




KEY CAPACITIES FOR THE NEW WORLD OF WORK

**Working with teams
across geographies
and timezones,
cultures and
demographics, in
organizations large
and small, we found
our clients asked for
the same things...**



To be yourself in a
world that is
constantly trying to
make you something
else is the greatest
accomplishment.

Ralph Waldo Emerson

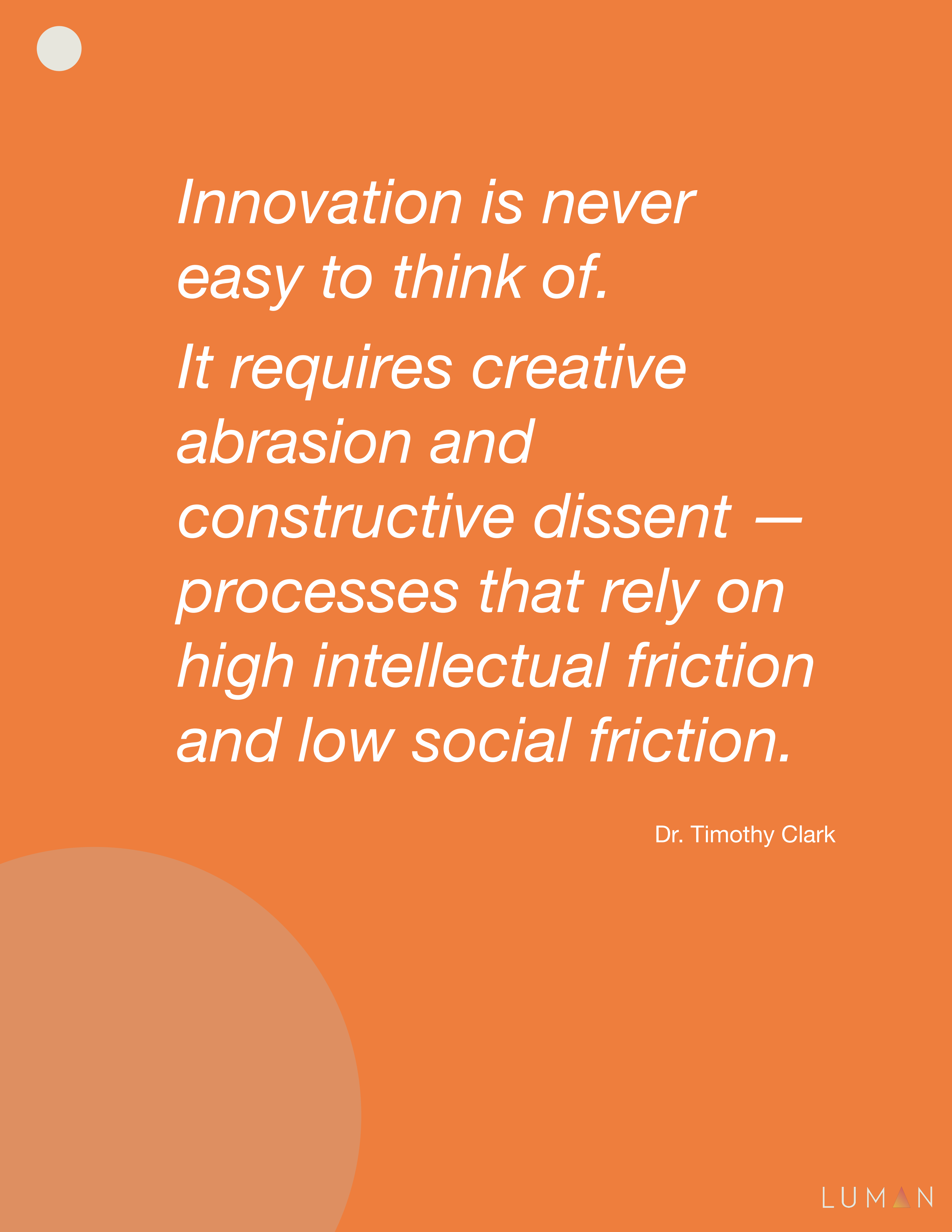


How can we bring our full selves to work?

1. Talk with your team about what being authentic means to each of you. What are situations when you don't feel like you can be authentic? When do you feel most authentic?
2. Learn about your needs and what makes you feel supported
3. Commit to each other to show up as your best self in any moment, and to support each other in being more authentic

Currently 70% of employees engage in some form of covering and hiding at work - and they no longer want to sever themselves between life and work.

WHY?



*Innovation is never
easy to think of.
It requires creative
abrasion and
constructive dissent —
processes that rely on
high intellectual friction
and low social friction.*

Dr. Timothy Clark

How can we make it safe for everyone to learn and grow, while fully showing up as themselves?



1. Slow down and get present. If you are rushed or distracted you cannot create safety for your team
2. Lead with vulnerability, be accessible, and ask for feedback on both your work and leadership
3. Build repeatable structures for safe learning on your team and institute practices like retrospectives

The number one indicator for high-performing teams is Psychological Safety - as everyone feels included, safe to explore, feels honored around their contribution, and everyone takes ownership of how the team performs.

WHY?

*All wisdom is
rooted in
learning to call
things by their
right names.*

Confucius



How can we make sure our team is “on the same page”?

1. Ask, ask, and ask again - questions are key
2. Let go of having to be clear and focus on being curious. Clarity is not a destination, it is a process
3. Write things down and have a shared place for common truths around who does what by when

Ambiguity causes stress. Lack of clarity leads to wasted work and unnecessary tensions and conflicts between team members.

WHY?



Individual
commitment to a
group effort - that is
what makes a team
work, a company
work, a society work,
a civilization work.

Vince Lombardi



How can we create committed accountability?

1. Learn what makes a good agreement and review the agreements you make at the end of each meeting
2. Practice clarifying assumptions, identifying hypotheses, and aligning priorities
3. When agreements are broken, learn about what was missing: motivation, capacity, information or sequencing

Without clear accountability and the ability to make solid agreements with each other, constant breakdowns are the norm and teams spend more time firefighting and dealing with interpersonal issues rather than actually creating value together.

WHY?

Any successful feedback system is built on empathy, on the idea that we are all in this together, that we understand your pain because we've experienced it ourselves.

Ed Catmull



How can we commit to continuous growth and development?

1. As a leader, model asking for feedback
2. Acknowledge your team often for their dedication, learning and growth, not only their performance and results
3. Develop the practice of feedForward sessions for work and work processes

Lifelong learning is a normal human impulse. We all want to continue to evolve, but need a growth mindset to do so. Then we can support each other in becoming ever better versions of ourselves.

WHY?

*Nobody cares
how much you
know until they
know how
much you
care.*

Theodore Roosevelt



How can our actions show care for our team, customers, and community?

1. Identify what it means to care for yourself and check in regularly with how well you are doing
2. Learn what kind of care and support each of your team members needs most, and share with each other what makes you feel supported
3. Talk about your customer and how you can show better care for them

In a distributed increasingly hybrid world, people lack a sense of belonging. The difference between a group of people working together and a team that creates, is that people genuinely care.

WHY?



*The meaning of life is
to find your gift.*

*The purpose of life is to
give it away.*

Pablo Picasso



How can we bring meaning and impact to our work?

1. Articulate a personal purpose, even if you are still evolving your own why. Articulate the purpose of your role
2. Work with your team to craft a team purpose statement
3. Develop the practice of answering: “what is the purpose of this action or project?” so that everyone is clear on the why

Accelerated by the events of the past years and in face of more coming challenges in a VUCA future, both employees and customers are yearning for meaning and the opportunity to create impact in the world.

WHY?

Want to learn more?



CREATIONCulture is a scalable training program designed to build the fundamental skills of innovative high-performing teams for a new world of work

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CREATIONCulture
to your organization!

Let your people shine!

<http://luman.io/creationculture>

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