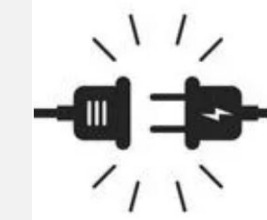




PLUGGING INTO PEOPLE

Intentionally cultivating connection through
vulnerability, trust, and feedback



Plugged In, LLC

Public Speaking & Training



COURTNEY HULL

Associate Dean of
Fire/EMS Training

Fire/EMS Instructor



JEREMY BLAIR

Dual Enrollment Academy
Lead Fire Instructor

Battalion Chief
Wauwatosa Fire Department











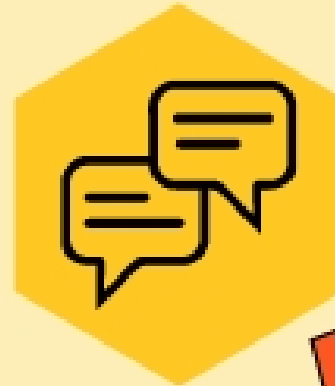




6 TRAITS OF HIGH-PERFORMANCE TEAMS

TRUST AND COMMUNICATION

Trust and open communication are foundational, allowing team members to share ideas freely and resolve conflicts constructively.



PSYCHOLOGICAL SAFETY

Team members feel safe expressing themselves without fear of negative consequences, which promotes innovation and problem-solving.



STRONG LEADERSHIP

Effective leadership sets the tone, provides direction, and fosters a supportive environment.



DIVERSITY AND INCLUSION

Embracing diverse perspectives and backgrounds enriches the team's creativity and problem-solving abilities.



CLEAR GOALS AND ROLES

Well-defined goals and roles, ensuring everyone knows their responsibilities and contributions



CONTINUOUS LEARNING

High-performance teams prioritize ongoing learning and development to adapt and grow.



COLLABORATION



COMES UP WITH
THE WORST IDEAS

JOKES AROUND
THE WHOLE TIME

ENDS UP DOING
ALL THE WORK

DOESN'T DO ANY WORK
AND TAKES ALL THE CREDIT

IS SO MUCH FUN

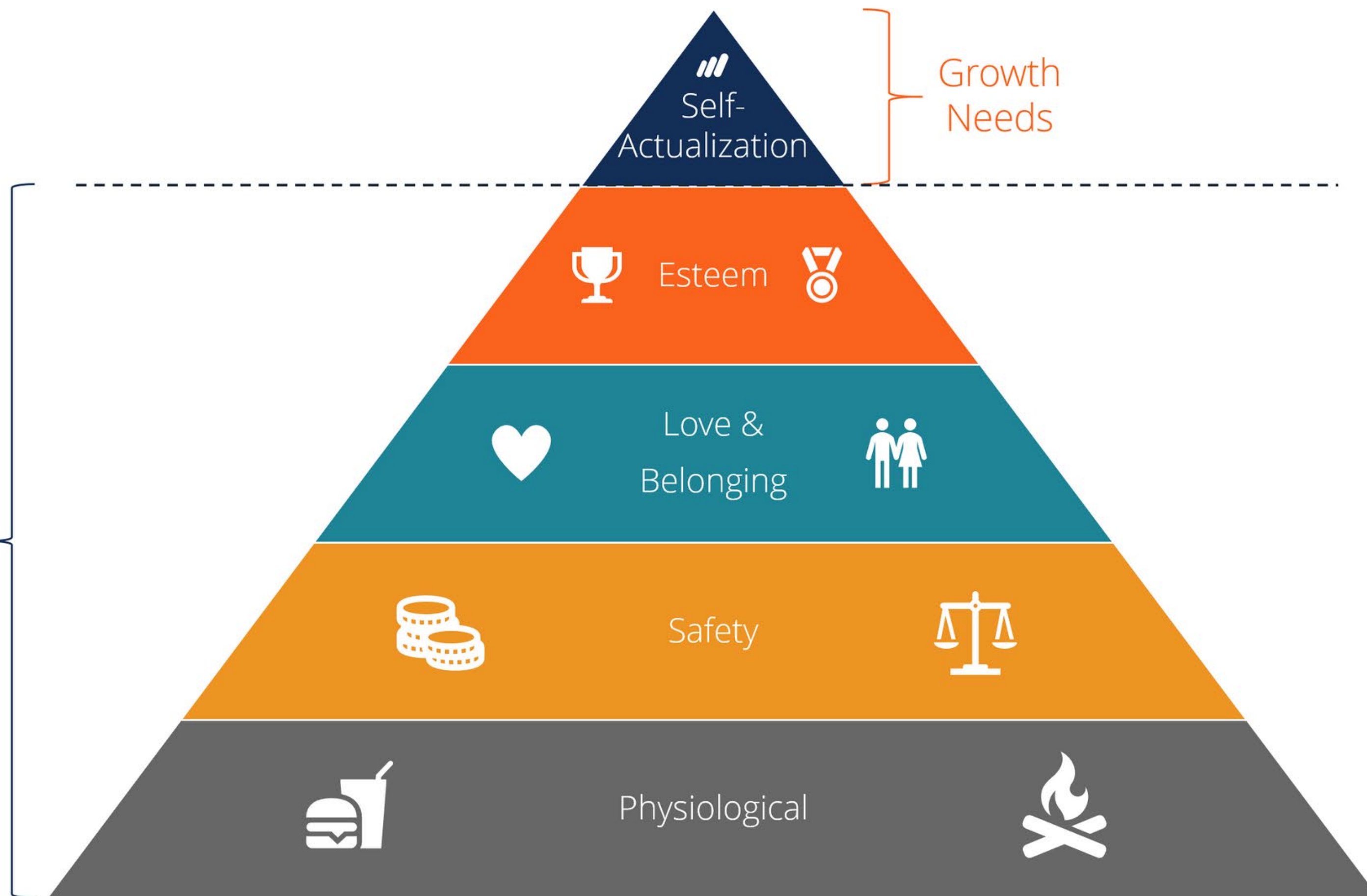
5 Dysfunctions of a Team

High Performance Team

Dysfunctional Team



Deficiency
Needs



5 Dysfunctions of a Team

High Performance Team

Dysfunctional Team



Compared with people at low trust companies, people at high trust companies report: 74% less stress, 106% more energy at work, 50% higher productivity, 13% fewer sick days, 76% more engagement, 29% more satisfaction with their lives, 40% less burnout.

THE FIVE TENETS OF PSYCHOLOGICAL SAFETY

A Visual Guide to Psychological Safety in the Workplace



ESTABLISH TRUST

If employees feel they can trust you, they will be more likely to communicate, express their ideas, experience happiness in the workplace and a sense of belonging.

SHOW VULNERABILITY

As a leader, it's okay to not have all of the answers. Step back and allow your team to trust that we can get there together if we can collaborate.



FAIL FORWARD

From a psychological safety perspective, feeling safe to fail is crucial as we need to feel safe that we can own up to our mistakes and understand what has gone wrong.

GIVE PERMISSION

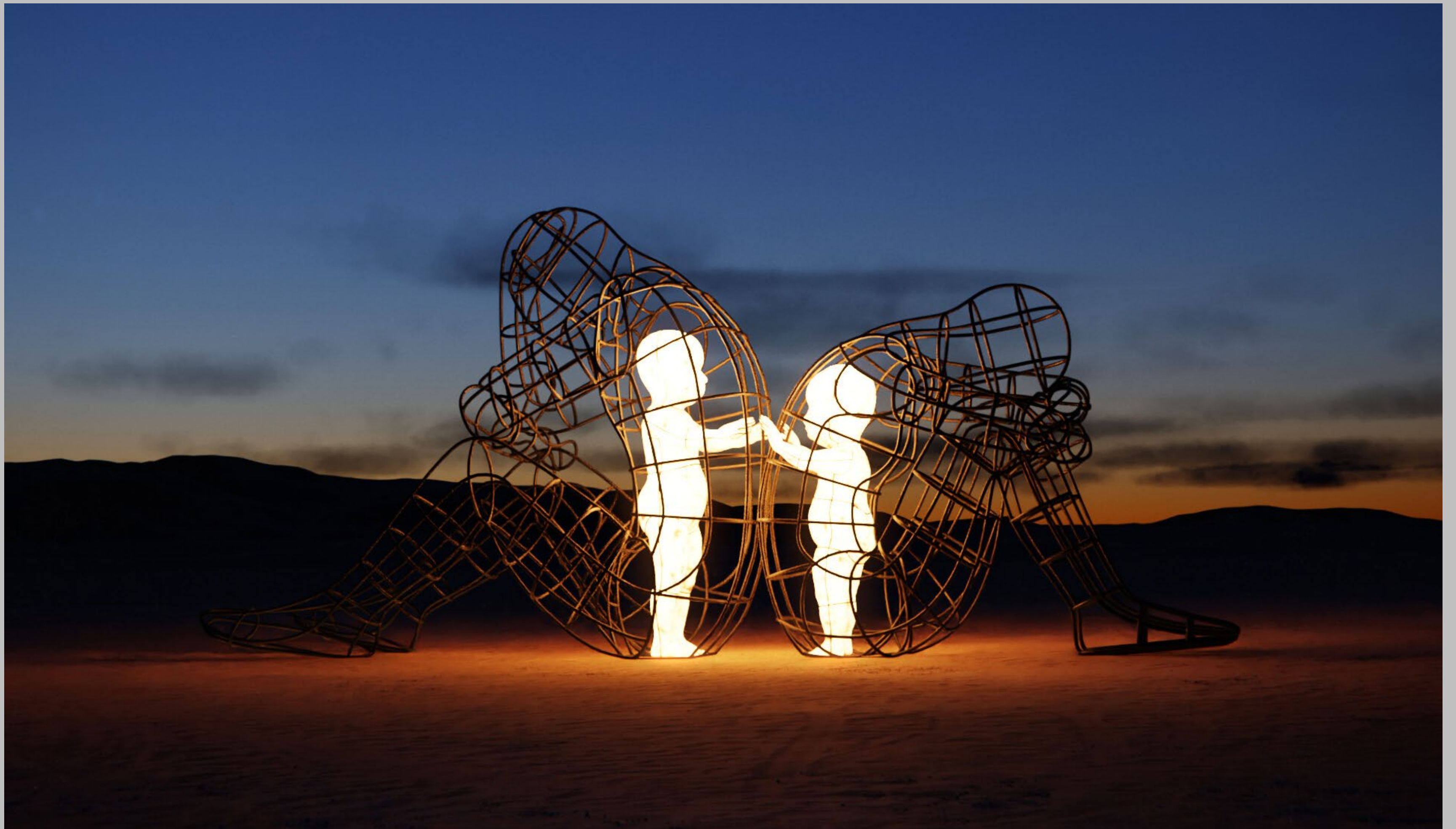
As a leader, it's really important that people know that questioning, challenging and suggesting new ideas is not only allowed, but is also encouraged.



ASK QUESTIONS

Keep asking employees for their input. Staying in regular communication can help employees and leaders feel connected and engaged, and enable employees to feel valued and listened to.





THE DANGERS OF LOW SOCIAL CONNECTION



worse for health than smoking, high blood pressure or obesity



higher inflammation at the cellular level



higher susceptibility to anxiety and depression



slower recovery from disease

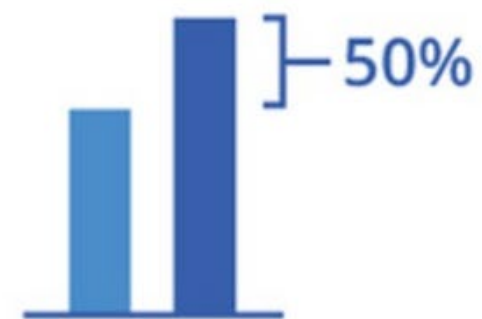


increased antisocial behavior and violence



suicide

THE BENEFITS OF HIGH SOCIAL CONNECTION:



50% increased chance of longevity



stronger gene expression for immunity (research by Steve Cole, UCLA)



lower rates of anxiety and depression




higher self-esteem and empathy



better emotion regulation skills



Social connection creates a positive feedback loop of social, emotional, and physical well being.

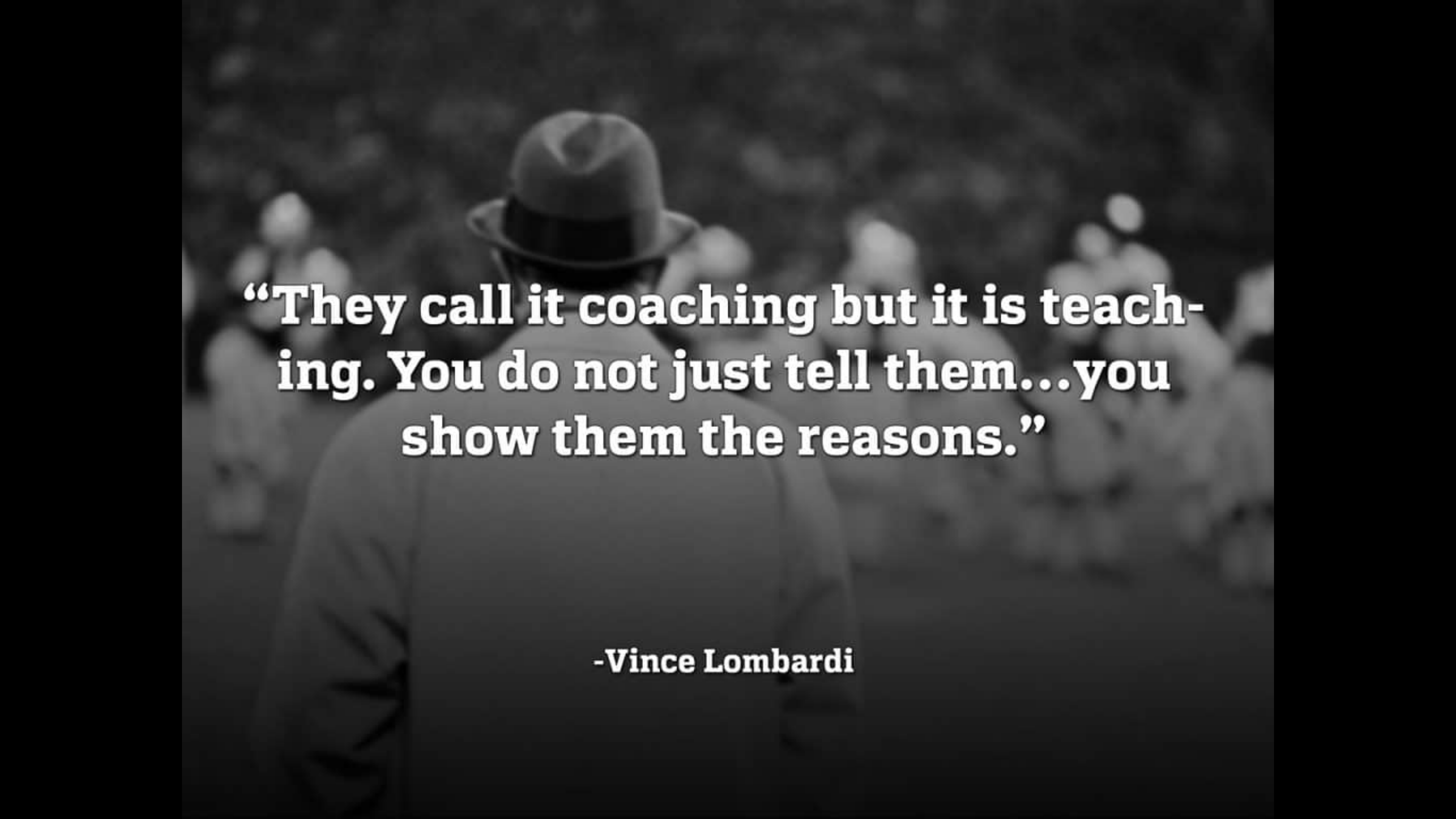
A person with short dark hair, wearing a white t-shirt and dark pants, is sitting on a wooden pier. They are facing away from the camera, looking out over a vast body of water. The sky is filled with heavy, layered clouds, with some light breaking through near the horizon. The water reflects the light from the sky. The pier is made of weathered wooden planks.

25% of Americans
say they have no one
to share a personal
problem with.



<https://youtu.be/1LnLwZbIIWI?si=bWteYuRjPuPg6udT>

[illegible]



“They call it coaching but it is teaching. You do not just tell them...you show them the reasons.”

-Vince Lombardi

“Coach me, don’t criticize me”



**EMOTIONAL
REGULATION**

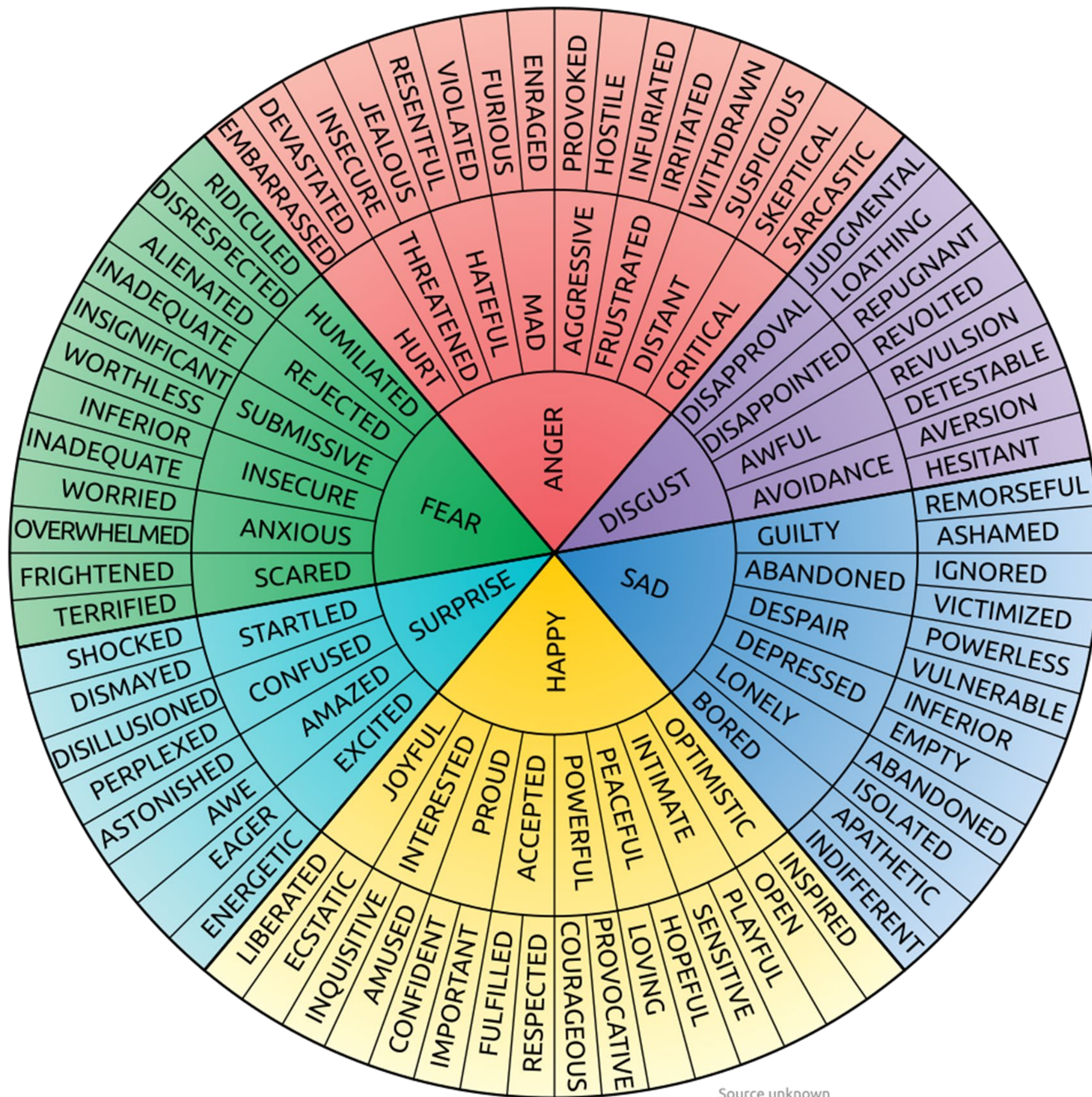
EMPATHY

**EMOTIONAL
INTELLIGENCE**

EXCEL





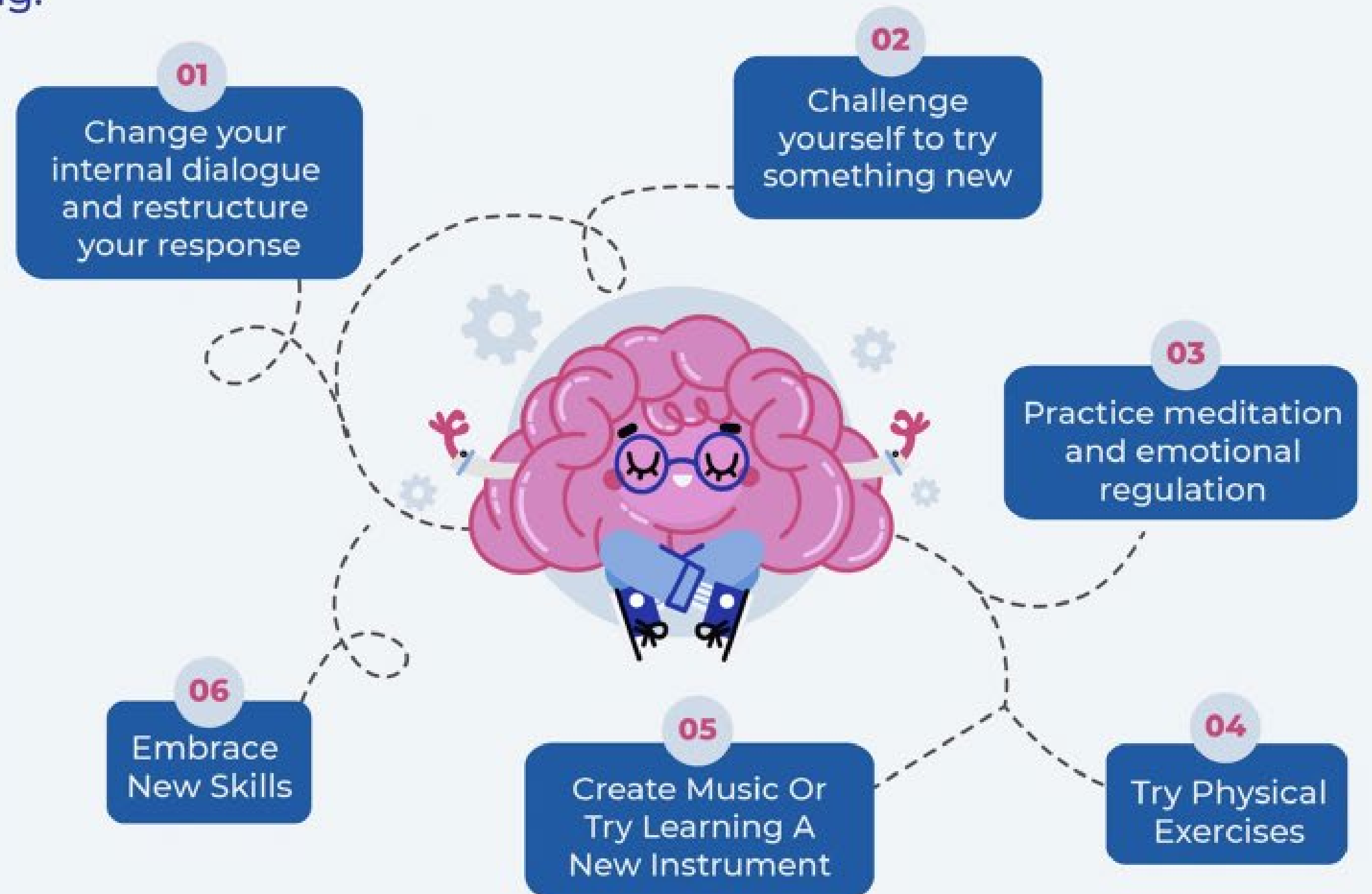


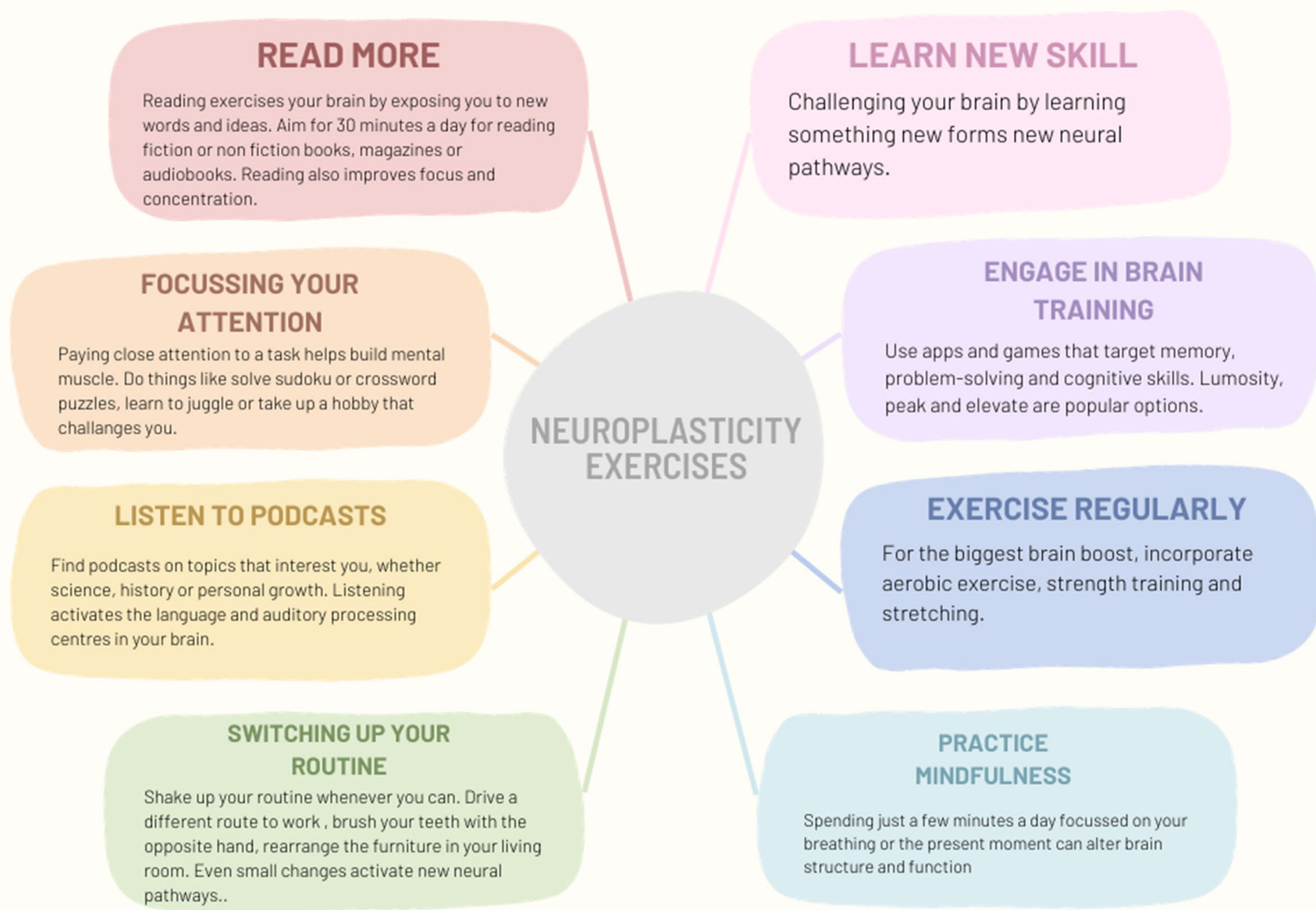
HOW TO REWIRE YOUR BRAIN?

Neuroplasticity is the brain's ability to rewire itself by paving new neural pathways when it feels the need to adapt. In simple words, our brain is ever-growing, ever-changing, and ever-improving.



HERE ARE SOME EASY NEUROPLASTICITY EXERCISES TO TRY:





Be Curious



Ted Lasso: Be curious, not judgmental



Watch later



Share



Watch on



YouTube



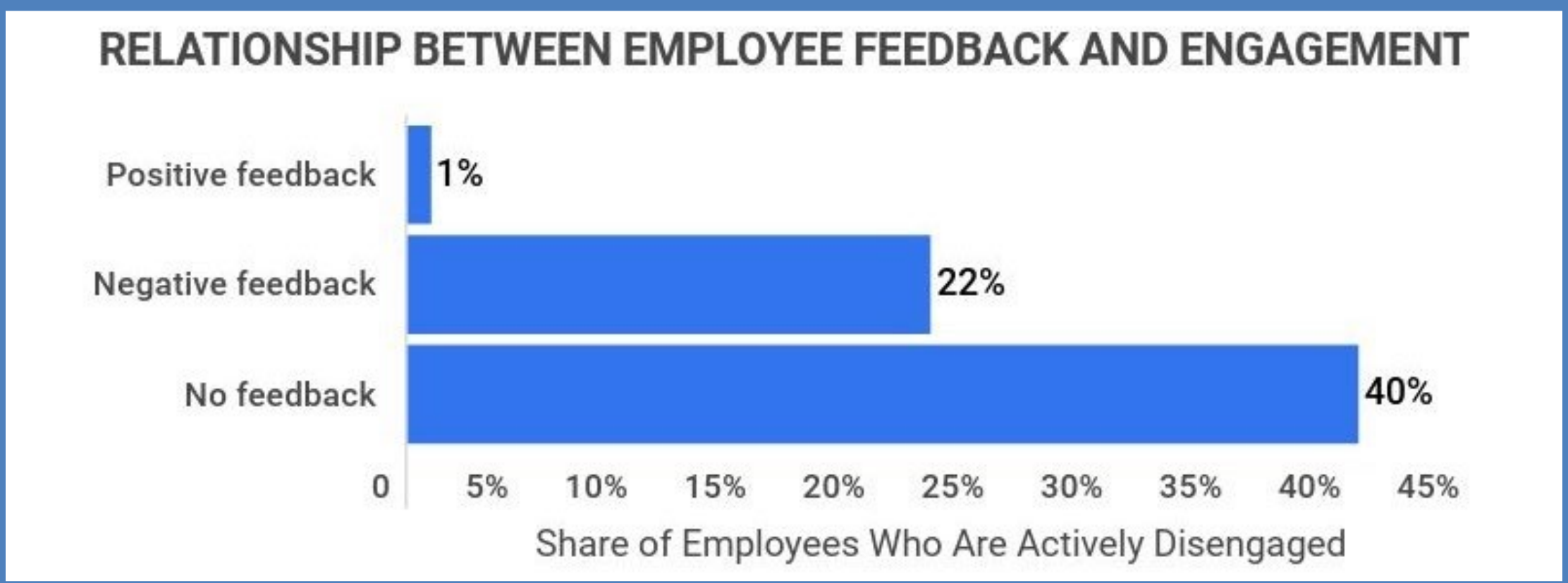
Feedback

- **Positively focused** - what does it look like if they are doing it right
- **Direct** – don't skirt around the issue
- **Frequent** – as needed and in the moment
- **Closing the loop** – wrap back to ensure common understanding

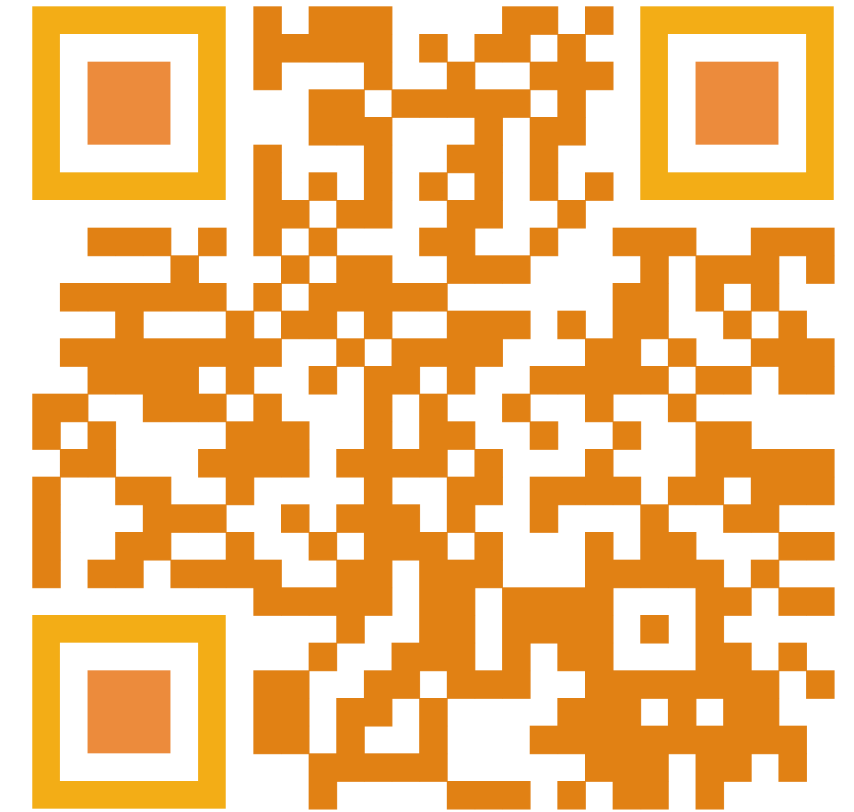


CONSTRUCTIVE FEEDBACK *Sentence* **FRAMES**

POSITIVE	NEXT STEPS	QUESTIONS
<ul style="list-style-type: none">✓ Phenomenal job on...✓ I believe your example was...✓ Terrific work on...✓ You did a superior job on...✓ You did an astronomical job on...✓ You did a profound job on...✓ It really impressed me when you...✓ I enjoyed your work because...✓ Your work displays...	<ul style="list-style-type: none">✓ One suggestion would be...✓ I believe you should add...✓ Don't forget to...✓ Next time you should...✓ I am confused by...✓ Take into consideration changing...✓ Take into consideration removing...✓ Perhaps you should add...✓ I was wondering if	<ul style="list-style-type: none">✓ What are...✓ What do...✓ What is...✓ Should you...✓ Why is...✓ Why do...✓ Why will...✓ Where is...✓ When do...✓ When does...✓ When is



F E E D B A C K







How To Have A Difficult Conversation | Mel Robbins



Watch later




Share

4 Techniques for a Difficult Conversation



MEL ROBBINS

Watch on  YouTube

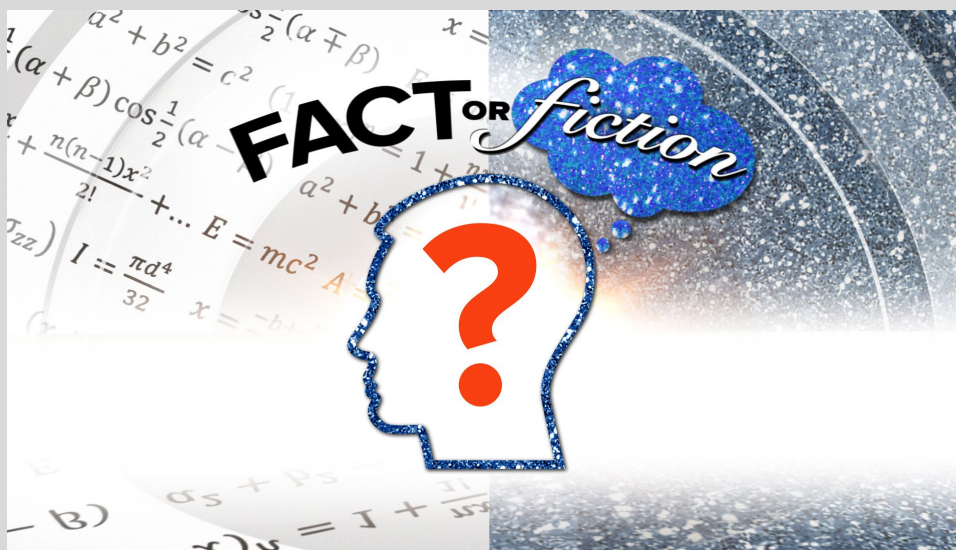
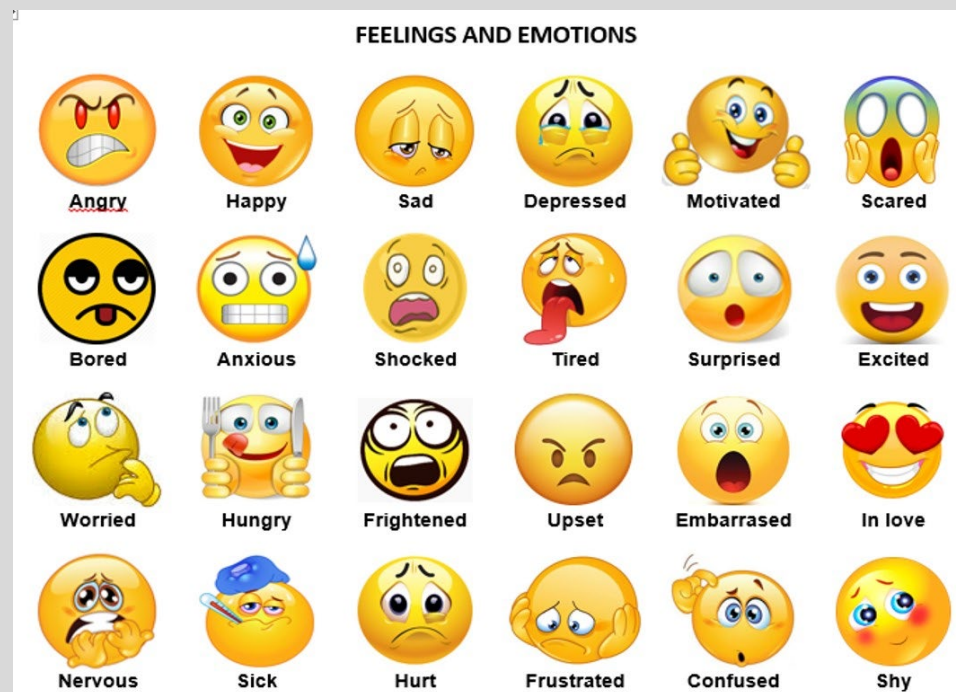






GIVING FEEDBACK

RECEIVING FEEDBACK



Start with the positives /strengths



Don't go overboard with feedback



Be specific with your feedback



Use a "Sandwich" approach



Be Prompt



Make it an ongoing exercise



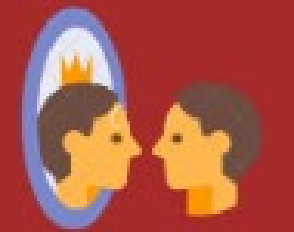
Appreciate the feedback received



Don't throw it back by making excuses



Take your feedback seriously



Do a self evaluation



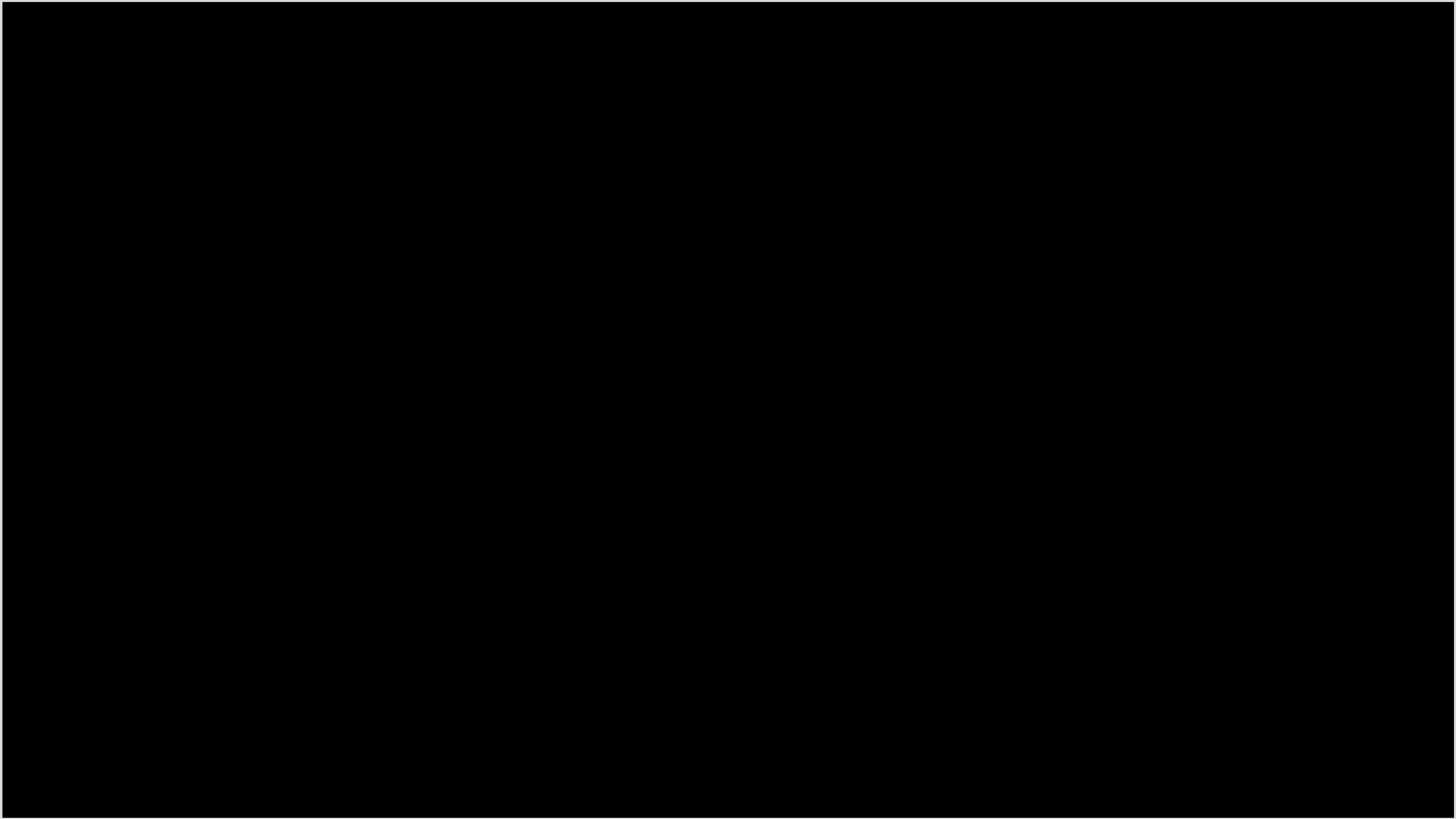
Take it as an opportunity to learn



Follow up







10 CELEBRITIES WHO FAILED



They overcame many obstacles
and many doubters, and
had the rare courage to create
a life that was true to them.

Exit full screen (f)



2:19 / 2:33

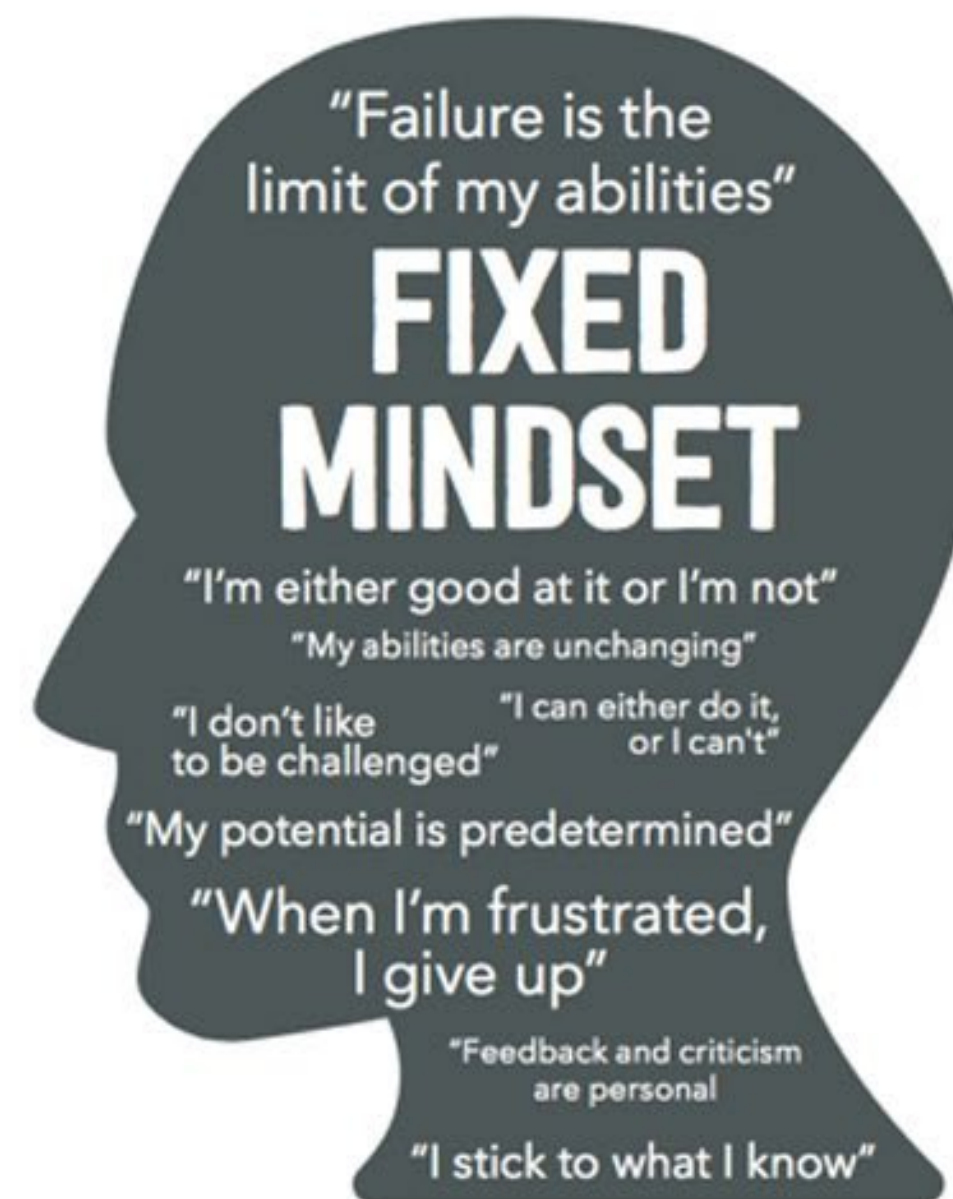
Scroll for details



GROWTH MINDSET



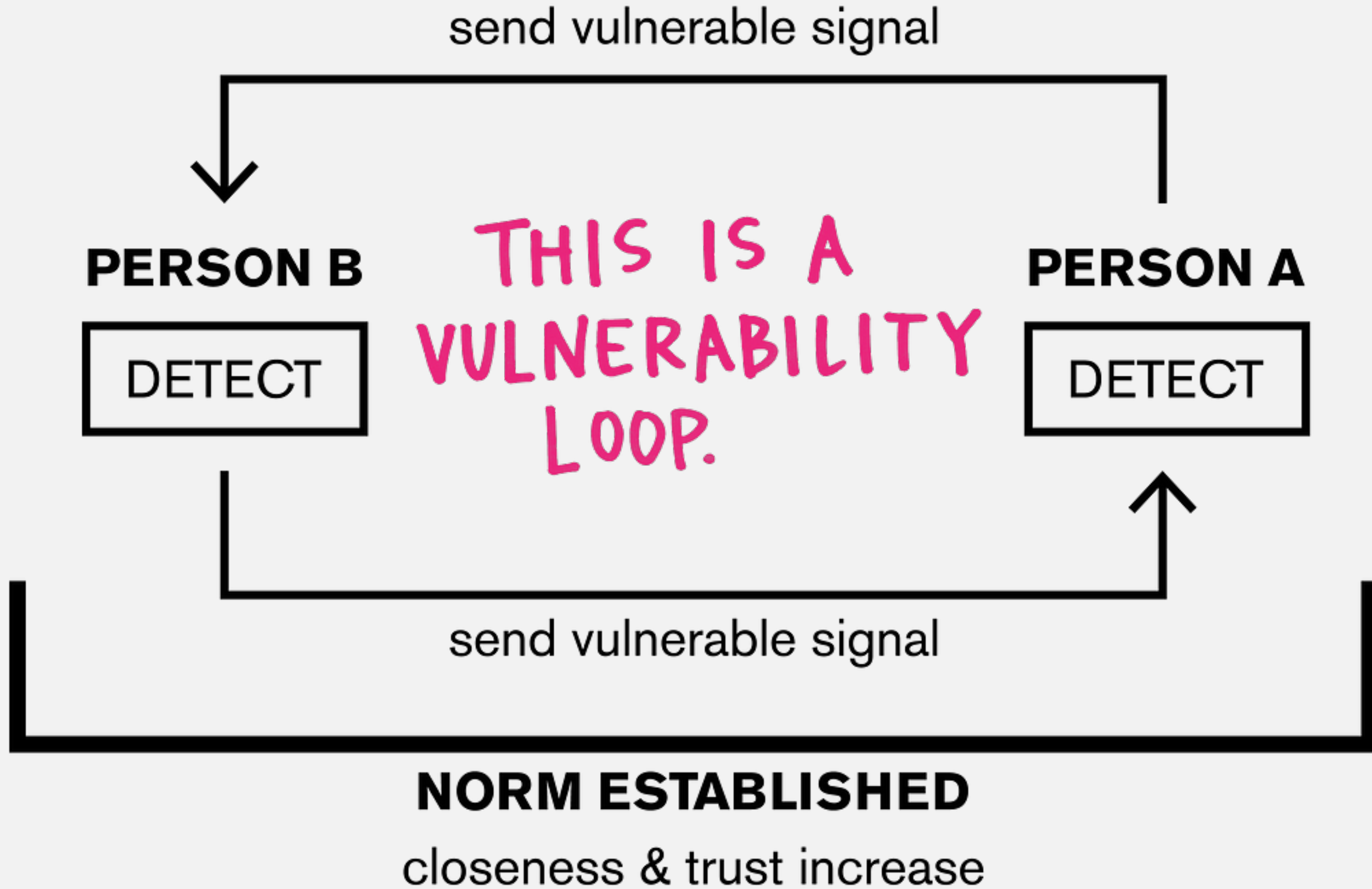
FIXED MINDSET



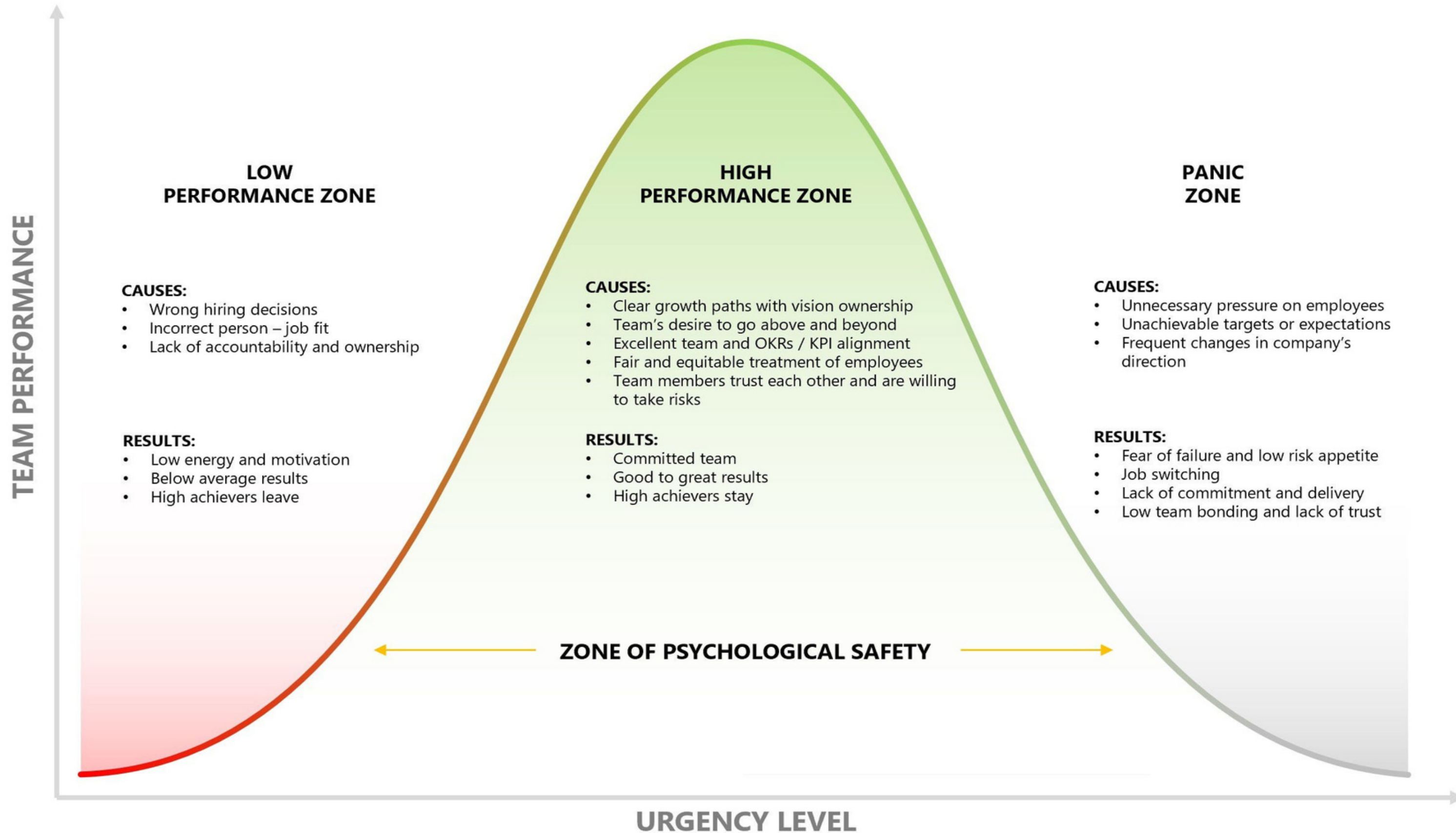
The Power of Y

Get Vulnerable



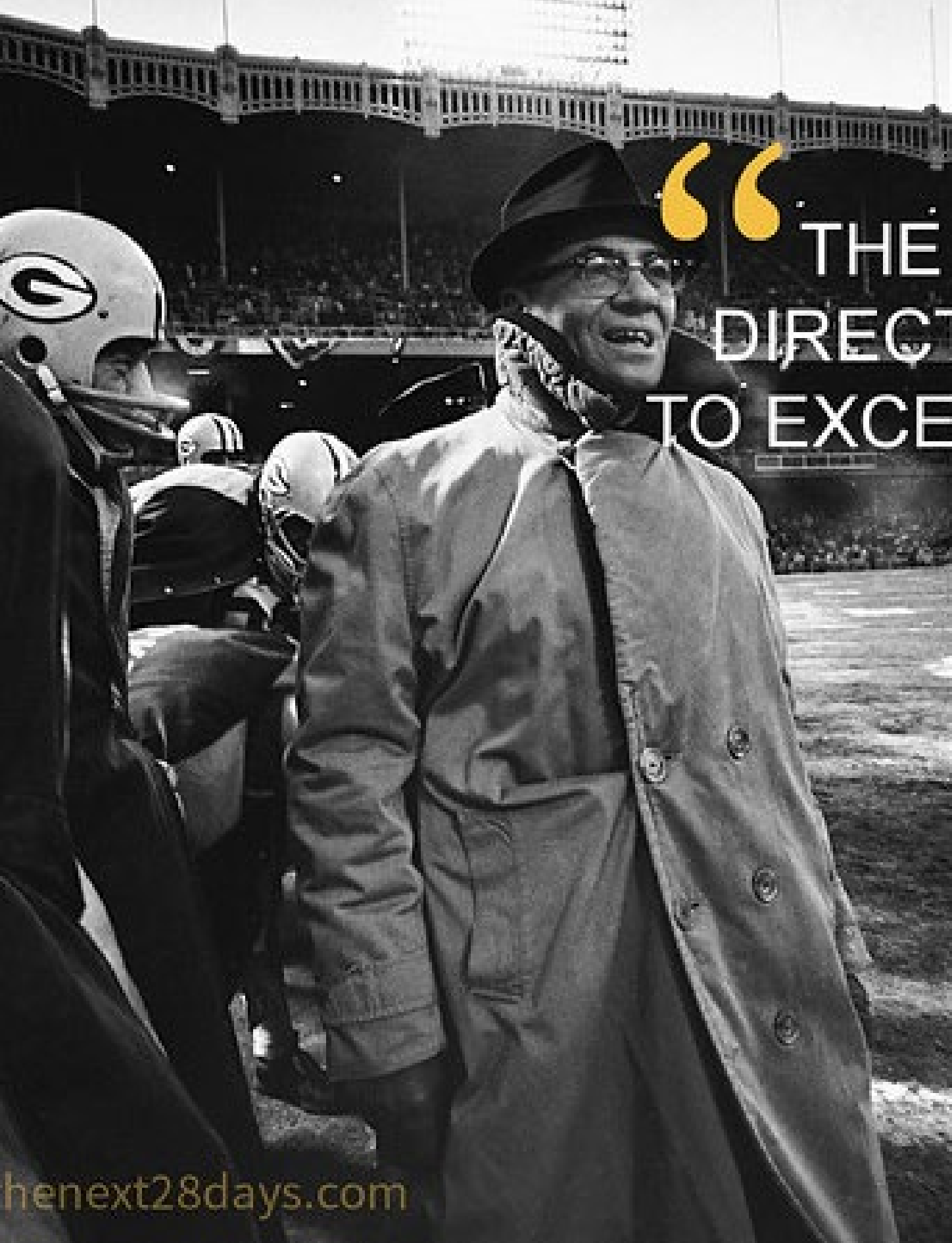


THE PERFORMANCE CURVE



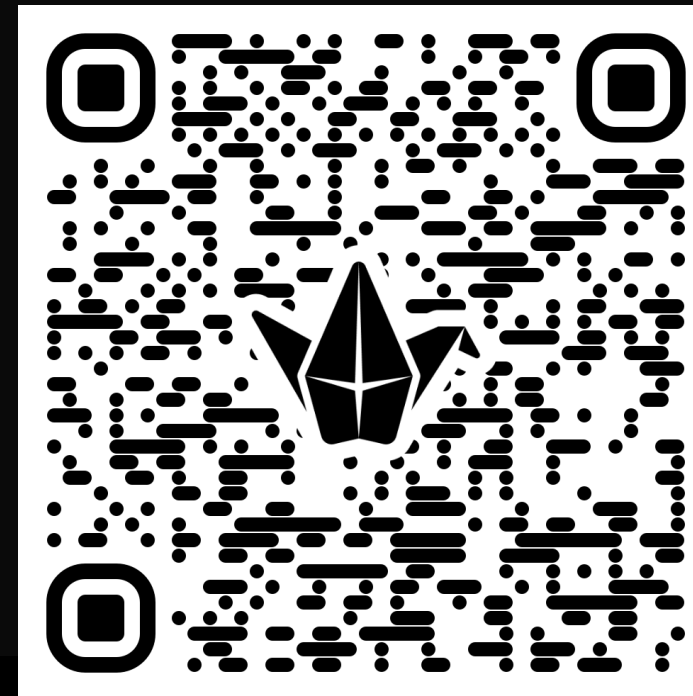






“THE QUALITY OF A PERSONS LIFE IS IN
DIRECT PROPORTION TO THEIR COMMITMENT
TO EXCELLENCE, REGARDLESS OF THEIR CHOSEN
FIELD OF ENDEVOR.”

—VINCE LOMBARDI



People rarely succeed unless
they have fun in what they
are doing.

Dale Carnegie

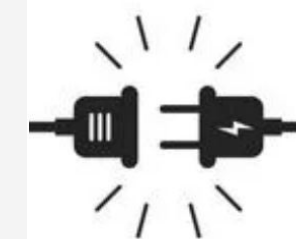


THANK YOU!

Connect with us on:

Linked 

Jeremy Blair
Courtney Hull



Plugged In, LLC
Public Speaking & Training

Video Links:

[Ted Lasso: Be curious, not judgmental](#)

[How To Have A Difficult Conversation | Mel Robbins](#)

[Famous Failures](#)

[Vulnerability-based Trust - Patrick Lencioni](#)