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Slack #tutorials

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HOW TO GET OUT OF YOUR OWN WAY

WE HAVE A FRIEND...

- Great skills
- Issues with supervisor
- Perfect skill match
- Had an in with the hiring manager

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HOW ARE YOU PERSONALLY RESPONSIBLE FOR TRAINING YOUR STAFF?

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WHAT'S WRONG WITH THIS QUESTION?

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DISCLAIMER: THIS IS HARD.

- This is 90 MINUTES. We’re just scratching the surface.
- There are no experts. (Yep, not even us)
- We all screw it up.
- People with terrible EQ still succeed.

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GOAL: DON'T DIE ALONE.

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HOW TO GET OUT OF YOUR OWN WAY

OUTLINE OF THIS SESSION

▸ Self-awareness
▸ Self-regulation
▸ Motivation
▸ Empathy
▸ Social Skills

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EXERCISE

- Energy suckers & energy givers.
- Name 5 of each in your current job.
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SELF-AWARENESS

- The science
- The story
- Symptoms
- How to improve

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A 2014 study of 22 meta-analyses (containing over 357,000 people) found an average correlation of .29 between self-evaluations and objective assessments (a correlation of 1.0 would indicate total accuracy). And the correlation was even lower for work-related skills.
HOW TO GET OUT OF YOUR OWN WAY

WHY DO WE EVEN CARE?

HIGH SELF-AWARENESS LEADS TO BETTER TEAM PERFORMANCE
A simulation shows that it affects decision-making, coordination, and conflict management.

PROBABILITY OF SUCCESS

<table>
<thead>
<tr>
<th></th>
<th>High self-awareness teams</th>
<th>Low self-awareness teams</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decision Quality</td>
<td>68</td>
<td>32%</td>
</tr>
<tr>
<td>Coordination</td>
<td>73</td>
<td>27</td>
</tr>
<tr>
<td>Conflict Management</td>
<td>65</td>
<td>35</td>
</tr>
</tbody>
</table>

SOURCE ERICH C. DIERDORFF AND ROBERT S. RUBIN

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HOW TO GET OUT OF YOUR OWN WAY

GALLUP STRENGTH FINDER

- WOO
- Maximizer
- Positivity
- Strategic
- Arranger

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WHAT DOES LACK OF SELF-AWARENESS LOOK LIKE

- Your intention rarely matches other people’s perception
- Your boss doesn’t know what you do
- You think your subordinates or peers are not as smart/adept/talented as you

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STRATEGIES GAINING SELF-AWARENESS

- Write down your goals, plans, and priorities
- Take psychometric tests
- Ask trusted friends and peers
- Get feedback at work

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HOW TO GET OUT OF YOUR OWN WAY

GOAL, PLANS, AND PRIORITIES

▸ Writing the before (what I want to do)

▸ Writing the after (what am I accomplishing)

▸ Self-promotion that doesn’t feel icky.

▸ Write it down. Review often.

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PSYCHOMETRIC TESTS

▸ There is no judgement.

▸ If it brings you reflection, it’s a valid option.

▸ Examples:
  ▸ Myers-Briggs
  ▸ Gallup Strength Finder

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PUTTING THIS TO WORK

- Career
- Interpersonal
- Internal

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SELF-REGULATION

- Self-regulation is about using self-awareness to keep negative reactions under control.
  - Choosing how we think, feel and the actions we take
  - Seeing yourself from others point of view

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EXERCISE

- Name a trait in a coworker that you don’t have but you admire in them.
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WHAT IS IT REALLY?

- Playing nice with others even if they won’t play nice with you.

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SELF REGULATION IN REAL LIFE

▸ The failed project
▸ The other side
▸ Ooof, that stung

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HOW TO GET OUT OF YOUR OWN WAY

BUT IT’S ALSO . . .

▸ Micromanaging
▸ Procrastination
▸ Failed goals

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WHAT MAKES UP SELF-REGULATION?

- Emotional self-control
- Conscientiousness
- Adaptability
EMOTIONAL SELF-CONTROL

- Self-control is not masking or hiding your emotions but recognizing and controlling them appropriately.
  - Calm in the storm
  - Making balanced decisions
  - Managing stress

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CONSCIENTIOUSNESS

▸ Is it kind?
▸ Is it true?
▸ Is it necessary?
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ADAPTABILITY

- Navigating choppy waters
- Change brings out emotion
- Stress makes everything harder

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PUTTING THIS TO WORK

- Career
- Interpersonal
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MOTIVATION

- Intrinsic
- Extrinsic

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EXERCISE

- What part of your job do you wish there was more of?
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HOW TO KEEP MOTIVATION WHEN YOUR COMPANY DOESN'T CARE

- Goal review
- User groups
- Community groups

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Oh crap. I am so bored.
TRAINING IN ALL ITS GLORIOUS FORMS

- Asking for it.
- On your own.
- Untraditional.

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HOW TO GET OUT OF YOUR OWN WAY

BUT IT’S NOT JUST TRAINING . . .

- Networking
- Updating your resume
- Goals

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A WORD ON IMPOSTER SYNDROME

- Affect on motivation
- High achievers unable to internalize and accept their success.
PUTTING THIS TO WORK

- Career
- Interpersonal
- Internal

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EMPATHY

- The science
- The story
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EXERCISE

- If I were my boss, I would do X.
WE HAVE A REAL INABILITY TO PUT OURSELVES IN THE SHOES OF THE PEOPLE WE ARE TRYING TO PROTECT.

Alex Stamos, Facebook, CISO
HOW TO GET OUT OF YOUR OWN WAY

WHY TO CARE ABOUT EMPATHY

▸ Trust

▸ Understand the needs of our users

▸ Learn how to motivate

▸ Easier to deal with negativity when you can understand their fears

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HOW TO GET OUT OF YOUR OWN WAY

THERE'S NO WAY SHE'S LIKE ME

- Myers-Briggs test

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WHAT DOES LACK OF EMPATHY LOOK LIKE

- You can’t think of a single reason your boss would make that call
- Users are just lazy/stupid
- Warring with coworkers
- You work from your default reaction
GAINING EMPATHY

- Listen
- Debate (internally, dear jebus no one wants to hear you play devil’s advocate) both sides of a position
- Know your enemies
- Take a walk in the story of someone else

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LISTEN

- Stop thinking of what you’re going to say next.
- Listen to the words.
- Consider the life experience and motivation that led to this perspective.
- Ask follow-up questions

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SOCIAL SKILLZ

- MAGIC!
- Born with it, right?
- Jessica... I'm just not an extrovert.

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I’m not asking you to change who you are.

A lot like running.

It’s doesn’t have to be painful.

For the love, it is not “small talk.”
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SOCIAL SKILLS FOR THE NATURAL INTROVERT

- Claim your specialty.
- Introduce yourself
- Listen and ask questions.

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EXERCISE

- Think about your specialty. Tell the nearest stranger.

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HOW TO GET OUT OF YOUR OWN WAY

ALL OF THE STUFF!

- Self-awareness
- Self-regulation
- Motivation
- Empathy
- Social Skills

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QUESTIONS?

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