

Leading in Volatile Times from A Place of Wellness

In-Person Workshop

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Certified Transformational EQ Strategist & Coach

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Mindful Spaces

The Mindset Remix

20+ Years of Leadership Experience

Chief Operating Officer

VP, Family and Community Services

Director, Quality Improvement

A+

Crain's 2022 Notable Executives of Color in Health Care

Apple and Blue 1647 – 1st Place Pitch Winner

StartUp 1871 – Runner-Up, Pitch Winner

Passion for Well-Being

Deeply committed to helping individuals create spaces where all feel valued, supported, and empowered to thrive.

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Goals for Today

- Understanding Volatility & Its Impact
- Leading from Wellness
- Strategy for Leading from Wellness
- Tools for Mental and Emotional Wellness

Download materials:

www.mindfulspaces.org/surge

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Ground Rules




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Who's in the Room?

1. Name.
2. What is one piece of advice that you would give your 18-year-old self?



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Understanding the Landscape: Volatility & Its Impact



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Volatile Times

- **Leading in VUCA (Volatility, Uncertainty, Complexity, Ambiguity):**
 - **Volatility** signifies rapid and unpredictable change,
 - **Uncertainty** refers to a lack of predictability and clear cause-and-effect,
 - **Complexity** highlights the interconnectedness and multiple layers of issues, and
 - **Ambiguity** reflects a lack of clarity and difficulty in interpreting situations.
- **Rapid Pace of Change:** Accelerated speed of technological, social, economic shifts.
- **Increased Complexity and Interconnectedness:** Issues are more intertwined and global events have ripple effects.
- **Sense of Constant Disruption and Unknowns:** The feeling of instability and lack of predictability.

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The Business Cost

- Decreased Productivity and Performance
- Higher Turnover and Absenteeism
- Reduced Innovation and Adaptability
- Damaged Reputation (Internal & External)

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The Employee Cost

- Stress, Anxiety, and Overwhelm
- Weakened Emotional Regulation & Increased Reactivity
- Reduced Creativity & Innovation
- Declining Physical Health & Sustained Energy
- Decreased Sense of Purpose & Fulfillment
- Erosion of Trust and Engagement

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The Leadership Cost

- Increased Team Conflict and Misunderstandings
- Rise in Passive Resistance to Initiatives
- Erosion of Staff Trust and Engagement
- Increase in Blame and Defensiveness
- Undermined Team Performance & Morale
- Compromised Leadership Presence & Influence
- Unsustainable Leadership & Shortened Career Trajectory

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Leading from Wellness



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Wellness Principles

- Principle 1: Wellness is a Foundation, Not Afterthought
- Principle 2: EQ-Driven Leadership
- Principle 3: Agility and Adaptability, Grounded in Stability
- Principle 4: Human-Centric & Empathetic Change:
- Principle 5: Continuous Learning & Growth Mindset (Resilience Building)

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Key Pillars of Wellness

- **Individual (Self-focused):** Wellness practices centered on personal habits, mindset, and self-care for optimal well-being.
- **Relational (Interpersonal):** Wellness cultivated through healthy connections, support networks, and fulfilling family & friendship bonds.
- **Organizational (Workplace):** Wellness initiatives and culture within organizations to support employee well-being and performance.
- **Societal (Community & Systemic):** Broader public health, social policies, and community factors that impact overall population well-being.

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A Practical Strategy for Leading from Wellness



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What Do You See?

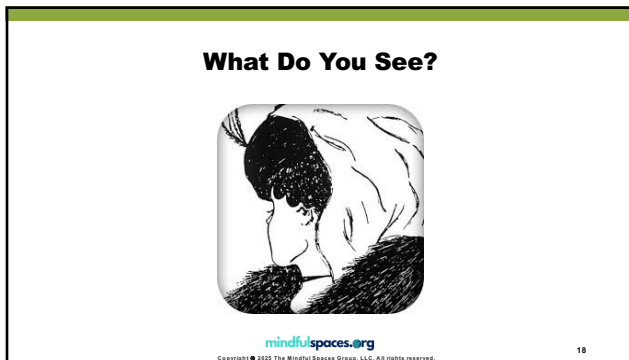


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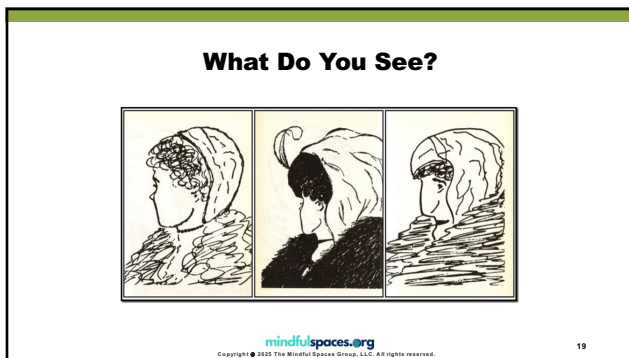
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A Mental Model

“Your mind is like a compass, guiding your journey. Enhanced Emotional Intelligence is the calibration that keeps you on course towards your True North.”

– Laci Gatewood






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“True North” Mental Model


The Compass:



Predictive mechanisms constantly gather information and make predictions to **guide decisions and actions**. It:

- Gathers information from your surroundings (sensory input).
- Draws upon your experiences (memory).
- Relies on your deeply ingrained beliefs and values (the compass needle).
- Creates a "mental map" that guides your decisions and actions.

Magnetic Interference: Internal and external forces that distort perception and lead to inaccurate predictions.



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“True North” Mental Model


“Magnetic Interference” allows you to LEAD with:

- Emotional Reactivity
- Cognitive Biases
- Assumptions
- Limited Beliefs
- Past Experiences
- Stress and Fatigue
- External Pressures



“True North” allows you to LEAD with:


- Authenticity
- Core Values
- Growth Mindset
- Enhanced Decision-Making
- Fulfillment
- Resilience
- Well-being



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What is Emotional Intelligence

Emotional Intelligence is a set of emotional and social skills that collectively establish how well we:

- Perceive and express ourselves
- Express thoughts
- Develop and maintain social relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way

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The EQ-i 2.0 Model of Emotional Intelligence

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Wellbeing EQ Subscales

A barometer of emotional health and well-being. It's important to examine well-being in relation to current life circumstances or lower functioning EQ skill areas.

- **Self-regard** (believing in yourself)
- **Self-actualization** (willingness to learn and grow)
- **Interpersonal relationships** (strong support network)
- **Optimism** (ability to recover from setbacks and disappointment)



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“True North” Mental Model

“Magnetic Interference” allows you to LEAD with:

- Emotional Reactivity
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“True North” allows you to LEAD with:

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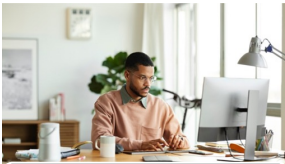

Enhanced Emotional Intelligence allows you to:

- **Self-awareness** helps you *recognize* the interference.
- **Self-regulation** helps you *manage* your reactions to the interference.
- **Social awareness** helps you *understand* how others are impacted by the interference.
- **Relationship management** helps you *navigate* the interference collaboratively.
- **Enhanced decision-making** helps you *choose* the best course of action despite the interference.
- **Stress management** helps you *maintain* your composure and focus in the face of interference.

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The Knowing-Doing Gap

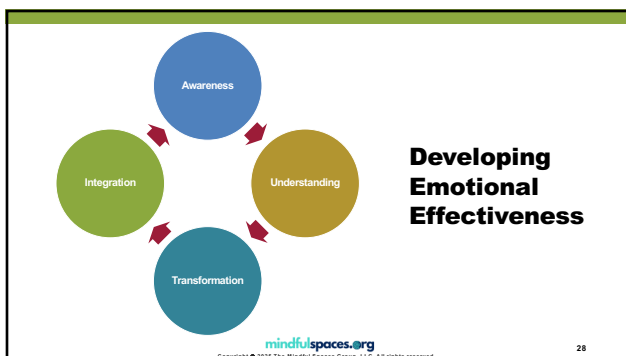
Emotional Intelligence
(Knowing)

→


Emotional Effectiveness
(Doing)

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How?

Awareness: Tune in to your inner landscape and become aware of your present-moment experience, including your emotions, thoughts, and beliefs.

- What am I feeling right now? What sensations are present in my body?
- What thoughts are flowing through my mind?
- What beliefs are shaping my perspective?


Understanding: Go deeper into the "why" behind your emotions, thoughts, and beliefs. Explore the roots of your patterns and identify any "magnetic interference."

- Why am I feeling this way? What triggered this emotion?
- What past experiences or beliefs might be influencing my thoughts?
- How are my thoughts and feelings connected to my actions and behaviors?

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How?

Transformation: Challenge limiting beliefs, reframe negative thoughts, and shift your perspective to create new possibilities.

- Are these thoughts and beliefs serving me well?
- What alternative perspectives might be possible?
- How can I reframe this situation to empower myself?
- What new beliefs and habits would support my growth and well-being?

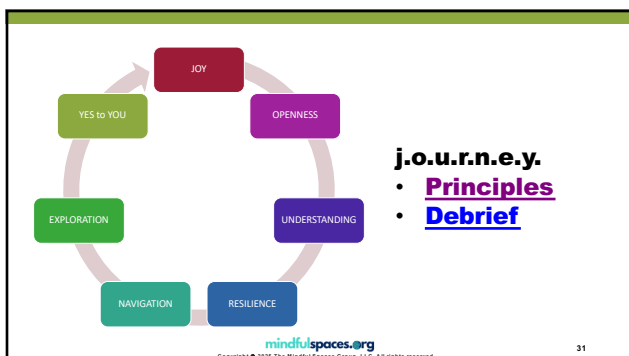
Integration: Embody the transformed mindset and integrate new ways of thinking, feeling, and behaving into your daily life.

- How can I live in alignment with my transformed mindset?
- What actions can I take to reinforce these new patterns?
- How can I create a supportive environment for my continued growth?

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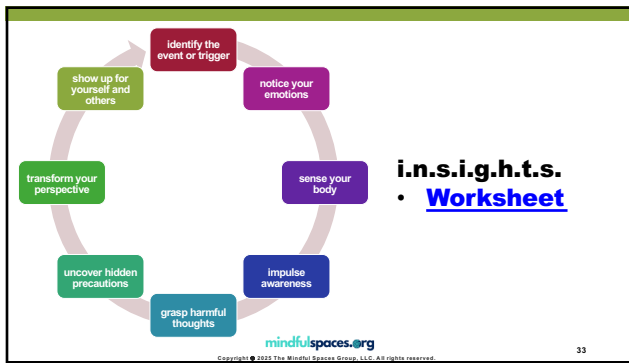
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Micro-Resolutions

A micro-resolution is a compact and powerful commitment designed to nail a precise behavioral target exactly and deliver benefits immediately.

- Caroline Arnold: *Small Move, Big Change. Using Micro-resolutions to Transform Your Life Permanently*

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Start Small, Stay Small, Get Big



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True North Calibration (T.N.C.)

- Pick **one** focus related to your inner compass that you want to improve.
- Do **two** practices, domains, strategies, triggers, or supports, for
- Three weeks.

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The Ladder of Accountability

On a scale of 1–10, how committed are you?
(With 1 being the lowest and 10 being the highest).

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“True North” Mental Model

Enhanced EQ

“Magnetic Interference” allows you to LEAD with:

- Emotional Reactivity
- Cognitive Biases
- Assumptions
- Limited Beliefs
- Past Experiences
- Stress and Fatigue
- External Pressures

How will this make people feel?

“True North” allows you to LEAD with:

- Authenticity
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- Enhanced Decision-Making
- Fulfillment
- Resilience
- Well-being

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The Empathy Question

When we ask ‘How will this make others feel?’ We:


1. Begin to understand our own emotional landscape
2. See ourselves through the eyes of others, revealing blind spots that might hinder our leadership effectiveness.
3. Choose the right words, tone, and approach to authentically connect with others.
4. Build bridges of understanding and create genuine connections for healthy relationships.
5. See beyond the surface of disagreements and find common ground for resolution.



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The Mindset Remix
Transform your thoughts, feelings, and actions to achieve greater well-being.

Ready to Remix Your Mindset? Join the Beta!



Resources

The Mindset Remix is a new AI-powered tool that puts you in the driver's seat of your emotional well-being. As a Beta user, you'll:



- Transform your thoughts, feelings, and actions to achieve greater well-being.
- Receive value-aligned steps tailored to your unique situations.
- Get actionable steps to improve your emotional well-being.
- Early access to shape the future of the Mindset Remix.

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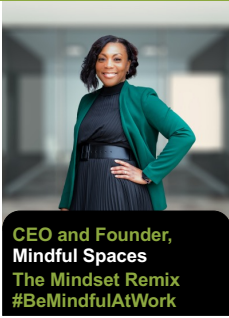
Resources


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