

GETTING BETTER ALL THE TIME

VOLUME 3

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

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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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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.

GET READY FOR CHANGE

When we look at organizations that have strong cultures, what are some of the hallmarks and how can we recreate those in our own business?

When a business leader chooses to promote a culture that values a growth mindset and pays attention to EQ in the workplace, employees are better able to adapt to change productively. Make professional and personal growth a key part of your learning/development and retention strategies. It is just good business to do so, and in a very competitive market for talent, this can give you the edge needed to attract qualified candidates and retain valued employees.

According to a recent McKinsey Report on the importance of EQ and growth mindset in creating corporate culture, leaders who focus on results and the continuous improvement of their work teams are “three times more likely to be regarded as successful than those that focused on performance alone.

The vast majority, more than 70 percent [of reasons behind businesses’ failures), were caused by factors related to organizational health, such as negative employee attitudes and unproductive management behavior”.

Various studies show that nearly 85% of the workforce, when polled, admitted to being unhappy with their work or workplace. What can be done to increase the happiness/satisfaction level of associates?

"Leaders can show vulnerability and authenticity. We can admit 'we missed it and we are going to change, starting with me.' A leader who is change-resilient can move to drive that large percentage of unhappy employees down." - *Eric Pennington, Spirit of EQ*

"Embrace employees for who they are, not just the work they do. They feel seen and heard and that alone will increase their happiness. It is not really that big of a lift to show genuine interest and concern." - *Erica Banta, The Ohio State University*

"Finally, our workplaces are seeing a shift to favor soft skills (EQ) like dependability, critical thinking, and adaptability. Empathy, which is often used interchangeably with emotional intelligence took its rightful place on that list as well!" - *Beth Thomas, Change4Growth*

Healthy cultures are the ones in which employees feel free to share their voice, raise concerns, ask questions, and express their needs without fear of reprisal. A commitment to developing your own growth mindset and modeling the behavior to your team sets the stage for this type of culture.

Another great resource for developing your business as a workplace of choice is by using the information we have shared on the importance of self-awareness and EQ in the workplace.