

Welcome!

I was called to share in this leadership platform- where it is a privilege to serve in any way with many esteemed and talented ministers, ministries and leaders. As an HR professional—I realized that my 25 + years of experience dealing with people in the workplace how important it may be for anyone to reconnect with that aspect of ourselves that really values working with people, building into others, being a part of someone else's success story, watching someone who has been showing up as less than who they've come here to be – turn their boat around and start back on their hero's journey.

Let's just take a moment here – how are YOU? Have you checked in with yourself lately to be still and really hear from that still small voice within...what it needs? Some quiet, fun, rest, connection? Is your tank half empty? What can you do to have your soul watered?

When's the last time you took the time to check in with those closest to you? Your family, friends, colleagues, team members, leadership? I brought my watering bucket --- I love to plant flowers and tend to gardens and believe with every water drop I have an opportunity to pour loving kindness energy into that life.

My friend and mentor, Martha Creek, who invited me to participate with this wonderful group, made a comment to me many years ago when I was believing a story that I was burned out as an HR Manager.

- The story I was telling myself was that my role as Senior Vice President of HR was a thankless one.
- I was allowing the voices of some 400 employees' with hardships and challenges of all kinds overwhelm me.--their financial problems, health challenges, peer challenges, work challenges, pay dissatisfaction, benefits problems, complaints.
- Martha asked me if I realized that I was a minister? And that me and my team may be the only minister some of these 400 employees may ever experience. And that changed my heart and mindset. It changed the game for me. I realized that I was called to serve – a senior management team of which I was the youngest and newest part, my HR team – whom I loved and admired and whom we experienced our own challenges and the 400 employees.

A resource as human is defined as someone who contributes, adds value

Three Aspects of People

1. People as part of the organization who contribute to the vision and direction
2. People are individuals – each with their own goals and
3. People hold a position or role as part of a team within the organization.

- Regardless of our background, professions -- we are human beings doing what human beings do.
- People are more than resources. People are resourceful and are not in the same accounting category as desks, licenses, infrastructure and other goods people need to finish their work.
- While this sounds funny – I have experienced it first hand as both an HR leader where the view of people is one rooted in finances, resources ----money, stocks, and other assets are finite and have an expiration date.
- People's capabilities and ideas as infinite. As human beings we can draw on an infinite amount of possibilities, ideas and apply them through our ongoing unfolding experiences learned from life.
- We use our intellect, our collaborative nature to bring to life new business ideas, create and apply solutions to challenges.
- Money, stock and other finite assets cannot revolutionize markets. PEOPLE revolutionize markets. Assets are merely a means to get us there.

- Money with people's energy, heart passion is much more powerful than money without people. As a consultant, I am seeing employees less likely to play by the tired “rules” from the previous century as they leave jobs and companies that treat them as a finite asset --- in the hopes of finding or creating their own workplace where they are valued.
- People are who turn resources into more resources. It is people who transform ideas into reality and turn businesses, spiritual communities and markets into sensations.
- Organizations who are collaborating with their human beings in a manner that sparks their ideas and interest are going to be the organizations who succeed in keeping top talent, attracting top talent and having success as a thriving organization.

What experience have you had where you were treated like a line item on the balance sheet? What was the effect on you?

What about the opposite – where you have been treated as a valuable human being in that organization—what was that effect on you? Your performance?

Powerful or diminishing....we may not get to choose how others treat us, including the leadership of the organization AND we do get to choose how we do what we do, how we show up with our A game, our best selves and make the difference we are looking for – in our performance, in our interactions.

- Human Resources is a paradoxical term at best.
- Humans are living beings of arguably the highest order with complex emotional, physical, and mental systems that must be understood and nurtured in order to facilitate their self-actualization.
- Resources on the other hand are valuable company assets that must be maintained, catalogued and put to use in a way that proves their worth or that are quickly replaced.
- People come with aspects of self that are incompatible with traditional, outdated command and control management styles—such as personal and professional desires to create meaningful interpersonal relationships and achieve one’s potential.

How is management shifting to meet these human desires in the demands of the modern workplace?

- Gallup’s 2014 employee engagement poll – only 31.5% of US employees are engaged and thriving. The other 68% aren’t lazy – their disconnectedness stems from feeling unsupported and disempowered. They don’t feel valued, have no clear direction and purpose, their accomplishments, aren’t recognized and are often blamed for things beyond their control.
- To capitalize on human potential, business/we must treat people like they matter. These are human beings who are educated, qualified, intelligent, experience and passionate.
- Treating people as assets instead of as people dehumanizes them and may diminish our motivation to contribute our unique strengths.
- Let’s not put people in the same category as paper clips, or think they are all the same, interchangeable and replaceable.

Would you want to work for or with you? I had a survey that I often shared with management trainees at The Bank I worked for. These were some bright up and comings that were being prepared to step into management roles in the organization. It was a self-reflective exercise that included some of these questions:

- Am I leading by example in the way I show up, speak up, and do what is mine to do?
- Do I encourage self-responsibility including allowing others to resolve problems with my support.
- Do I get to know these people as individuals – what’s important to them, what waters their soul, what they spend time doing?

- Do I give clear, simple instructions and feedback?
- Do I encourage time to connect, share, play and develop team spirit?
- Do I listen?
- Do I accept constructive criticism and feedback?

I needed to take my own personal inventory daily and make adjustments. Give myself and others grace while at the same time setting and resetting clear goals, expectations and goals.

- Re-Humanizing Business
- While goal setting toward profitable outcomes is a necessary part of any business strategy, we cannot lose sight of supporting the people to achieve these goals. What are their obstacles? How can we support them?
- When people see that their efforts are supported by their leader's interest to see them succeed – watch out! They will be naturally aligned with achieving.
- One of the most important aspects of servant leadership is valuing people – the people you serve: your team, customers, congregants, board members, other stakeholders – should be valued highly and respected intensely.
- Unlike resources with fixed properties, people increase in value through support and recognition.

Here are 5 ways to demonstrate commitment to people:

1. Ask them questions.
2. Give them feedback.
3. Recognize triumphs and growth and appreciate them.
4. Create space for growth opportunities and grant trust - allowing room and tolerance for errors. Humanness.
5. Invest in personal goals. Give people money toward self -development courses - including ministers, ministries
6. Relate to employees as whole human beings.

Recognition and Creating Positive Feedback

- I saw what you did.
- I appreciate it. Place value on the behavior or achievement.
- Here's why it's important. Provide a context.
- Here's how it makes me feel. Give an emotional charge.

Guidelines for Effective Praising and recognition

- Do it Soon - without delay
- Be sincere – if not the words are hollow and meaningless.
- Be Specific: Avoid generalities in favor of details of the achievement.
- Do it Personally - really valuable in this world of text, emails.
- Don't mix criticism with praise...it cancels out praise.
- Be Proactive: Praise progress towards goals, especially when there have been challenges and set-backs.

Resources: The Human Resources Dilemma by David Hassell; People Are Not Resources, by Shawn Murphy; and Guidelines for Effective Praise and Recognition by Dr. Bob Nelson

“It's a little strange to actually get an award for being nice, kind and generous – which is what we're all supposed to do with one another. That's the point of being human.” Ellen Degeneres

We
 We Have...
 We Have Fears
 We Have Challenges

We Have Disappointments

We Have Frustrations

We Have Set Backs

We Have Sadness

AND.....

We Have Fun

We Have Lunch

We Have Success

We Have Celebrations

We Have Laughter

We Have Connection

We Have Each Other

In All Our Unique and Divine Humanness,

We Have It All.....when we love each other.

~Diane Czerwonka