



The Human Element® Program

AN INTEGRATED SOLUTION FOR THE HUMAN ISSUES
IN ORGANIZATIONS

Overview

The Human Element program is a transformational experience that aims to maximize the potential of individuals and teams. The program consists of a series of modules sequenced according to FIRO Theory, which brings individuals and groups step-by-step to increased awareness of behavior and motivation, and then builds skills for highly effective teamwork. The program is 80% interactive and 20% supporting conceptual learning.

The Human Element combines the best of both behavioral science and experiential adult learning, using scientifically validated assessments, experiential methodologies, individual and group feedback, and skills practice. By dealing with root causes rather than superficial behaviors, The Human Element results in profound shifts in individuals and teams.

OUTCOMES OF THE PROGRAM

Teams report:

- Greater productivity and efficiency
- Greater creativity and innovation
- Better problem solving
- Improved decision making with faster implementation
- More accountability
- Full engagement, cooperation, and teamwork
- High levels of trust
- Improved relationships

Managers report attendees are more:

- Flexible and collaborative
- Willing to take risks, such as confront difficult issues

- Initiating and willing to do what needs to be done without being asked
- Likely to volunteer for stretch assignments

Individuals report:

- Increased confidence, clarity, and flexibility
- Improved capacity to deal with difficult issues
- More willingness to take risks or ask for help
- Improved skills for giving effective feedback to improve staff performance
- Commitment to support others to overcome their performance challenges
- Being more accountable for establishing and keeping priorities
- More clearly communicating their knowledge, instructions, and expectations to others
- More awareness of their impact on others

Part One: Individual Awareness

TRUST BUILDING AND PROBLEM SOLVING THROUGH OPEN EXCHANGE

- Candor, the fastest route to problem resolution
- Communicating what you know: your experience
- Exchanging points of view, rather than arguing what is "right"
- Accountable listening and getting heard

PROMOTING ACCOUNTABILITY

- Noticing the unconscious choices we make
- Accountable language

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- Eliminating blame and shame
- Making and keeping agreements

HUMAN BEHAVIOR IN THE WORKPLACE

- Personal behavioral and relationship patterns
- Three basic behavioral areas common to all people (FIRO Theory)
- How behaviors affect individual effectiveness
- Increasing effectiveness through feedback and reflection

ALIGNING HUMAN BEHAVIOR AND MOTIVATION WITH WORKPLACE BEHAVIOR

- Emotional drivers of behavior
- How others see you
- Emotional traps that sabotage the workplace and undermine productivity
- Understanding behavioral flexibility and rigidity

CHANGING INGRAINED BEHAVIORAL PATTERNS

- How we distort what we see and hear
- The impact of past experiences on current behavior
- Cleaning our perceptual lens to see situations more accurately and make better decisions
- Letting go of self-limiting beliefs

MOVING FROM BLAME TO ACCOUNTABILITY

- The high cost of blaming others
- What people don't like about themselves and each other
- Identifying what "pushes your buttons"
- Reducing defensiveness in the midst of difficult circumstances

Part Two: Organizational Solutions

LEVERAGING HOW TEAMS WORK

- How compatibility among people affects productivity
- Rigidity, the enemy of teamwork
- Working with differences
- Effectively working with the stages of team development

BUILDING STRONG TEAMWORK

- Team formation
- Clarifying team structure
- Optimizing team functioning through dialogue and feedback
- Working through difficult conversations and interpersonal conflict

OPTIMIZING PERFORMANCE

- Performance improvement through conversation
- Getting away from evaluation that produces defensiveness
- Using a common language to resolve issues and stay flexible
- Improving relationships with simple action steps

TEAM DECISIONS THAT GET IMPLEMENTED

- Incorporating everyone's expertise, creativity, and intelligence
- What "buy-in" really means
- Getting rid of blocks that prevent implementation
- The "Yes" Method