

# Creating Space For Intimacy

How to Profit from a Functional  
Emotionally Intelligent Culture

**Laura Boone**

turnerboone

Forbes Top 25 Small Giants 2017

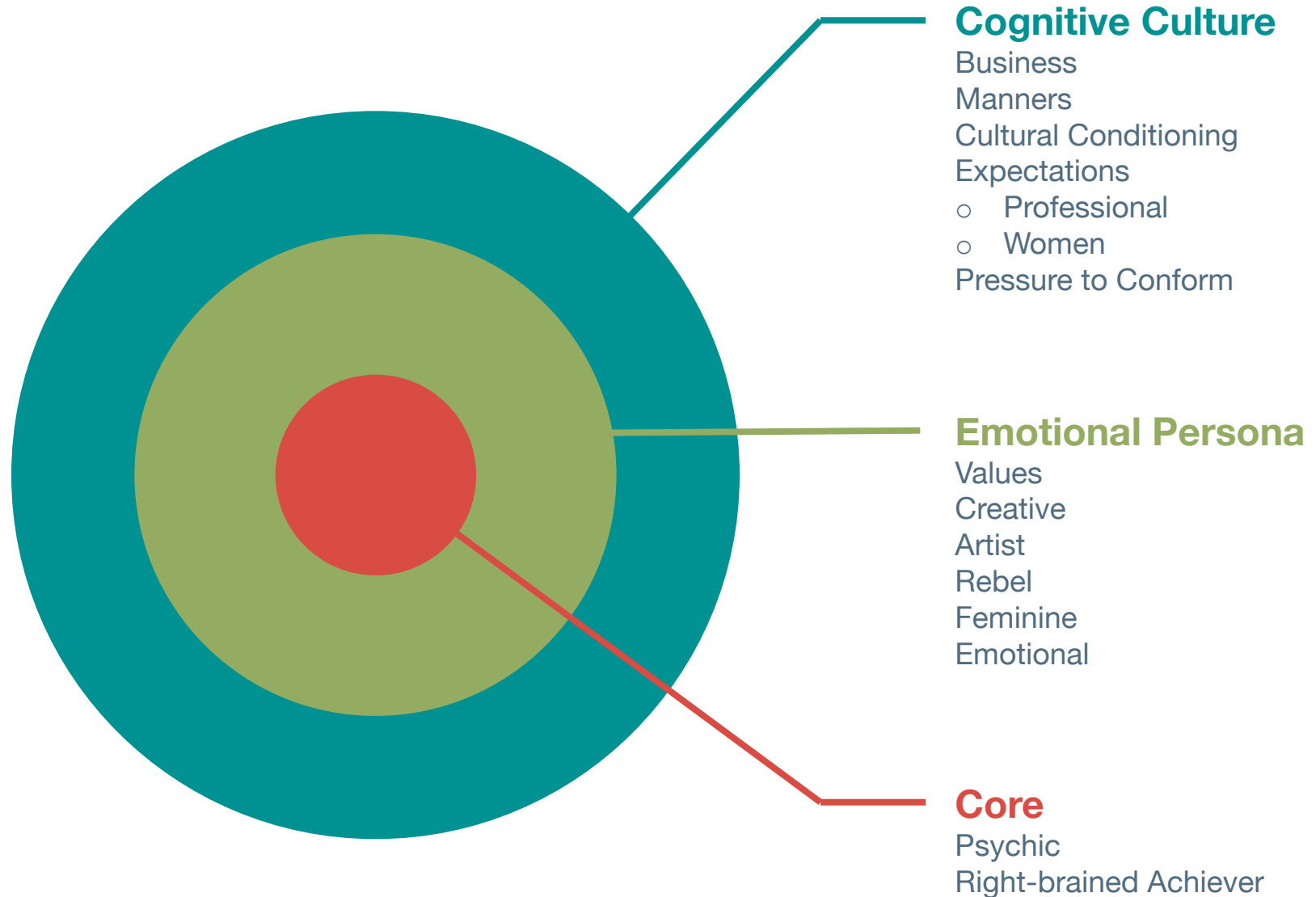




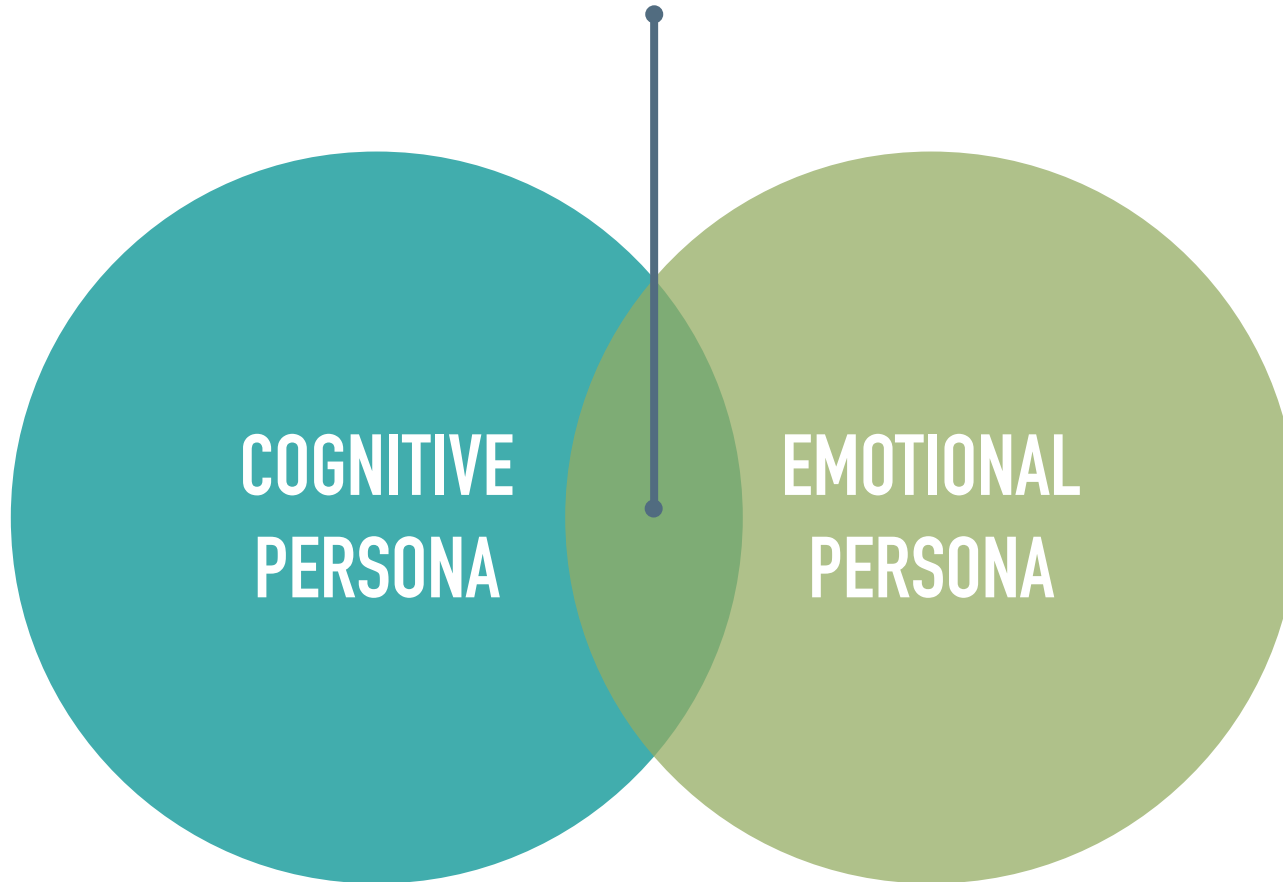
# / where do I fit?



# Societal Layers



**How do we remove the boundaries  
to create space for intimacy?**



/ why should this culture change?

## Stress

**\$500  
BILLION**

is lost from the  
U.S. Economy  
because of  
workplace stress

**60<sup>TO</sup> 80%**

workplace  
accidents are  
related to stress

**80%**

doctor's visits  
are due to stress

*References: American Psychological Association, Queens School of Business and Gallup Organization, Center for American Progress*

/ why should this culture change?

## Disengagement

37%

higher absenteeism

49%

more accidents

60%

more errors  
& defects

18%

lower productivity

37%

lower job growth

65%

lower share price

*References: American Psychological Association, Queens School of Business and Gallup Organization, Center for American Progress*

/ why should this culture change?

## Lack of Loyalty

Stress leads to

50%

voluntary turnover

Replacing a single  
employee cost approx.

20%

of that employee's salary

*References: American Psychological Association, Queens School of Business and Gallup Organization, Center for American Progress*





*Leaders expect to influence how people think and behave on the job, but they may feel ill equipped to understand and actively manage how employees feel and express their emotions at work.*

—Managing Your Emotional Culture, HBR, Jan-Feb 2016

# Nurturing an Emotionally Intelligent Culture





# From Lawsuits to Hugs

## Clarity of expectations

Setting priorities and performance goals



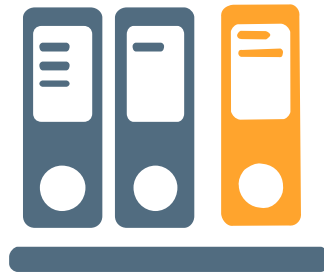
Accountability for performance



# I See You, You See Me

## Transparency & relationship

Open book management



Random check-in  
meetings (with no agenda)



# Gut Check Moments

## Make space for intuition and emotion

Emotional check-ins



Including emotional data in decision making



# You Matter

## Encourage employee well-being

Work/life balance



Social well-being



/ in closing

# Two Types of People Here Today



**COGNITIVE  
PERSONA**

**EMOTIONAL  
PERSONA**

# Thank you.

You matter.

