

GETTING BETTER ALL THE TIME

VOLUME 1

COLUMBUS
CHAMBER
OF COMMERCE

THOUGHT LEADERSHIP SERIES
WORKFORCE DEVELOPMENT



BY KELLY FULLER, COLUMBUS CHAMBER

Since March 2020, we have collectively experienced a period of upheaval and change on a level that few could have predicted. From forced closures to adopting new business models, entire industries have been challenged to be more creative, responsive and to quickly adapt in a world that seemed to change by the hour. In a crisis, we were asked to reset and revisit how we work, learn, and navigate an ever-changing landscape. Having a growth mindset, a developed emotional intelligence (EQ), and an eye on corporate culture has never been more critical.

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Contact Kelly Today

*Workforce Director,
Columbus Chamber
of Commerce*

Reach out to Kelly today to discuss the workforce development efforts of the Columbus Chamber of Commerce:
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GETTING BETTER ALL THE TIME

REPLAY THE EVENT

Experience Series:

Developing a Growth Mindset
& Enhancing Culture



"Fostering and using Growth Mindset is a *choice* every day. Of all the pieces of the performance puzzle in the workplace (IQ, personality, and EQ), EQ is the only one that can grow and change with practice and intentionality."

- Erica Banta, *The Ohio State University*

"It is better to be caught than to be taught. That is what we call modeling the behavior. People want to know 'Does this person care about me? How are they taking on their own new challenges?'"

- Eric Pennington, *Spirit of EQ*

"We have to work hard to create change resilient cultures. Those that are change agile and capable will be the ones who succeed.

This goes along with a growth mindset of taking risks, embracing feedback, and trying new things!"

- Beth Thomas, *Change4Growth*

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ES062021

In my consultations with Chamber members in the last 15 months, I have been frequently asked about personal and associate growth and development; creating workplaces that encourage and inspire; and psychologically safe spaces that foster growth and provide opportunities for associates to learn without fear. Educators understand the true power of a growth mindset and how students learn best when they feel supported in their learning and buoyed by a teacher who values effort, as well as results. Business leaders are honing in on how growth mindset and EQ are building blocks to a healthy and rewarding corporate culture.

So what is the difference between growth and fixed mindsets and how does that difference translate from students in school to adults in the workplace? It really comes down to whether we believe can learn, adapt and grow our knowledge and our behaviors; or if we see our situation as set and unmovable. We have all just experienced incredible change (wanted or not) and have witnessed the effects on our workforce. Some have developed and thrived, while others deteriorated and struggled. What are the lessons we can take forward? As business leaders, what strategies can we employ to prepare our work teams to be resilient and nimble?

I recently sat down with three subject matter experts on Emotional Intelligence(EQ), growth mindset, and corporate culture for the Chamber Foundation's Q2 Experience Series Developing a Growth Mindset and Enhancing Culture. I was joined by Erica Banta, Talent Management Director at The Ohio State University; Eric Pennington, Managing Partner at Spirit of EQ; and Beth Thomas, Chairwoman Founder and CEO at Change4Growth.

BEING INTENTIONAL...OR HOW A GROWTH MINDSET IS DEVELOPED

The Covid 19 pandemic presented a myriad of challenges, but it also gave leaders the chance to evaluate their own mindsets and approaches to learning how to do new things. It can be discouraging and demoralizing to struggle with a new process, product or concept. Understanding this challenge is the first step to modeling your own growth mindset.

I have a dear friend from high school who teaches an entry-level computer engineering course to incoming freshmen at a small liberal arts college in Pennsylvania. She shares that every fall, a new group of very bright students comes into her class and many quickly become frustrated that they are not able to “get it” right away. Understanding that some of their frustration is born out of a fixed view, she began to encourage some risk-taking and openness to new ideas through modeling what a growth mindset looks like. She does this each new semester by demonstrating how a leader can influence others by taking on a new and foreign skillset alongside her students. As her freshmen are learning the basics of computer engineering she publicly takes on the task of learning a new skill, as well. In over two decades, she has taught herself (along with a boost from YouTube tutorials) how to crochet, play the dulcimer, write calligraphy, and rollerblade. All along her learning journey, she shares with her students how shifting from avoiding challenges to taking them head-on and persevering has helped her learn and grow in ways she never expected...and as her friend, I am the proud owner of multiple handmade doilies and ski caps, as a result.

You can influence your corporate culture by promoting a healthy environment that fosters a growth mindset among your teammates. Recognize the difference between setting performance goals and developmental goals. Often, performance-related goals are closely tied to skills your employee may have already mastered. Developmental goals challenge them to tackle new skills and gives them time to learn and demonstrate their new proficiency!

Hire people who embrace challenges and are eager to grow, instead of relying solely on a long pedigree of degrees and credentials. Employers are finding the value in looking beyond what is stated on a resume and placing stock on potential vs. pattern. **Join us for our next workforce huddle when we convene a panel of experts on the power of developing a growth mindset, understanding Emotional Intelligence, and enhancing a culture of workplace collaboration on Thursday, June 24 at 2:00 pm EST. [Register today!](#)**



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