THE HAPPY PLACE
CREATING POSITIVE WORKSPACES USING EMOTIONAL INTELLIGENCE

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TODAY WE WILL EXPLORE...

Workplace Happiness
Emotional Intelligence
Employee Engagement
WHO ARE WE?

Brandy Hamilton  
Regional Library Manager

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Adults Services Manager

Christy Moore  
Youth Services Manager
THE GET REAL WHEEL!
Did Not Advocate for your Team

Said Something You Regretted

Micromanaged

Forgot To Listen

Did Not Advocate for your Team

Negatively to an Idea

Sent an Angry Email

Cried at Your Desk
WHY IS IT IMPORTANT?

• More successful
• Less sick time
• More friends
• Donate to charity/volunteer
• Easier time navigating life
• Positive influence
• More meaningful conversations
• Smile/exercise = health
• Less jealousy
• Live longer
• More productive
HAPPINESS CAKE
Wet Ingredients
The Feelings Zone
“Emotional Intelligence is the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.”
HIGH LEVEL Emotional Intelligence

At-a-Glance

1. Recognize
   Both subtle and overt emotions easily in the self and others

2. Relationships
   Establish positive social relationships with others

3. Harmony
   Tend to further harmony and cooperation

4. Problems
   Avoid problems and altercations
HOW TO DEVELOP IT

Experience
Training
People Watching
Know your team
ANOTHER PERSONALITY TEST?
THE GET REAL WHEEL!
Did Not Advocate for Your Team
Sent an Angry Email
Cried at Your Desk
Said Something You Regretted
Did Not Advocate
Read
Neglected
Listen
Forgot To
Micromanaged
Dry Ingredients
EMPLOYEE ENGAGEMENT

“The extent to which employees feel passionate about their jobs, are committed to the organization, and put effort into their work.”
According to Gallup...

What percent of employees are disengaged?

A. 43%
B. 26%
C. 66%
D. 37%
EASY ENGAGEMENT
Post-it® Notes
Why We Love them
KEY FACTORS

• Flexibility
• Authenticity
• Trust
• Kindness
• Honesty
• Contributions
• Recognition
• Humor
LAUGHTER MAKES THE WORLD GO AROUND

YOU THINK THAT LIBRARIES ARE JUST BOOKS?
YOU MUST BE NEW HERE

I JUST LIKE HELPING YOU FIND BOOKS.
FINDING BOOKS IS MY FAVORITE!
QUALITIES OF A GOOD LEADER

- Empathetic
- Humble
- Respectful
- Vulnerable
Preheating the Oven
WHAT CAN LEADERS DO

• Give clear expectations
• Delegate
• Match talents with tasks
• Help others achieve goals
• Explain reasoning
• Create Work Teams
• Straight talk
• Mentor
• Remain calm
• Check in often
• Follow up on problems asap
• Make meetings fun

• Stand up for employees
• Provide challenges
• Involve staff in decisions
• Hold people accountable
• Hospitality
• Use fresh eyes
Baking the Happiness Cake
FACILITATION

• State views and ask genuine questions.
• Share all relevant information.
• Use specific examples and agree on what important words mean.
• Explain reasoning and intent.
• Focus on interests, not positions.
• Test assumptions and inferences.
• Jointly design next steps.
• Discuss undiscussable issues.
Icing On the Cake
CREATE SOME FUN
HAPPY SPACES

THIS is my HAPPY PLACE
HAPPY ACTIVITIES
REMOTE ENGAGEMENT

- Check in on staff (daily at first, weekly and then as needed)
- Create a place to learn and grow
  - Ask them to make presentation and present it to the group
  - Give them real life questions to work on and cite resources
- Work in time for sharing what’s going on in their lives
- Create easy fun activities/contests
Evaluate Remote Meetings

• Make sure every Zoom call has a purpose.
• If a meeting isn't working, adjust the content, cut the time in half or scrap it altogether.
• Analyze what happened
• Give people a challenge: Form a special team to examine new opportunities.
• Learning helps people grow, feel engaged and be productive.
• Set reminders on your calendar to check in with folks.
• Offer perspective: Remind your team that this is just a moment in time. Things might be hard, but this stretch won't last forever.

ENCOURAGE SELF CARE

• Share articles, webinars and apps
  • Meditation
  • Mindfulness
  • Keeping Healthy
  • Stress
• Encourage Frequent Breaks
• Create outside spaces
Recommended Resources

Books
- It's the Manager: Gallup finds the quality of managers and team leaders is the single biggest factor in your organization's long-term success by Jim Clifton and Jim Harter
- Dare to Lead by Brené Brown
- The Skilled Facilitator: A Comprehensive Resource for Consultants, Facilitators, Managers, Trainers, and Coaches by Roger Schwarz
- Leaders Eat Last: Why Some Teams Pull Together and Others Don’t by Simon Sinek
- Fish: A Proven Way to Boost Morale and Improve Results by Stephen C. Lundin, Harry Paul, John Christensen, Ken Blanchard

Articles
- Active Listening
- Management by Walking Around
- Mobbing
- Battling Pandemic Blues: How Managers Can Rally the Troops

Videos
- Rebuilding Trust – Ted Talk by Frances Frei
- Brené Brown on Empathy
- How to Engage Your Team
- How Emotionally Intelligent Are you?
- How good are your motivation skills?

Apps to Explore
- Pradius Personality Test
- Sintelly
- Action for Happiness
- Make Me Better- Personality Development & Motivation
- Bestify Me

Personality Tests
- Animal Test
- True Color Test
- DISC
- Strengthsfinder
- Hogwarts Sorting
- Myers-Briggs Test

Training
- Emotional Intelligence in the Library Workplace

Websites
- Roger Schwarz Resources
- Brené Brown- Dare to Lead

Misc
- COVID Tables for outside workspaces
- Folding Chairs
Sharing is Caring....
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