



VITAL: Creating a Synergistic Team

A systemic approach to developing leaders that get results



Building A Systemic Empowerment Culture

Organizations Must Transform In Order To Thrive

Every person wants to feel whole in body and mind, to be happy. Happy people are more productive and able to cooperate with others.

They are also resilient when suffering setbacks and enthusiastic when facing opportunities.

They must learn how to trust themselves, and trust others to do the right thing.

They must build a strong bond of trust with everyone they encounter.

In order for this to happen, the organization must provide individuals with the opportunity to grow, learn and achieve for physical, mental and spiritual well-being.

If this does not happen the organization will fail.

Success depends on others' support —whether you're trying to get your team to support an idea, asking investors to fund you, or convincing customers to buy your product.

But inspiring change is tough—it takes creativity, tenacity, and very thoughtful communication.

You may see the path ahead with clarity, but it's ambiguous and scary to the people you need to convince. It's not easy for them to cross the threshold from the comfort of the present to an uncertain future, no matter how sure you are that it's the right direction.

Achieving specific results requires behaving in a way that produces results required.

Learning new habits (behaviors) serves both the individual and the organization and are essential to develop strong bonds that build community, connectedness and belonging.

On a personal level, to feel empowered is to participate in the decision-making process, and to end the day knowing there was meaning in the day's work.

Each one influences and is influenced by the others creating a sense of **community**.

Without participation in the community, there can be no sense of **empowerment**.

Without empowerment, there can be no sense of **meaning**.

Creating a Happier, More Effective Workplace



WHAT WOULD IT LOOK LIKE IF YOUR COMPANY COULD...

- Develop engagement processes that improve and impact each individual and the company across all boundaries
- Enable each participant to feel supported and maintain commitment to goals
- Create strong bonds and vulnerability between individuals
- Develop Emotional Intelligence habits that inform new behaviors and attitudes in relationships
- Advance more effective and productive decision-making
- Improve employee performance and growth of company
- Unify teams with a powerful sense of membership, empowerment and meaning

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A Systemic Approach That Delivers Results To Seed Viral Change Throughout the Organization

Ten years of neuroscience research by The Liautaud Institute University of Illinois Chicago has proven universally that all human beings have three innate needs for:

Membership: the need to belong in their community, to be an integral part of everything that affects their job or their workplace

Empowerment: are empowered to have a voice and feel empowered to make changes in their job or their workplace with the belief that it will work for the betterment of the system they serve

Meaning: to feel at the end of the day there was a meaningful contribution and their efforts have been appreciated

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“As soon as we started this program people began bringing ideas to the company, and connecting more meaningfully with each other. We saw measurable effects, not only in job satisfaction, but in money - dollars saved, dollars earned - for the company.”
- **Neil Houtsma, Executive Vice President, Nuance Solutions**

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"I've never seen anything like this. I was able to self-correct on my listening skills, be aware of conflicts and think about how to resolve them. The whole process is different from what you might see anywhere else in the world. It's not reading a book, going to a seminar and forget everything in two days. It's about getting results that change lives...fast. This process is amazing."

**- Tom Bukevicious, Sr.Strategist,
Zurich North America**

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The Program Is Designed For:

- C-Suite
- Department or Division Leaders
- Cross-Functional Teams

Delivered in small group forums of 6-8 to develop a unified mission statement and collaborative model, and to create a self-directed model within each department.

At the conclusion of our six month program, participating employees are empowered to moderate groups within their division or department.

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“We took a group of people, from various locations across the country, who truly did not know each other, and applied this process. In just three days we were able to develop a highly bonded team which was quite amazing. Culture change in organizations takes time. The implementation of this program accomplished deeply devoted teams, within a manageably brief investment of time. This experience has convinced me that almost every organization would benefit from this program - leaders, first.” -**Sarah Sanders Smith, Purdue University Northwest**

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Shared Experiences

- When individuals share life experiences, there is a powerful bond of empathy between them.
- They recognize their own challenges, or success, and instantly desire to share how they related to the story being told.
- This builds strong bonds of trust, and empathy.
- And connects people to each other, which creates a powerful draw to connect and build a relationship.

Where there is strong emotional intelligence, there is a strong desire to help, and to hold people accountable for the results they want.

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"Knowing you can share openly with a supportive group of individuals that you know have your back made all the difference. The regularity of sessions is skill building versus just learning something was invaluable as each session you learn something new and build on that for the next time. The Emotional Intelligence Habits are simple and powerful and when you repeat them it becomes only natural to use in everyday life." - **Tim Buividas, Partner,
Corporate Learning Institute**

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The **VITAL** Program

Phase 1 - Creating a Synergistic Team

Membership

Creating deep, meaningful relationships to build bonds of trust and empathy

Lifeline: Identify situations, people and events that have had a big impact on your life to date

Biggest Current Issue - identify areas that need to be improved upon and actions to be taken

Profiles Performance Inventory - Online analysis taken by each team member to highlight strengths and weaknesses within the team



Phase II - Creating Empowerment and Meaning

Empowerment

Implementation and Practice of 10 Emotional Intelligence Habits

Listening
Empathy
Mindful Happiness
Inspirational Feedback
Civil Conflict Resolution
Artful Apology
Dealing with Anger
Giving Advice

Meaning

Implementation of individual and group Improvement Plans to further professional goals, boost synergy, improve performance and foster innovation within the group including individual coaching sessions.



Phase III - Self-Moderated Team and Continuation of Improvement Plans

- ❖ Updates on Improvement Plans to maintain momentum
- ❖ Practice of EQ habits to reinforce new behaviors that evolve and refine each week
- ❖ Developing an 'us' vs 'me' approach to group dynamics
- ❖ Instilling an 'Owner' vs 'Renter' attitude

Ongoing



VITAL: Building a Synergistic Team

PROGRAM INCLUDES:

Orientation, 2-days in person, six virtual meetings (held every month), and six hours of coaching for each individual.

- **Goal:** Innovative and empowered cultures that energize employees to connect with a deeper sense of community and higher purpose to fulfill the three innate needs of membership, empowerment and meaning.
- **Time Estimate:** Approximately 6 months
- **Phase 1:**
 - Orientation, 2-Day sessions in person includes Life Narrative, Biggest Current Issue, and Profiles Performance Indicator
- **Phase 2:**
 - 6 Monthly 2-hour Meetings (Virtual)
 - 6 hours of individual coaching for each member
 - 1x 4-hour Capstone Meeting
- **Post-Phase 2:** monthly 2-hour meetings to continue on as determined by client. Innerfluence will provide support for up to 1 year.
- **Desired Outcomes:**
 - A common communication culture
 - Development of strong emotional intelligence habits
 - Increase in bonding and vulnerability within the group (team synergy and alignment)
 - More effective and productive decision-making
 - Improved performance and improvement in company revenue





The **VITAL** process will help your team build strong bonds of trust, empathy, accountability and shared vision. This leads to greater performance, innovative solutions and improved bottom-line results for the organization, as well as themselves.

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Select Client List



WHO ARE WE



Jacqueline Wales, founder of Innerfluence, is a transformational leadership coach, and accredited consultant for Human Synergistics Assessments, and The Liautaud Institute. She is also the author of *The Fearless Factor*, and a novelist.

Jacqueline's global experience breaking through barriers and unleashing human potential to exalt, instruct and inspire has benefited people in hundreds of organizations worldwide include Oracle, FBI, American Airlines, Standard & Poor's, Maxim Integrated, Brocade, Samsung, Intel and more.

For more information please visit www.Innerfluence.Com or contact Jacqueline at innerfluence.com (646) 241 7115



Human Synergistics International (HSI) is the pioneer in quantifying organization development concepts including culture, leadership strategies and impact, group processes and synergy, and individual thinking and behavioral styles. Directed by Dr. Robert A. Cooke, the company focuses on providing the highest-quality assessments and simulations. Featuring a highly-visual, integrated diagnostic system linked to performance, HSI works with the majority of the Fortune 500 companies and Ivy League universities.

The strength of **Human Synergistics** tools includes providing valid and reliable assessments that generate valuable information for confidently directing and designing improvement strategies in leadership and management.