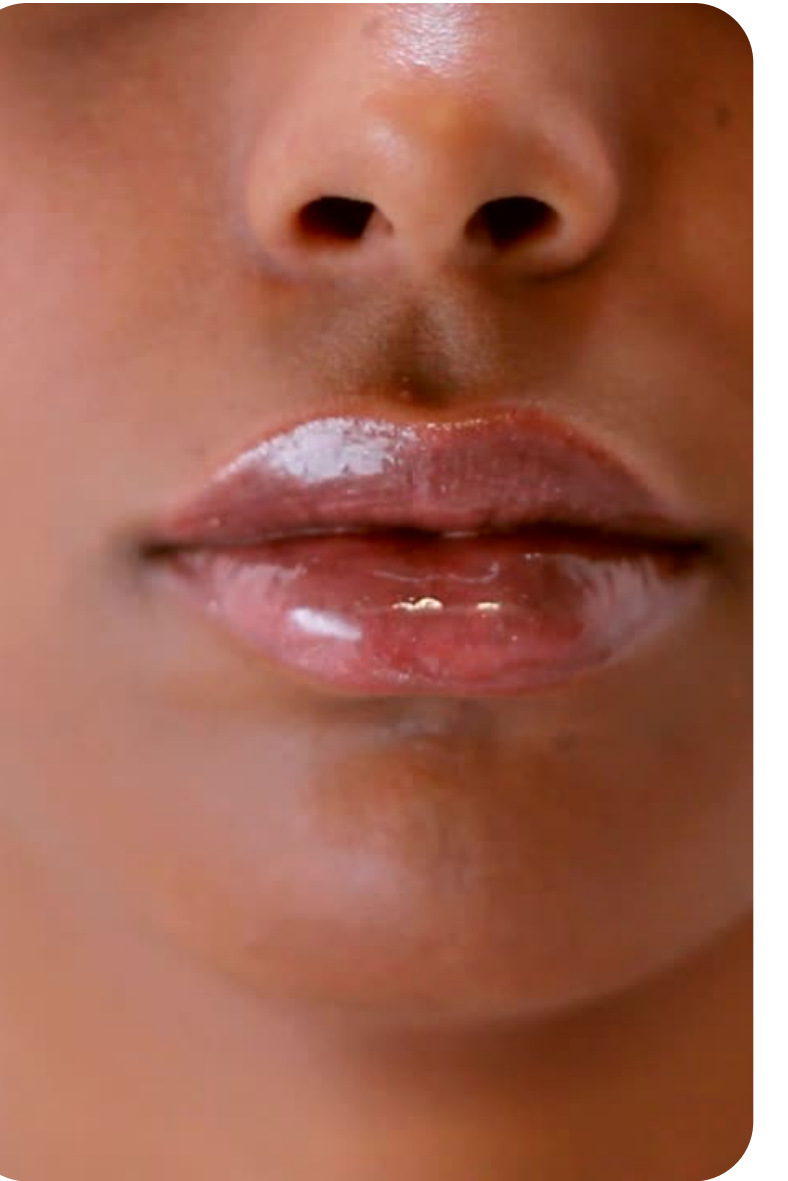


## Better health - Longer life

Research demonstrates a correlation between positive emotions and quality of life

## Productivity & Creativity

Using psychology to create a culture that delivers micro-moments of positive emotions, increases productivity & creativity



## Better problem solving

Happy & engaged people, not only have the drive to focus on continual improvement but the capacity & agility to drive excellence

# Positive Emotions

## Key Benefits



### Stress / Wellbeing

Am I safe?

Positive emotions moderate reactivity to stress & aids in recovery

*Do I feel safe & wanted?*



### Fortified Resilience

Can I thrive?

Positive emotions lead to greater resilience, resulting in better emotional regulation, ability to bounce back from stress & find meaning in adversity

*Is it safe for me to fail?*



### Increased Performance

Will I succeed?

Greater self-efficacy leading to more job/ relationship satisfaction & greater mental health

*Will I become successful?*



### Organisational citizenship

Do I belong?

Greater organisational citizenship – decreasing negative attitudes and cynicism

*Do I feel connected (self-determination theory)?*



# Emotional Contagion

Leaders set the tone





## Value

The clue is in the word contagion; actions, behaviours and attitudes are contagious and flow down within organisations. Leaders need to be cognisant at all times of what their personal emotional contagion looks and feels like to their people



# Emotional Contagion

How is it impacting you & your work?



What is the emotional contagion?






How do we overcome it?



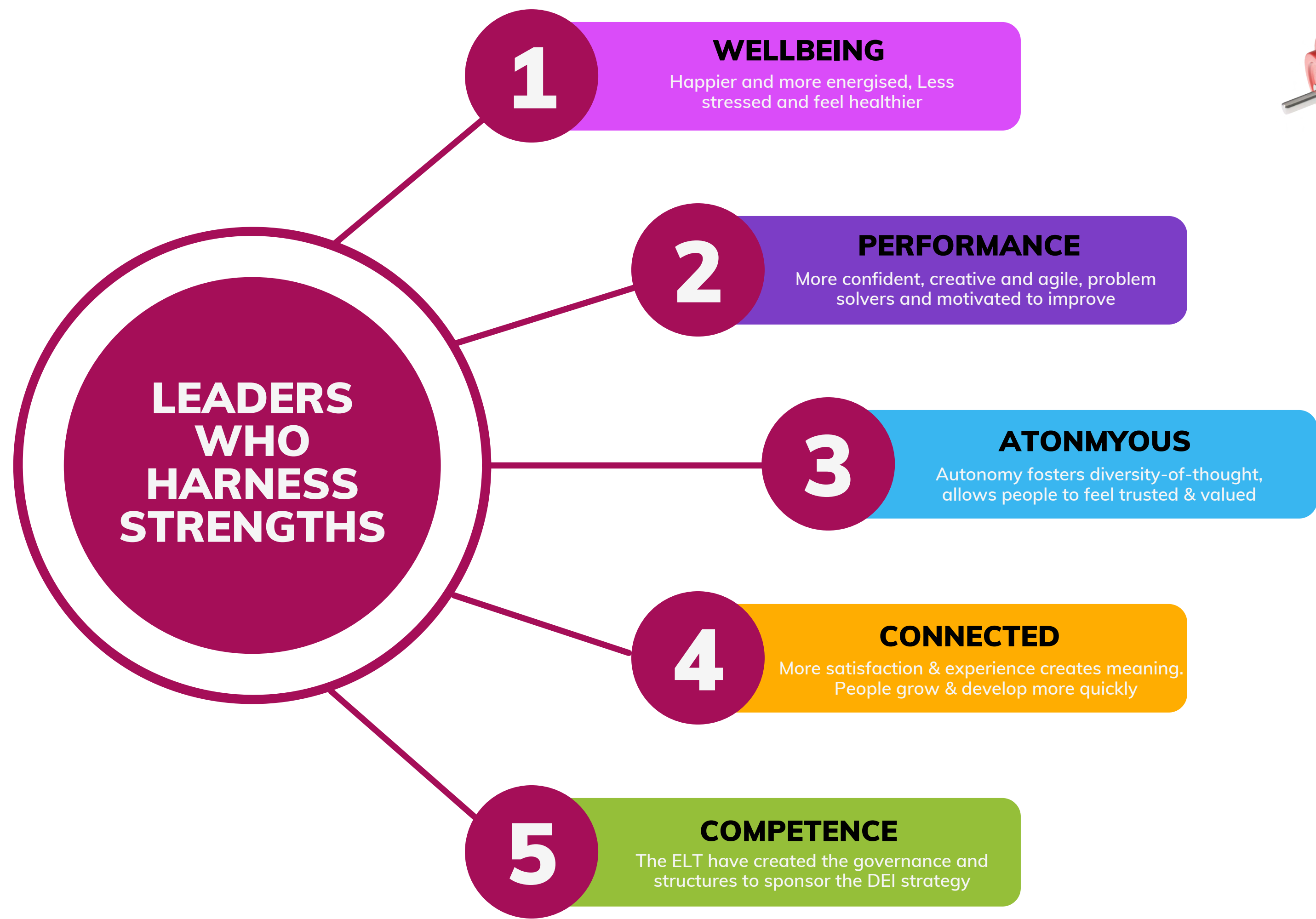
## Value

It is the responsibility of the leader to create an environment where positive emotions are felt regularly. There is both a commercial and ethical case for this.

## How to lead people to success

-  Social connections ('micromoments- synchrony of biochemistry')
-  Kindness (Increase in oxytocin- 'love hormone'- boosts optimism, self-esteem, lowers blood pressure, boosts heart health etc)
-  Gratitude - Gratitude journal (After 1 week, people increased happiness level from 15th percentile to 50th percentile)





# Name the strengths

## VIA Strengths Categorisation



**wisdom**

//creativity  
//curiosity  
//judgement  
//love of learning  
//perspective



**courage**

//bravery  
//persistence  
//honesty  
//zest



**humanity**

//love  
//kindness  
//social intelligence



**transcendence**

//appreciation  
of beauty  
//gratitude  
//hope  
//humour  
//spirituality



**justice**

//teamwork  
//fairness  
//leadership



**moderation**

//forgiveness  
//modesty  
//prudence  
//self-control

# How to lead using strengths

The 3 ways leaders drive success...



## **Teach** Role Model

Teach leaders language of strengths and how to have meaningful conversations about them. Then role model this with teams and managers



## **Promote** Growth Mindset

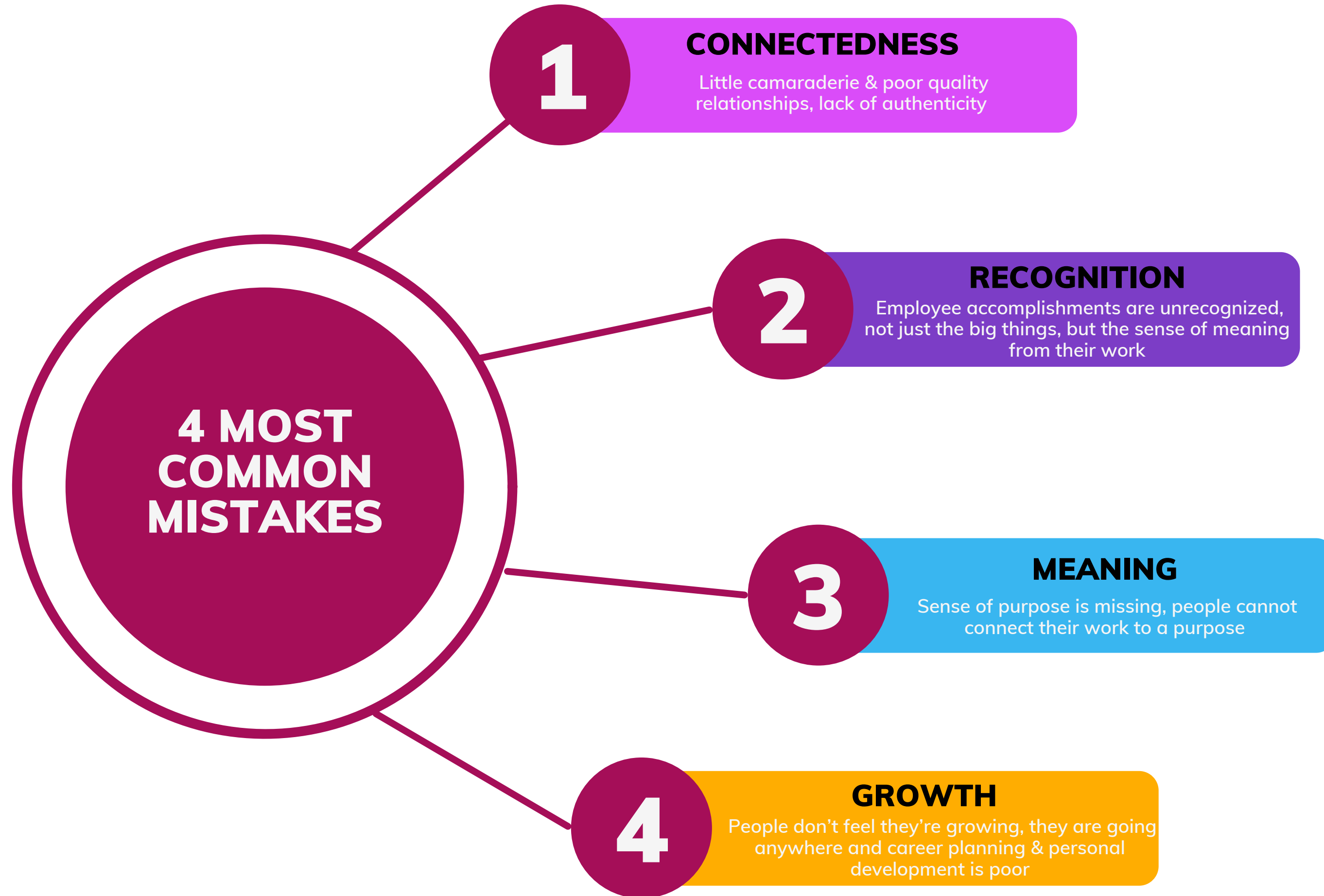
- Promote the Growth Mindset, making it safe to 'fail' as employees develop strengths



## **Cultivate** Psychological Safety

Cultivate psychological safety. Encourage all staff to know strengths of others, support each other in taking strengths risks and give honest feedback.





How to crush  
Positive  
Emotions at  
work...





## Value

The human condition and authentic human behaviour, allows for the full range of emotions. If we block and deny negative emotions, we create environments that are not psychologically safe

# Toxic Positivity

Can we be too positive?



What is toxic positivity?



How do we overcome it?



# Toxic Positivity

How to spot it...



Toxic positivity is the suppression of real, negative emotions through sentences like:

**Be positive**

**Look on the bright side!**

**Don't be negative**

Toxic positivity disregards an individual's true emotions. Yet whatever we repress grows stronger

**Freedom = expression**

***The suppression of negative emotions can harm an individual's mental and physical wellbeing***



## Value

It is normal for negative emotions to exist. Leaders must embrace these and understand what is driving them. What sits behind the negative emotion, what is not being said and how do we create true psychological safety

# Managing Negativity

How do we help people who feel negatively?



Cultivate psychological safety. Model honest sharing and compassionate responding.



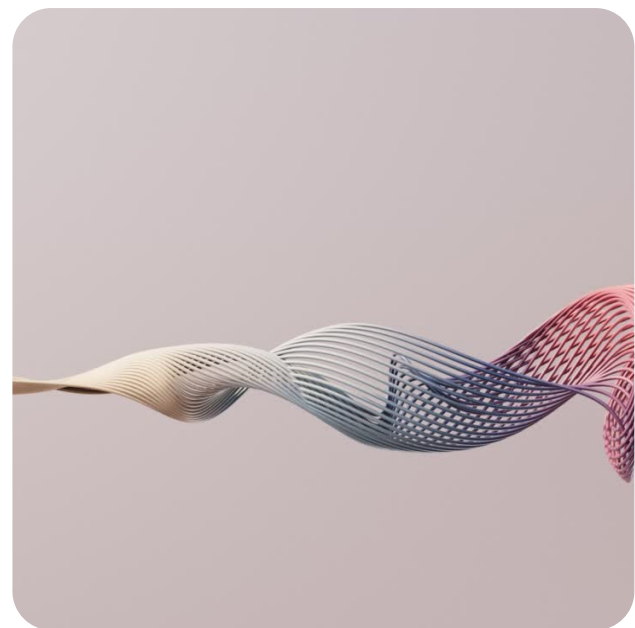
Be truly present when listening & don't jump to problem-solving culture

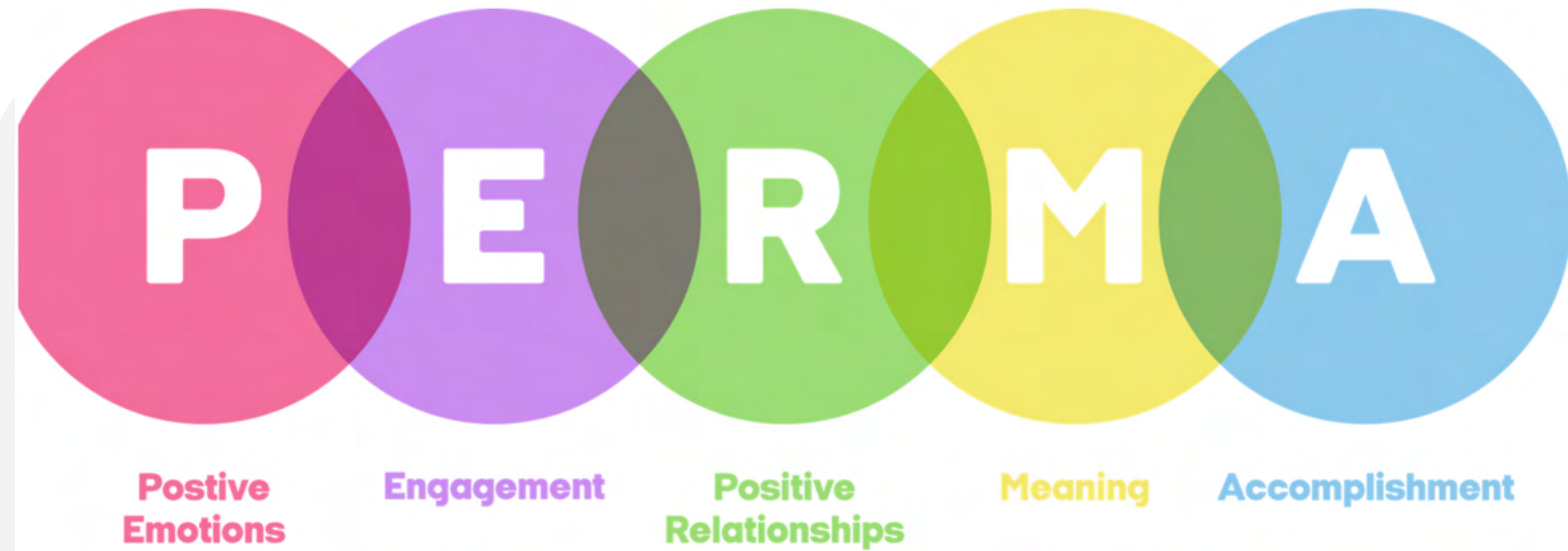




# Authentic Engagement

The power of flow





# ‘E’ Is for ‘Engagement’

## PERMA Model



### What do we mean by Flow?

- What is the flow state? Complete absorption in task etc.
- What happens to sense of time and self? No self-conscious rumination as action/ awareness merged...
- Task is neither too easy nor difficult- optimal challenge
- How does it help hone skills?
- What is role of intrinsic motivation? Use of strengths...
- How does it enhance creativity? More brain areas communicate freely...
- (Dr. Mihaly Csikszentmihalyi)



# Creating Flow

How do we help teams achieve flow?



- Role of instant feedback
- Help people become less anxious/ less self-critical
- Time /space for concentration
- Allow teams to work in interdependent group- more joy when experiencing flow as this kind of group
- Encourage engagement in intrinsically motivated tasks

# Authentic Engagement

The power of flow



Value

If you understand how to harness and create 'flow' you will experience a huge shift in performance, productivity, process efficiency and engagement.

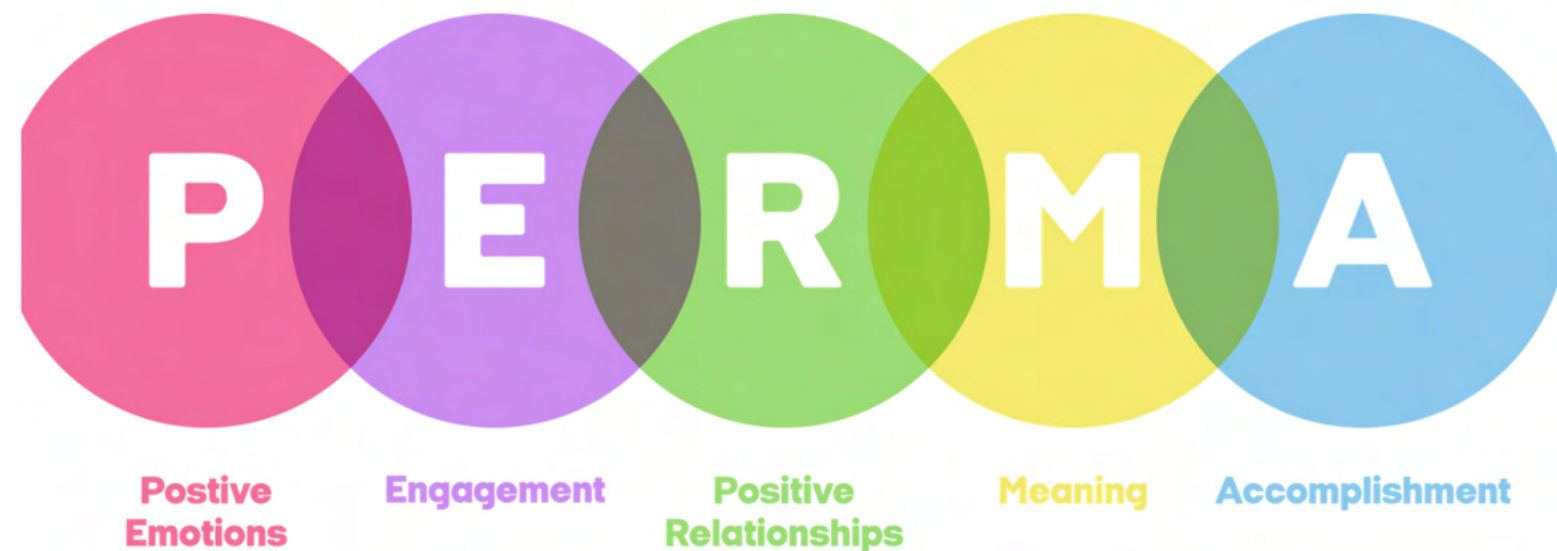


- Optimal challenge meets optimal skill set
- Task neither too easy nor too difficult
- Employees are focused, energised, actively involved & fulfilled by process
- Higher levels of productivity, creativity, and happiness for up to three days after experiencing flow state!
- Clear & defined goals
- Feedback
- Time and space necessary - interruption destroys flow
- What resources can you offer to help employees upskill?



# Group Discussion

Practical peer learning



In groups:

1. How do you cultivate positive emotions in the workplace?
2. How do you avoid 'toxic positivity' and allow for people to share negative emotions?
3. How do you create a culture of engagement and help people experience flow?

# Summary



## Key Learning Outcomes

You have covered SO MUCH!



- Recap PERMA
- The Business-Case for Positive Emotions
- Wellbeing benefits to Positive Emotions
- Emotional Contagion
- Practical tips to promote Positive Emotions
- Toxic Positivity
- Character Strengths
- The Psychology of Flow
- Peer discussions



# Next Sessions

Join for more amazing content



## Session 2

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Creating Flow  
(Engagement)

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- Creating Collaboration
- High Performing Teams
- Inclusive Culture

## Session 3

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What makes people stay?  
(Relationships)

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- Creating Psychology Safety
- Managing Inclusively
- Culture of Wellbeing

## Session 4

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What matters most?  
(Meaning & Accomplishment)

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- Growth Mindset
- Unlocking Intrinsic Motivation
- Exploring the 'Why'

# Contact Us



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