

GETTING BETTER ALL THE TIME

VOLUME 2



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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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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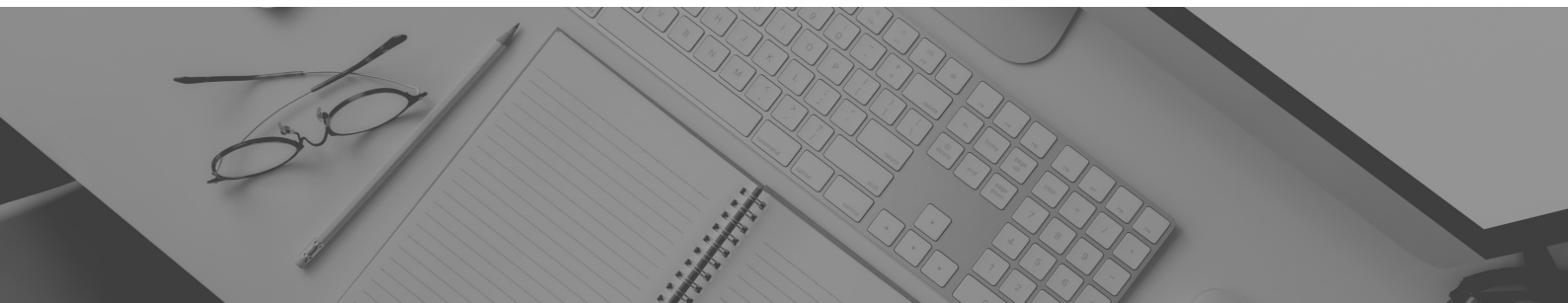
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In my consultations with Chamber members in the last 15 months, I have been frequently asked about personal and associate growth and development; creating workplaces that encourage and inspire; and psychologically safe spaces that foster growth and 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.

EMOTIONAL INTELLIGENCE AT WORK



For many years, we have viewed emotions and intelligence as totally separate entities and completely opposed to each other.

The labels Intelligence Quotient (IQ) and Emotional Quotient (EQ) have often been viewed differently, with less importance given to an employee's emotional intelligence.

We do know, however, that many workplace disruptions and distractions can be attributed to those with less developed EQ. An individual who has mastered a skill, may not necessarily have the emotional intelligence to effectively work with others or build healthy relationships in the workplace.

There is also a strong argument that leaders with highly developed EQ and a growth mindset, can set the stage for healthy corporate culture. Those leaders place value on learning and view upward feedback as necessary and beneficial to the company's vitality.

The good news is we can work on our own EQ by utilizing the tools needed to develop a growth mindset. Being self-aware and open to feedback and instruction contribute to the information-gathering process that is needed to formulate good decisions and effectively problem solve. This information gathering allows us to practice more control over our responses and reactions. When we know the "lay of the land", we are better prepared to lead through a difficult time or resolve conflict.

According to experts in EQ in the workplace, when the situation becomes challenging, pay attention to how you are feeling in the moment and remember that emotions are temporary responses. Practice self-regulation by recognizing that every emotional interaction does not merit an immediate response.

People with Developed EQ

- Make better decisions and solve problems
- Keep cool under pressure
- Resolve conflicts
- Have greater empathy
- Listen, reflect, and respond to constructive criticism

People with Underdeveloped EQ

- Avoid taking responsibility for errors
- Have passive or aggressive communication styles
- Refuse to work as a team
- Are overly critical of others or dismiss others' opinions

EMOTIONAL INTELLIGENCE AT WORK

More key takeaways from our Experience Series: Developing a Growth Mindset & Enhancing Culture program:

“Ultimately, our emotions are designed to help and communicate with us. That’s a very good thing. The challenge is how do we manage that? The reality is EQ is a learnable skill that helps us manage our emotions. Our decision-making is optimal and we get overall better results.”

- Eric Pennington, *Spirit of EQ*

“Only 10% of people are natural leaders (Forbes). The top 3 characteristics of natural leaders are:

- They have a growth mindset.
- They leverage team diversity and create safe environments where everyone is comfortable sharing.
- They create clarity and energize their team.”

- Beth Thomas, *Change4Growth*

“Emotions are the driver in people, and people drive results. Teaching and inspiring them to manage emotions is key in getting to a place of breakthrough.”

- Erica Banta, *The Ohio State University*

