



The five drivers of healthy workplaces: Using neuroscience to boost performance and engagement

Abbey Louie

#QBConnect | WiFi: QBConnect



Today's speaker



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What makes a team effective?



Key drivers of team effectiveness

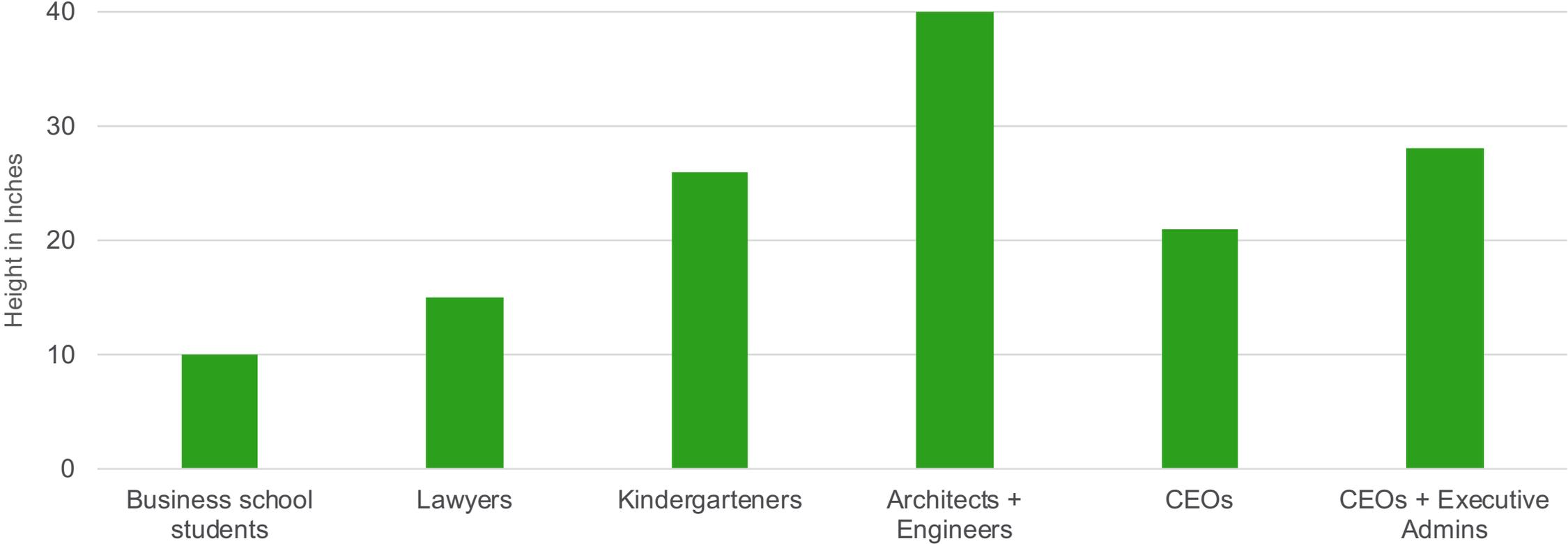
Google's Project Aristotle

- 1 Psychological safety
- 2 Dependability
- 3 Structure + clarity
- 4 Meaning
- 5 Impact





Marshmallow tower results



Source: Tom Wujec, TED April 2010



The responsibility of leadership is not to come up with all the ideas, but to create an environment in which great ideas can thrive.

Simon Sinek







To access your team's best work,
enhance and don't threaten
their social well-being

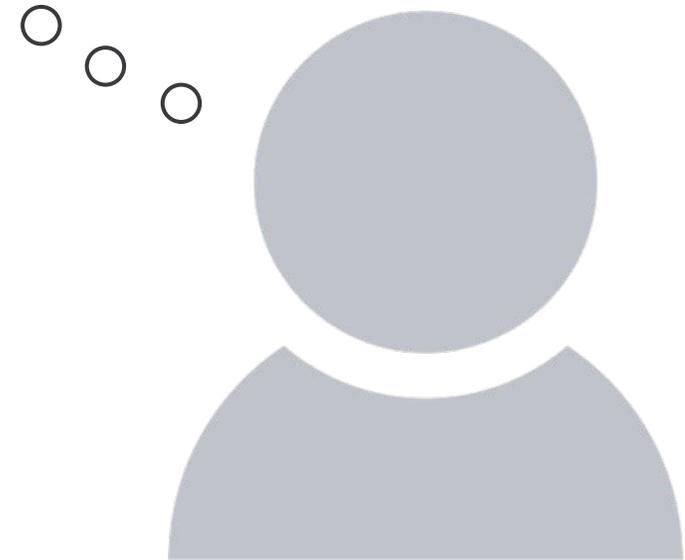


SCARF Model

Status

Our relative importance to others

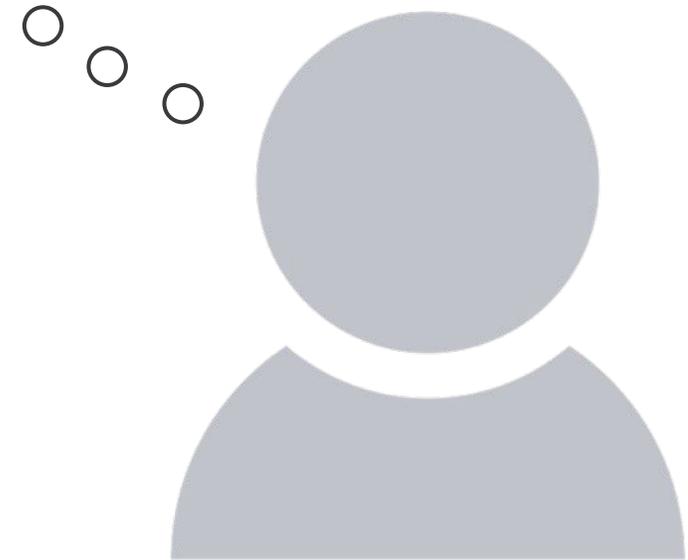
Do others value me here?
Am I important to others?
Do others appreciate me?



Certainty

Our ability to predict the future

Am I clear on what's expected of me?
Do I know where we're headed as an organization?

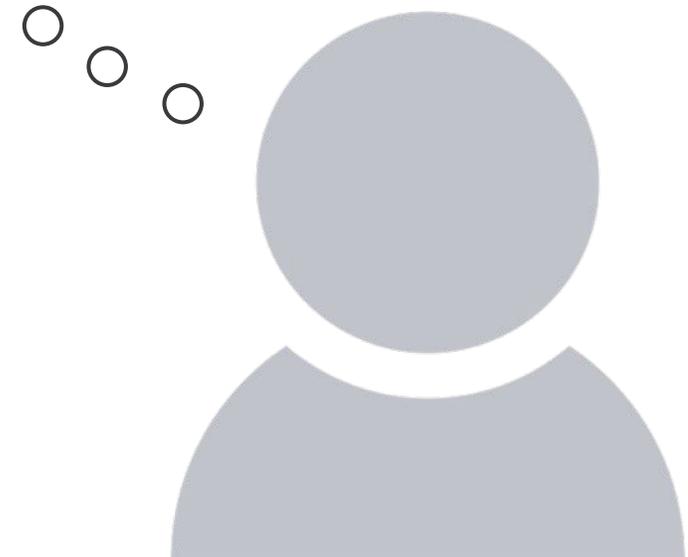


Autonomy

Our sense of control + choice

Am I trusted to determine how to perform my work?

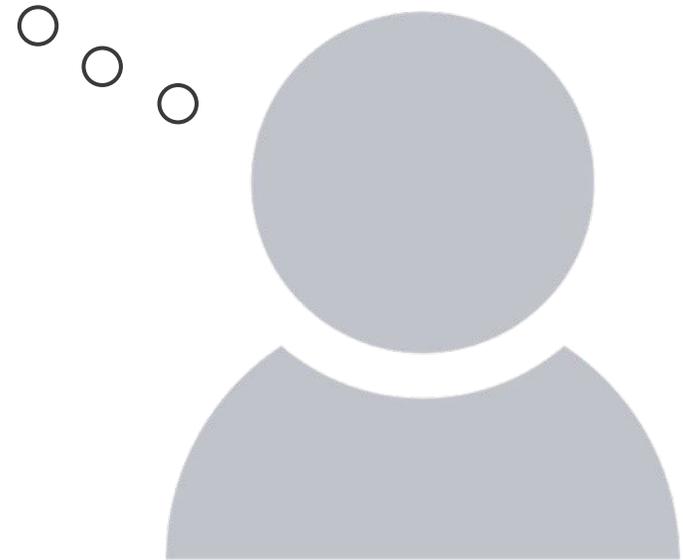
Can I make decisions or at least provide input on them?



Relatedness

Our sense of belonging

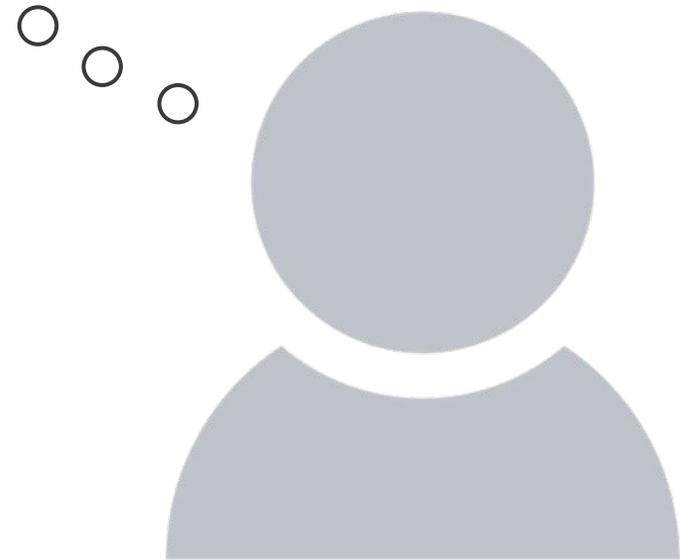
Do I belong here?
Am I part of the 'in' group?
Do others care about me?



Fairness

Our sense that exchanges are fair

Are decisions, processes, and policies just and unbiased?
Do I feel disadvantaged?



SCARF

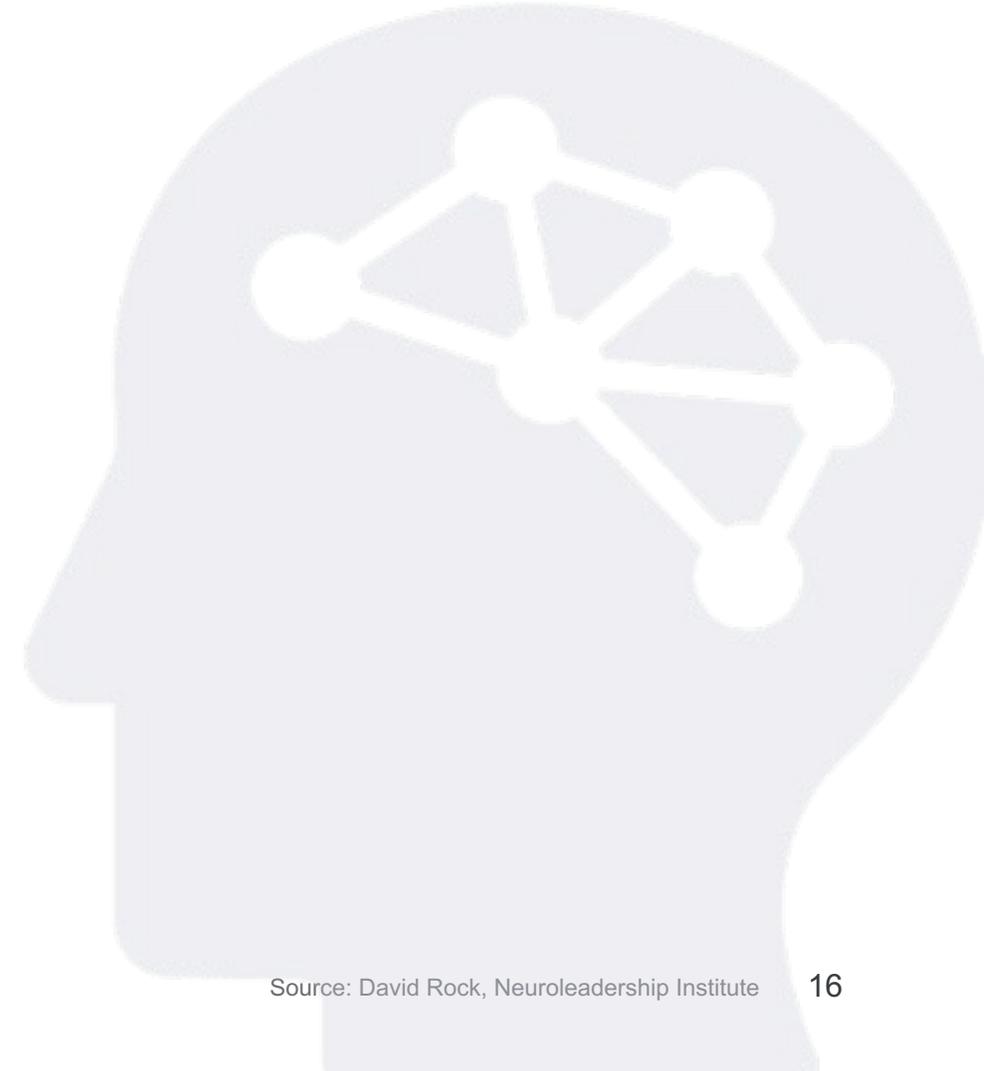
S: Status

C: Certainty

A: Autonomy

R: Relatedness

F: Fairness



SCARF

S: Status

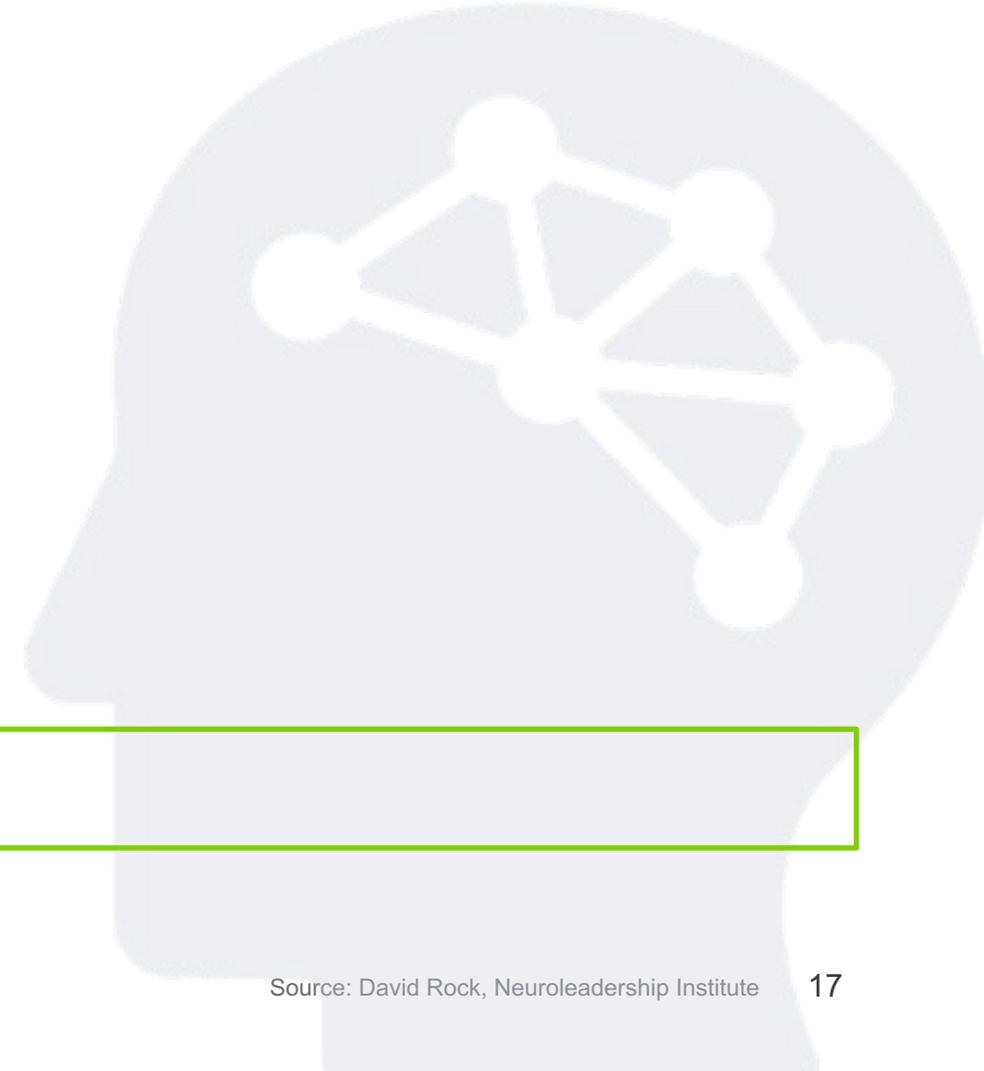
C: Certainty

A: Autonomy

R: Relatedness

F: Fairness

What's most important for you?



SCARF

S: Status

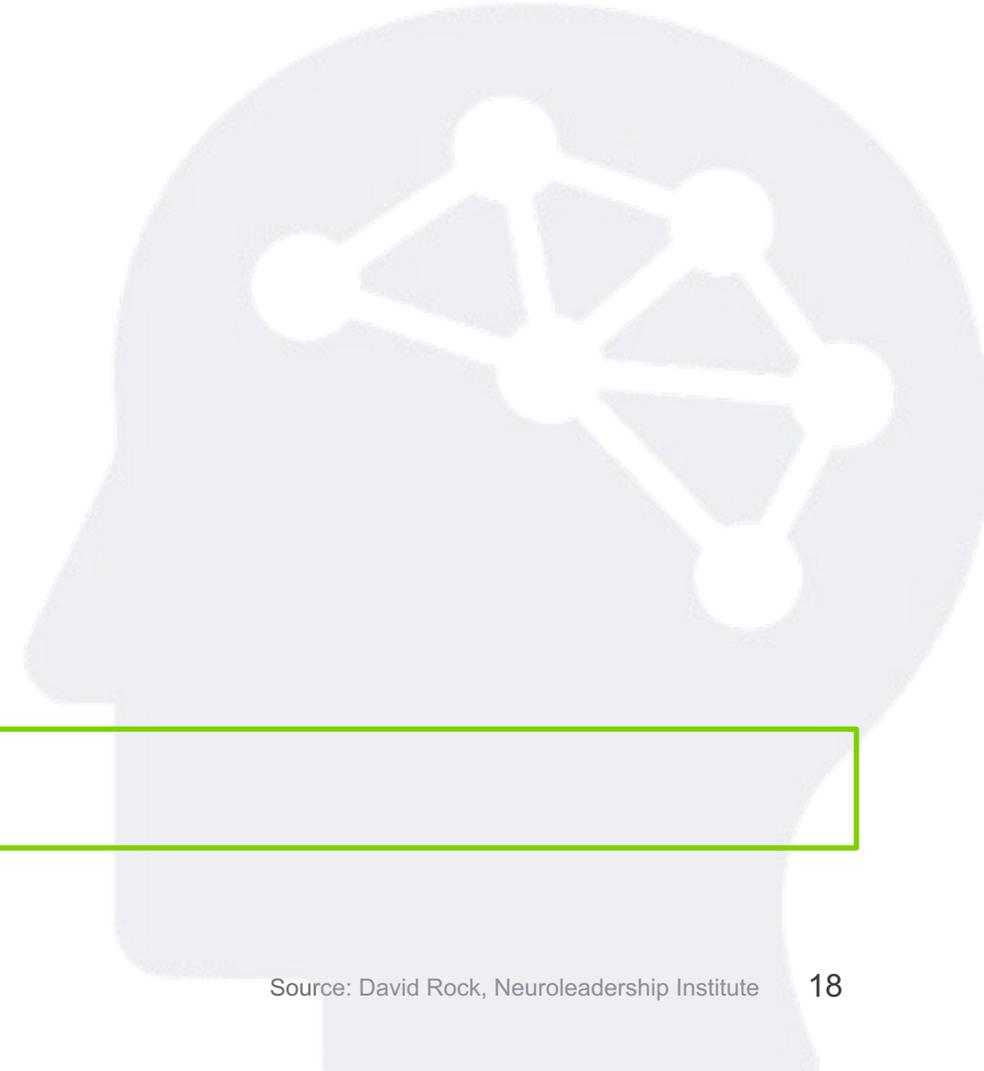
C: Certainty

A: Autonomy

R: Relatedness

F: Fairness

What does your team need?





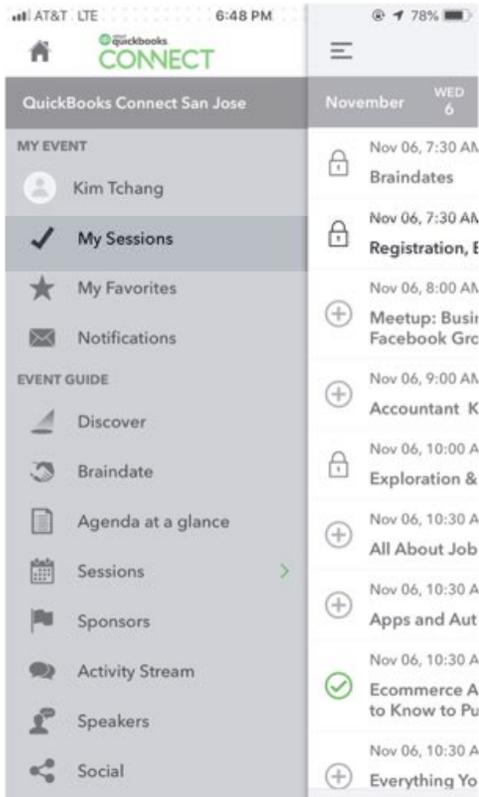


Questions?

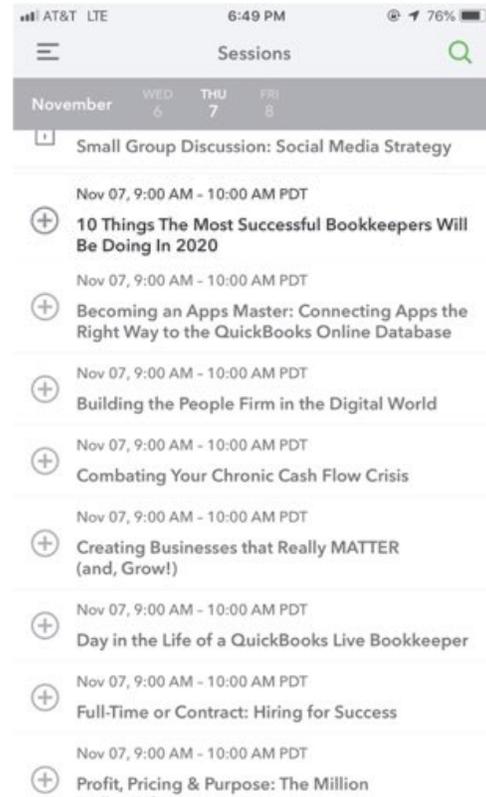
Rate this Session on the QuickBooks Connect Mobile App

Provide feedback to help us design content for future events

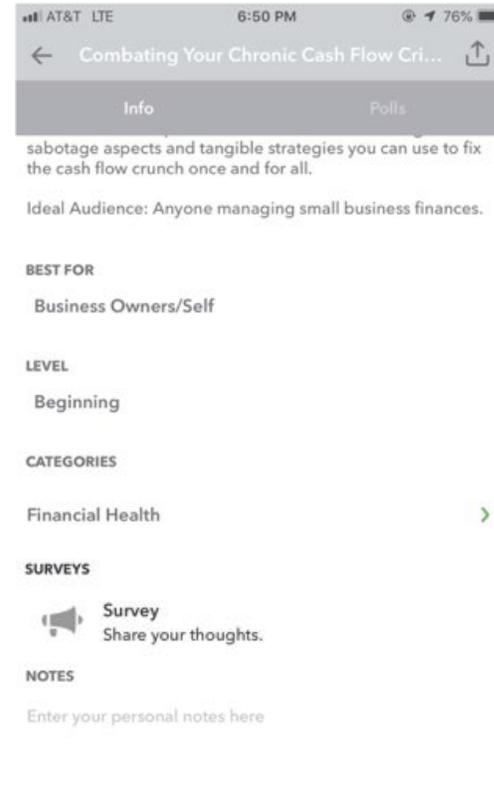
1. Select Sessions



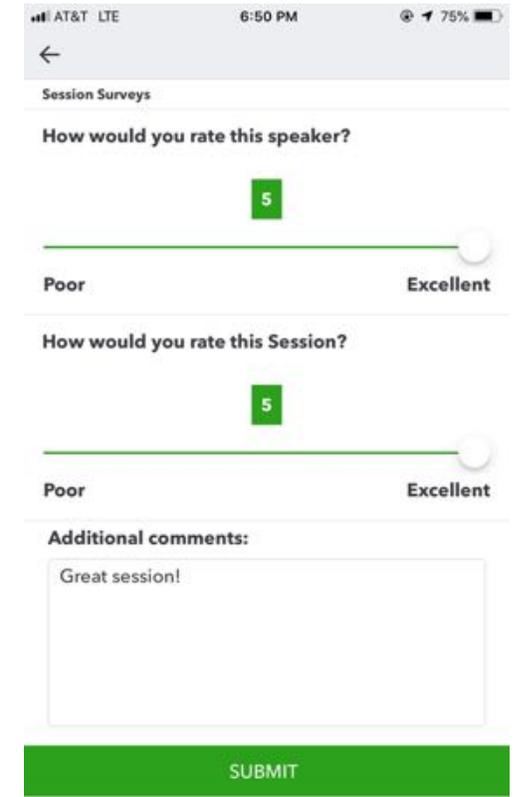
2. Select Session Title



3. Select Survey



4. Add Ratings



Material Download

1. Find the session on the agenda
2. Select + for more information
3. Download PDF of slides and/or supplemental material

<https://quickbooksconnect.com/agenda/>

The screenshot shows the QuickBooks CONNECT agenda page for November 7. The page features a navigation bar with links for 'Why Attend', 'Agenda', 'Speakers', 'Pricing', 'Sponsors', 'Travel', and 'FAQ'. A 'Register now' button is located in the top right corner. Below the navigation bar, there are tabs for 'November 6: Accountant Day', 'November 7' (which is selected and underlined), and 'November 8'. A 'Print Agenda' link is visible on the right. The main content area includes a search bar labeled 'Search for sessions' and a row of filters: 'Business Growth', 'Life & Business Skills', 'Organizational Culture', 'Technology Training', 'Advisory', and 'Financial Health'. An 'Expand all +' link is on the far right. The agenda items are listed in a table-like format with time slots on the left and session titles on the right. The items include: '7:30-9:00 am Registration, Breakfast & Exploration'; '7:30-10:30 am Braindates' (with a description and 'Best for: All Audiences', 'CPE Hours: not eligible'); '8:00-8:30 am Yoga'; and '8:00-8:45 am Breakout Sessions' which includes four sub-items: 'Small Business Meetup: Relationship Marketing and the Power of Human Connection', 'Small Group Discussion: Social Media Strategy', 'Small Group Discussion: Showing up - Why What You Wear Matters', and 'Small Group Discussion: Build Your Dream Bookkeeping firm'. Each item has a '+' icon on the right side.

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