

PLUGGAG ATOPEOPLE

Intentionally cultivating connection through vulnerability, trust, and feedback





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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.

STRONG LEADERSHIP

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

CLEAR GOALS AND ROLES

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



PSYCHOLOGICAL SAFETY

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

DIVERSITY AND INCLUSION

Embracing diverse perspectives and backgrounds enriches the team's creativity and problemsolving abilities.



CONTINUOUS

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

GOLLABORATION



SSO MUCH FUN

5 Dysfunctions of a Team

Dysfunctional Team High Performance Team Outstanding and recurring team results · Poor performance and results Inattention Highly motivated and engaged team · High team turnover to Results · Poor performers are managed and held · Missed deadlines and key deliverables Avoidance of accountable · Poor performance is tolerated and creates Accountability · Same standards apply to everyone environment of resentment Buy in and alignment on common objectives Lack of · Ambiguous direction and priorities · Clear direction and priorities · Revisit discussion again and again Commitment · Highly engaged team members Absenteeism · Confront problems and issues quickly · Go around problems Fear of · Develop practical solutions · Do not confront tough issues or behaviours Conflict · Get input from team members, minimal politics · Lack of transparency drives confusion

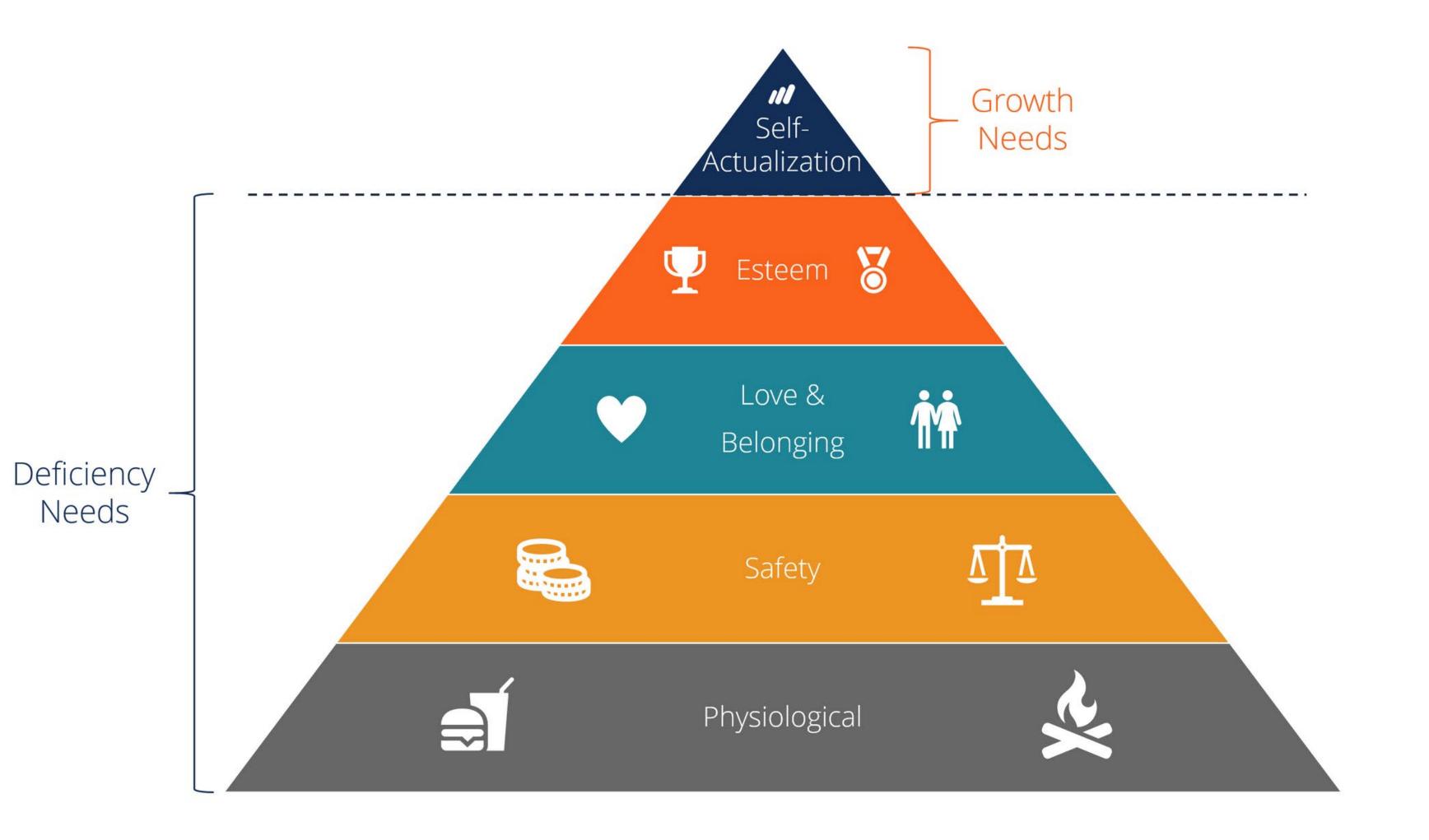
- · Safe environment to speak up
- · Team members help each other
- · Leverage strengths for the team

Lack of

Trust

- · Hesitate to ask for help
- · Conceal weakness
- Dread meetings and avoid team members





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Compared with people at lowrust companies, people at highrust companies report: 74% less stres\$06% more energy at work, 50% higher productivity, 3% fewer sick days76% more engagemen29% more satisfaction with their lives40% less burnout.

THE FIVE TENETS OF PSYCHOLOGICAL SAFETY

A Visual Guide to Psychological Safety in the Workplace



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.



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.



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.



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.



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



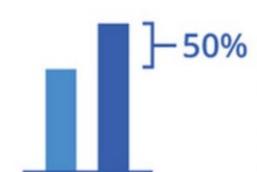
slower recovery from disease



increased antisocial behavior and violence



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



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





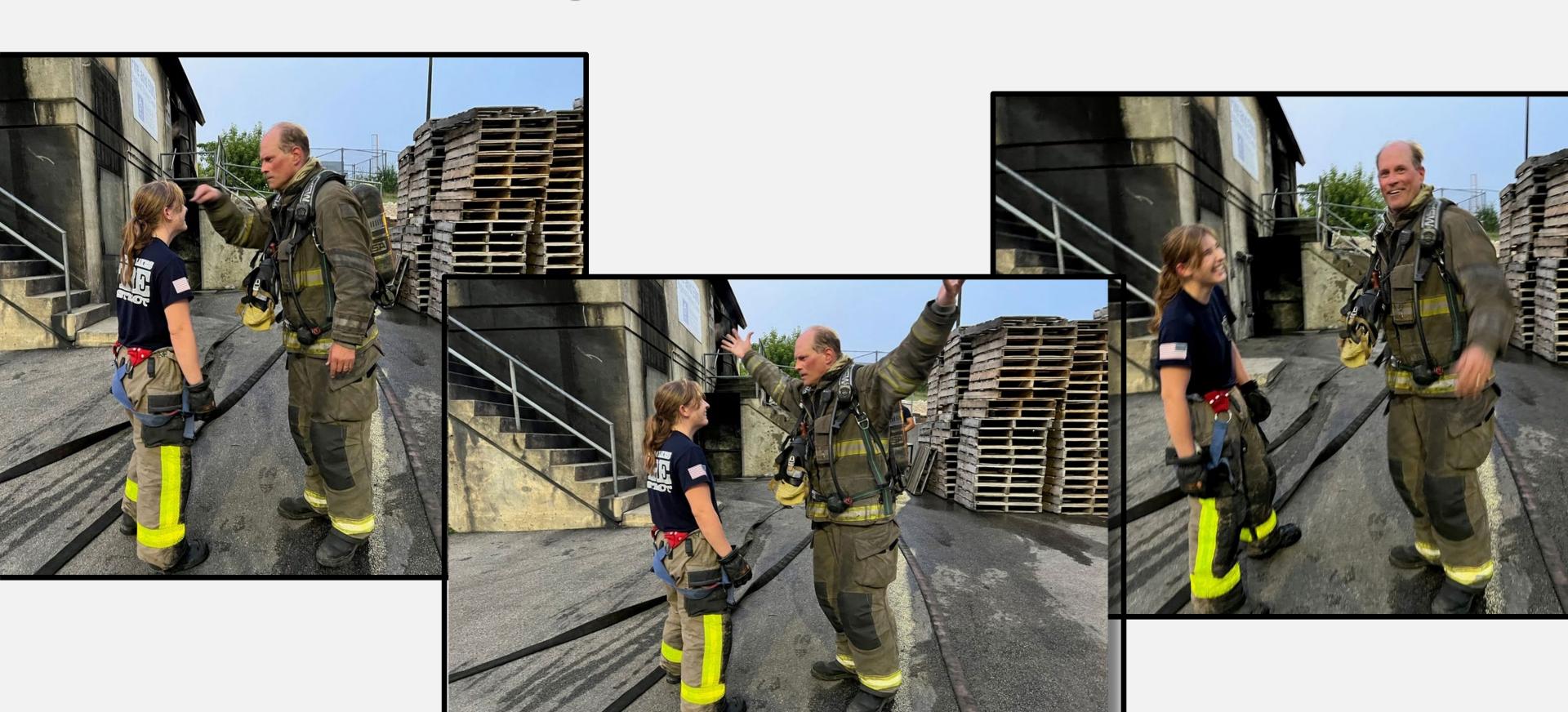
https://youtu.be/1LnLwZblIWI?si=bWteYuRjPuPg6udT



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

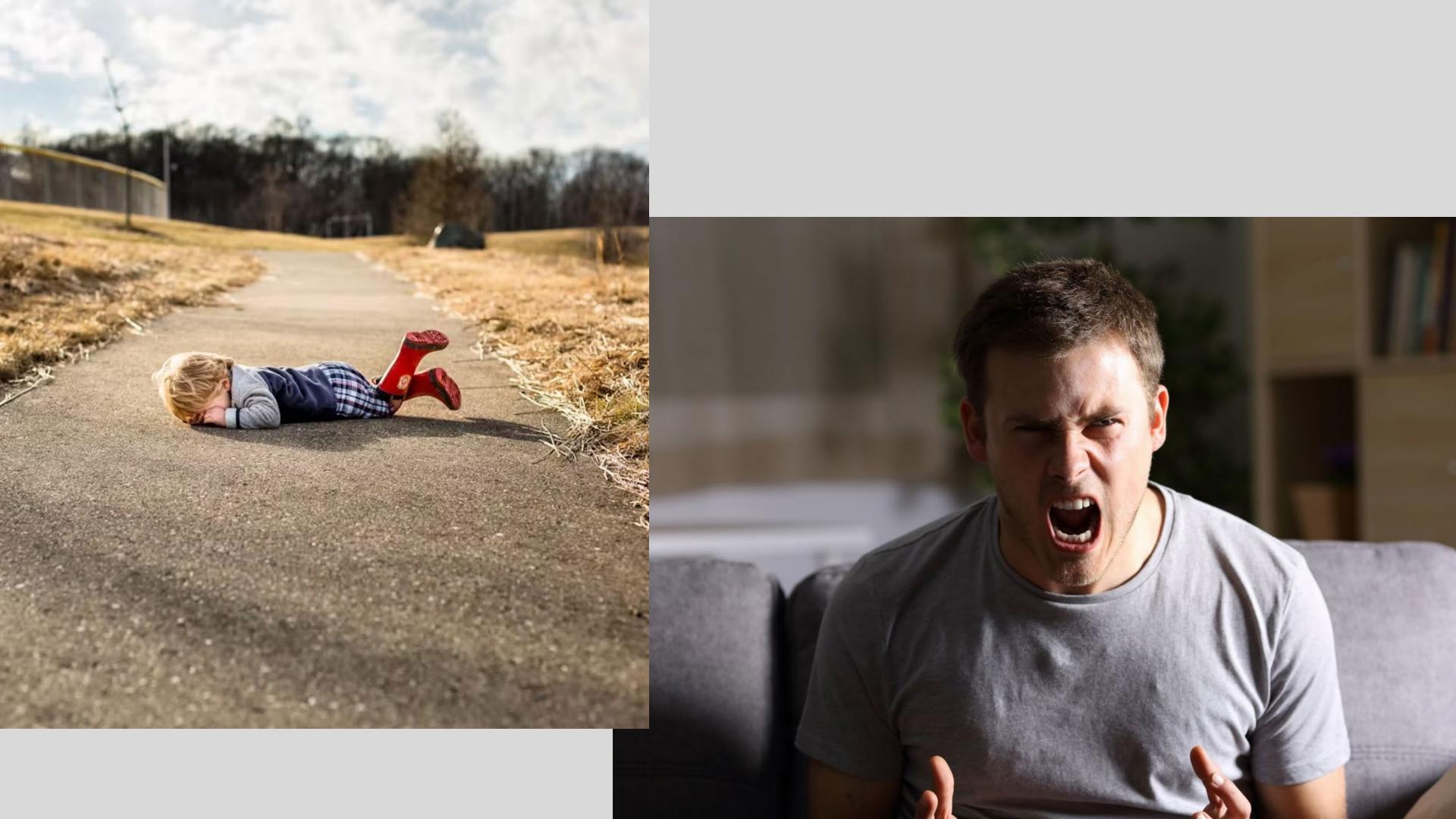
-Vince Lombardi

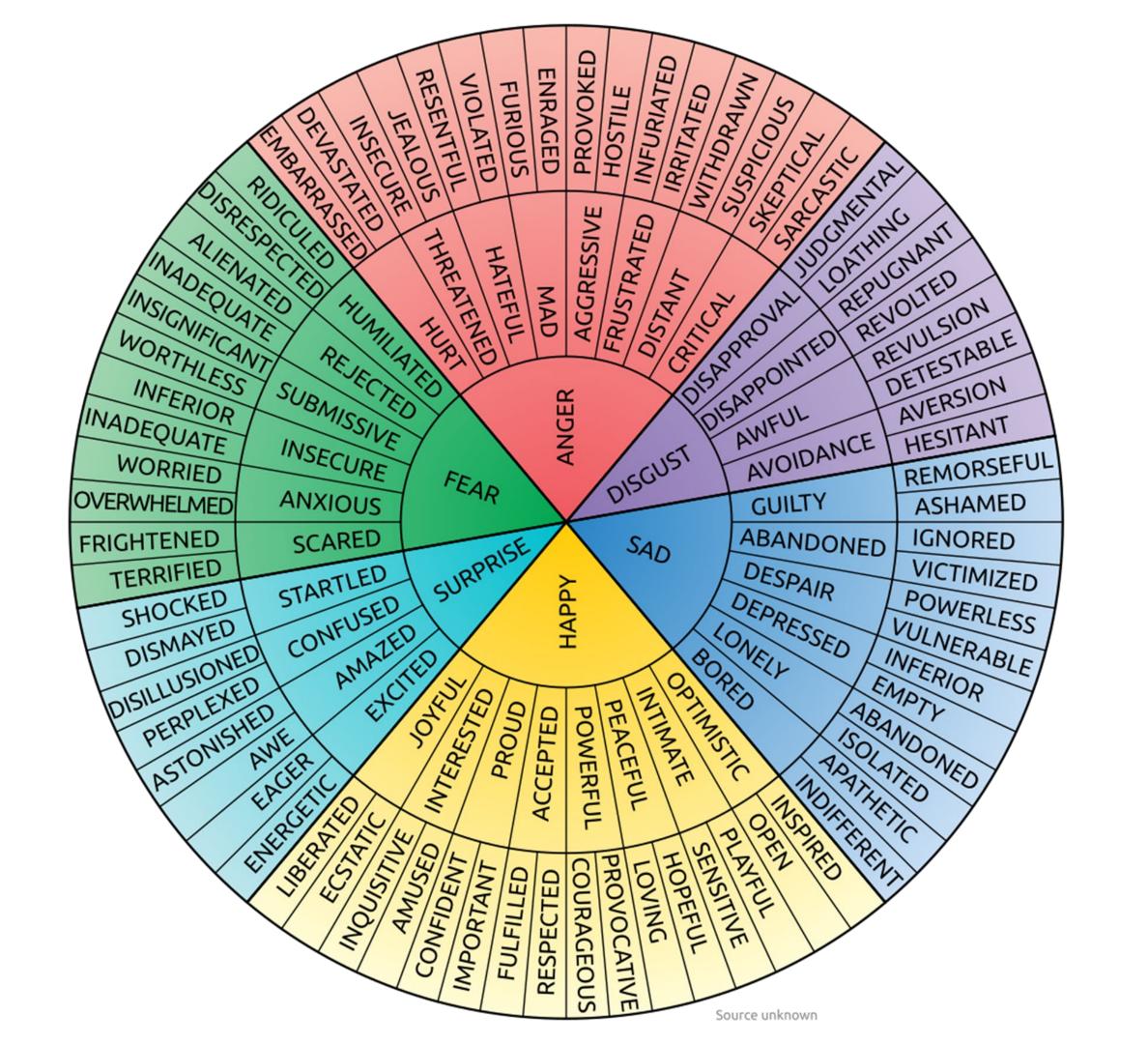
"Coach me, don't criticize me"











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:



READ MORE

Reading exercises your brain by exposing you to new words and ideas. Aim for 30 minutes a day for reading fiction or non fiction books, magazines or audiobooks. Reading also improves focus and concentration.

FOCUSSING YOUR ATTENTION

Paying close attention to a task helps build mental muscle. Do things like solve sudoku or crossword puzzles, learn to juggle or take up a hobby that challanges you.

LISTEN TO PODCASTS

Find podcasts on topics that interest you, whether science, history or personal growth. Listening activates the language and auditory processing centres in your brain.

SWITCHING UP YOUR ROUTINE

Shake up your routine whenever you can. Drive a different route to work, brush your teeth with the opposite hand, rearrange the furniture in your living room. Even small changes activate new neural pathways..

LEARN NEW SKILL

Challenging your brain by learning something new forms new neural pathways.

NEUROPLASTICITY

EXERCISES

ENGAGE IN BRAIN TRAINING

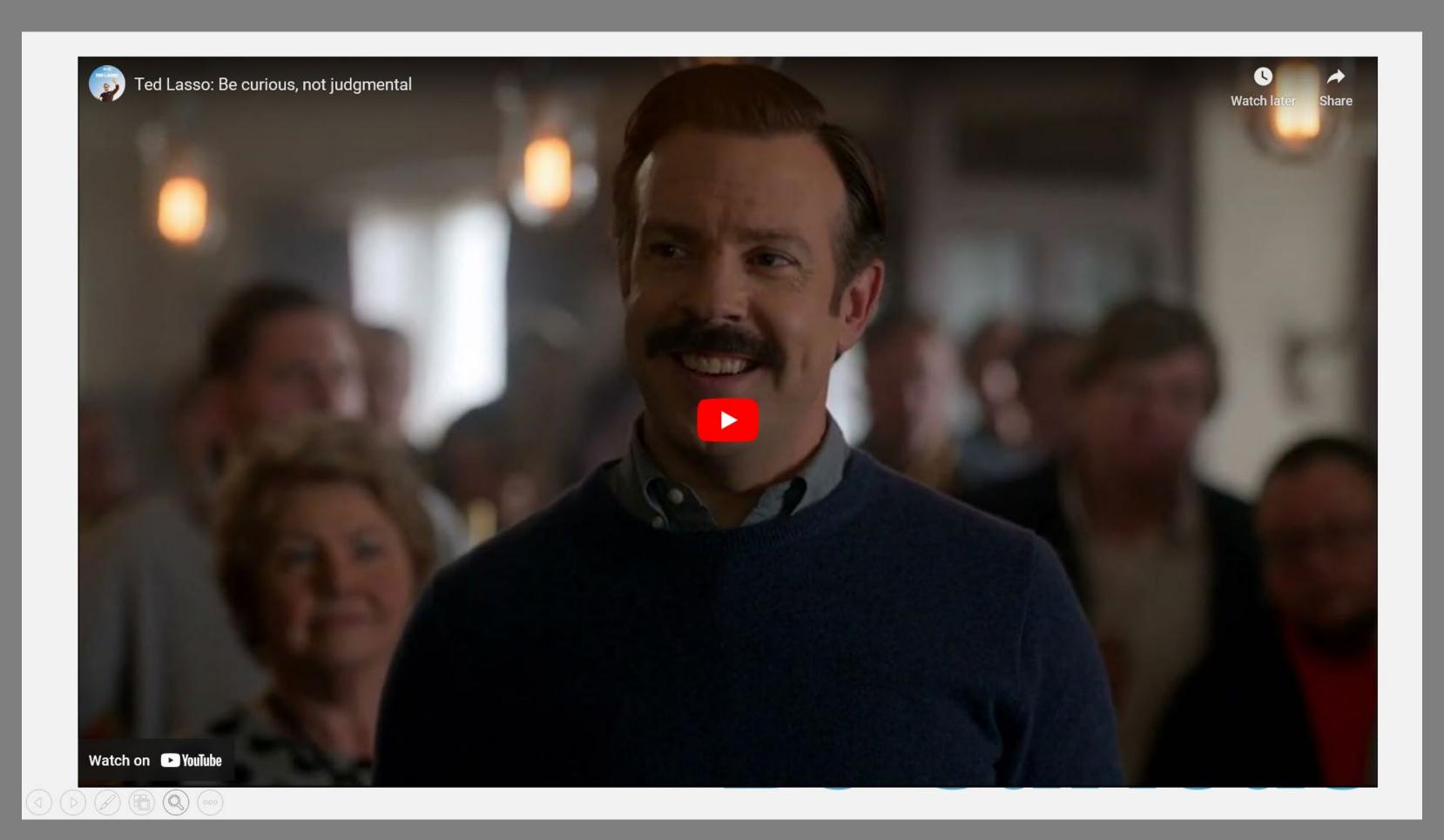
Use apps and games that target memory, problem-solving and cognitive skills. Lumosity, peak and elevate are popular options.

EXERCISE REGULARLY

For the biggest brain boost, incorporate aerobic exercise, strength training and stretching.

PRACTICE MINDFULNESS

Spending just a few minutes a day focussed on your breathing or the present moment can alter brain structure and function



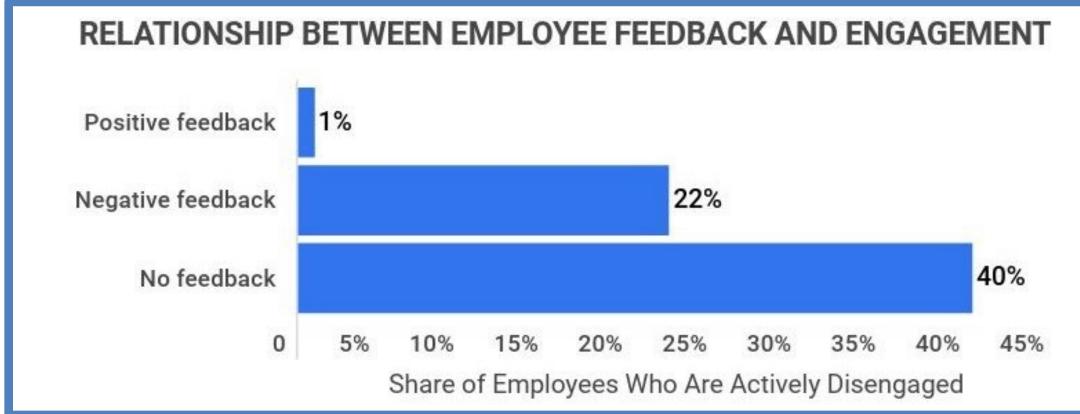
Feedback

- 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
✓ Phenomenal job on	✓ One suggestion would be	✓ What are
✓ I believe your example was	✓ I believe you should add	✓ What do
✓ Terrific work on	✓ Don't forget to	✓ What is
✓ You did a superior job on	✓ Next time you should	✓ Should you
✓ You did an astronomical job	✓ I am confused by	✓ Why is
on	✓ Take into consideration	✓ Why do
✓ You did a profound job on	changing	✓ Why will
✓ It really impressed me when	✓ Take into consideration	✓ Where is
you	removing	✓ When do
✓ I enjoyed your work because	✓ Perhaps you should add	✓ When does
✓ Your work displays	✓ I was wondering if	✓ When is



FEEDBACK





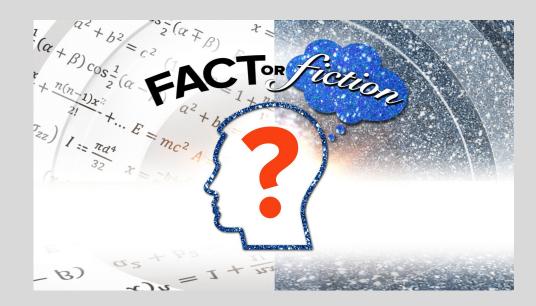








FEELINGS AND EMOTIONS Angry Happy Sad Depressed Motivated Scared Anxious Shocked Tired Surprised Excited Worried Hungry Frightened Upset Embarrased In love Nervous Sick Hurt Frustrated Confused Shy





GIVING 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

RECEIVING FEEDBACK





Don't throw it back by making excuses



Take your feedback seriously



Do a self evaluation



Take it as an opportunity to learn



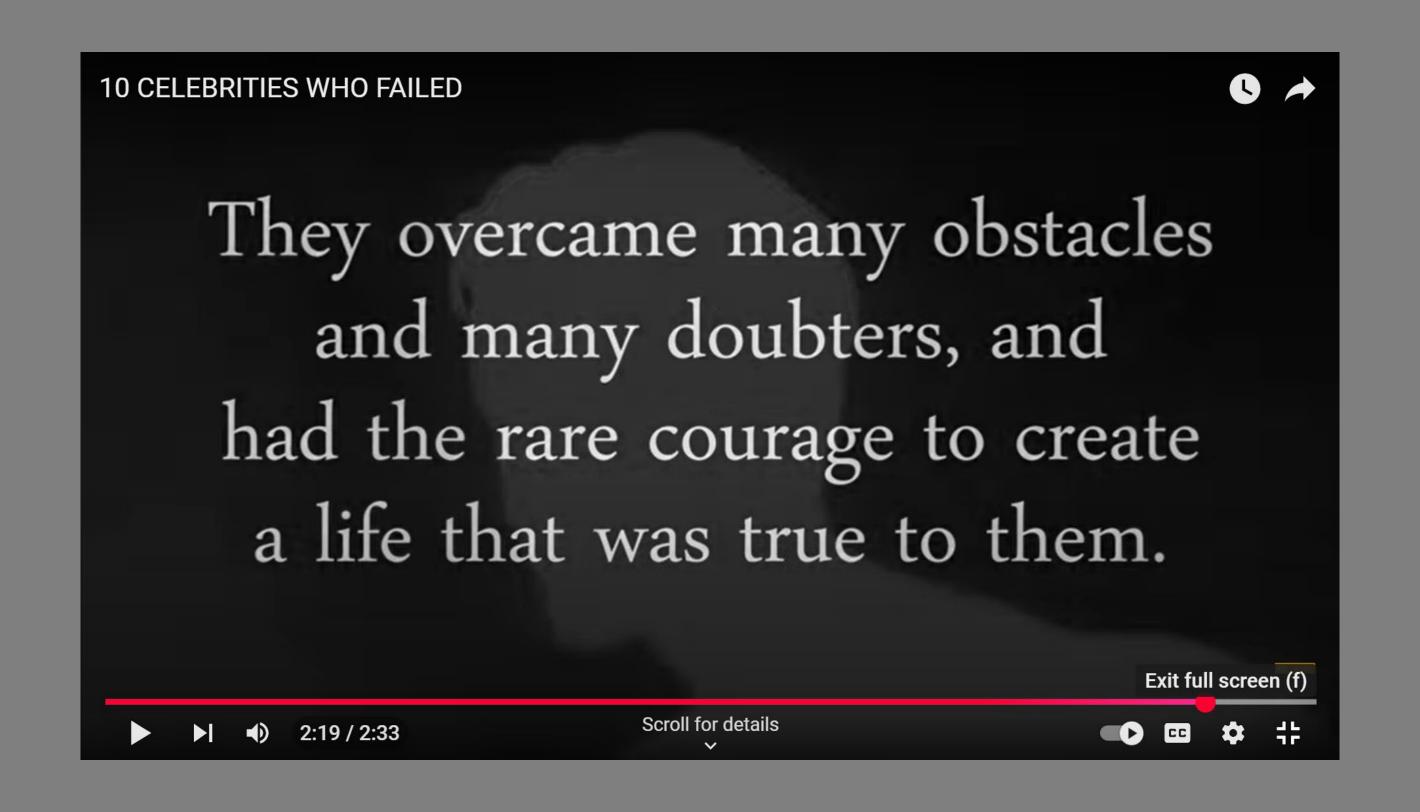
Follow up











GROWTH MINDSET FIXED MINDSET

"Failure is an opportunity to grow"

GROWTH MINDSET

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude determine my abilities"

"Feedback is constructive"

"I am inspired by the success of others"

"I like to try new things" "Failure is the limit of my abilities"

FIXED MINDSET

"I'm either good at it or I'm not"
"My abilities are unchanging"

"I don't like "I can either do it, to be challenged" or I can't"

"My potential is predetermined"

"When I'm frustrated, I give up"

> "Feedback and criticism are personal

"I stick to what I know"

The Power of Y

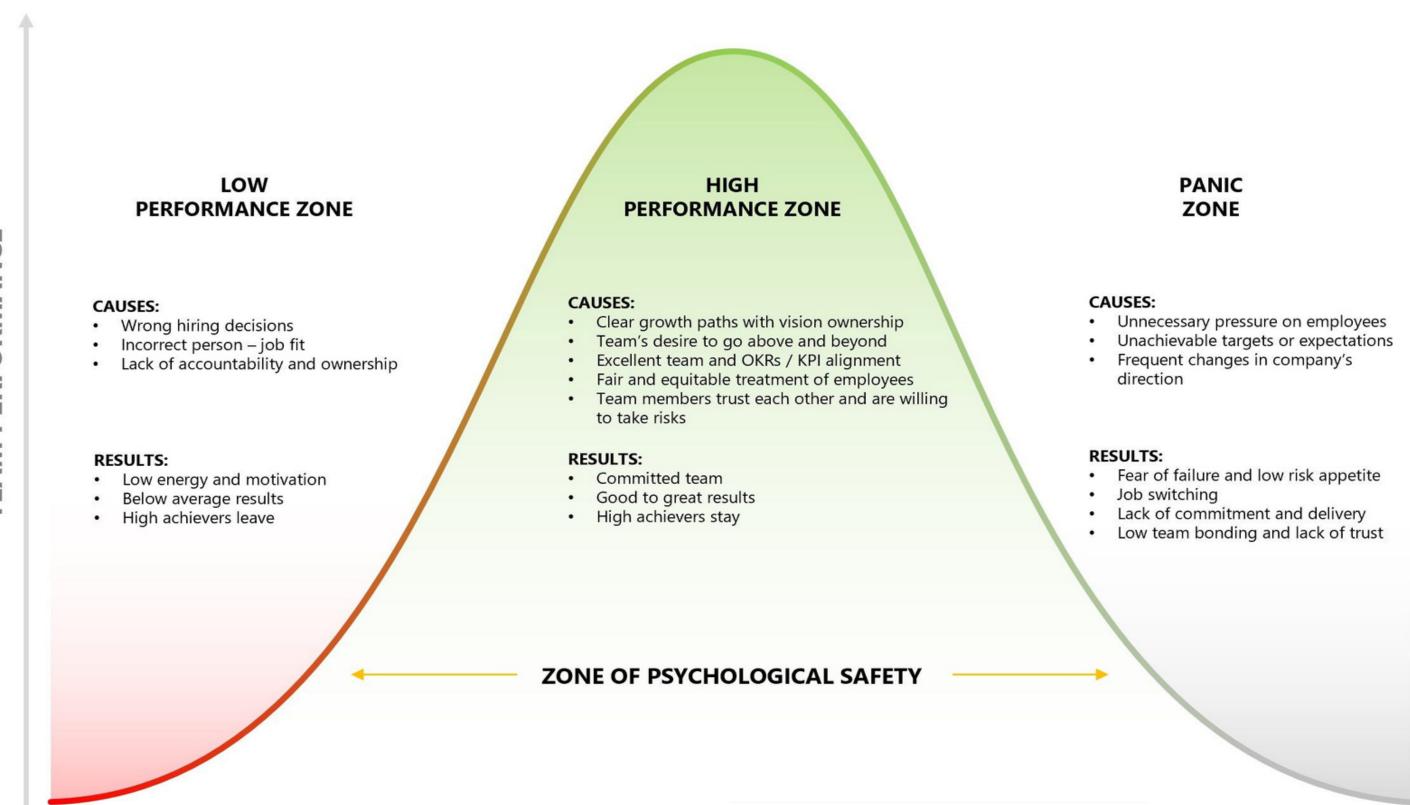


send vulnerable signal THIS IS A **PERSON B PERSON A** VULNERABILITY **DETECT DETECT** L00P. send vulnerable signal

NORM ESTABLISHED

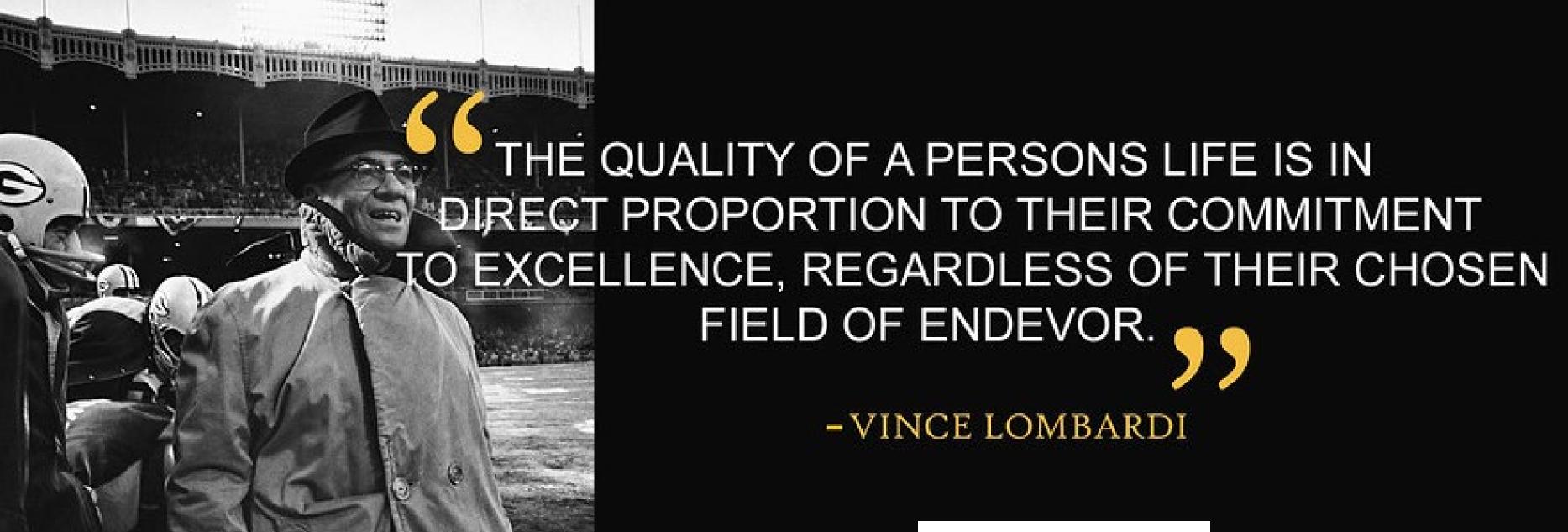
closeness & trust increase

THE PERFORMANCE CURVE

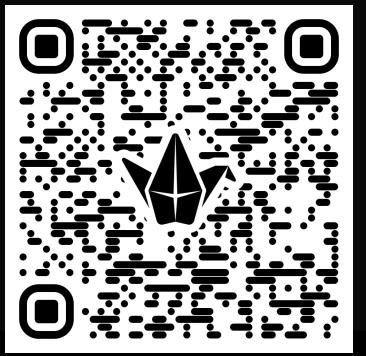


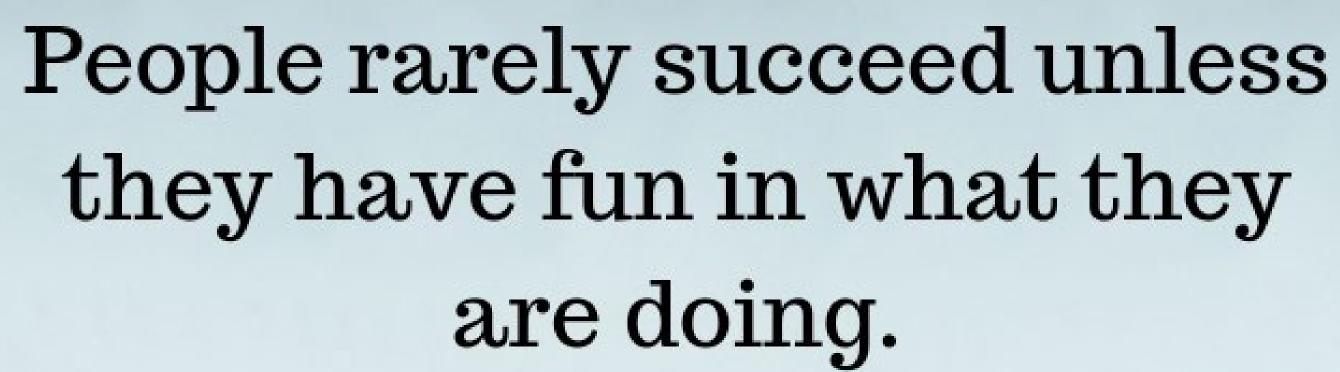






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THANK YOU!

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Jeremy Blair Courtney Hull





Video Links:

Ted Lasso: Be curious, not judgmental

How To Have A Difficult Conversation | Mel Robbins

Famous Failures

Vulnerability-based Trust - Patrick Lencioni