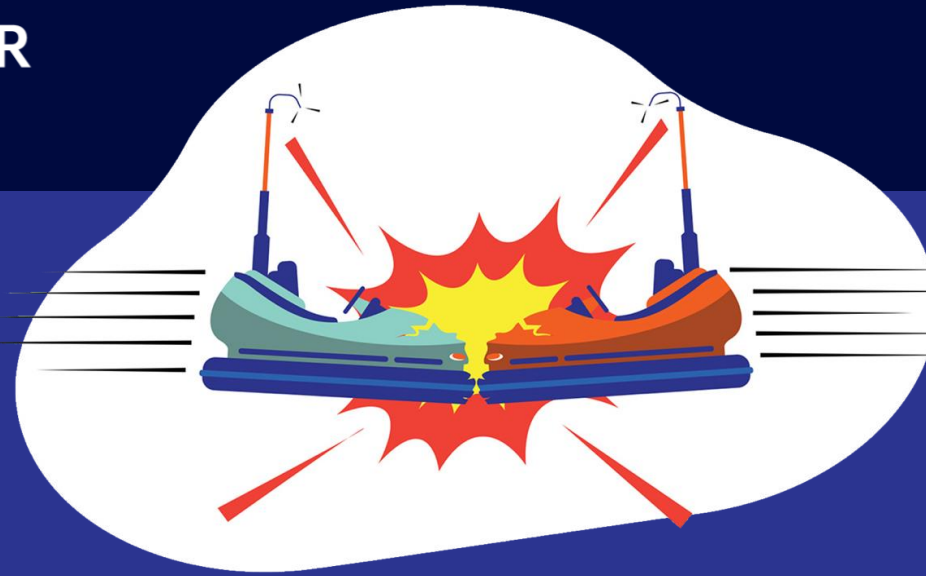




SUSAN
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VISIONARIES
SUMMIT 2024



The Power of Bumper Car Moments to Promote Civility in the Workplace

Susan is a career and workplace expert. For educational and informational purposes only.

What feelings are your people hiding at work?



UNDERLYING FEARS

Am I going to be laid off?

What if they don't like me?

What if I say the wrong thing?

Am I even cut out for this role?



Civility Impacts Performance and Culture



20%

Journal of Applied Psychology, workplaces characterized by **civility have higher levels of employee creativity and problem-solving capabilities**. When employees are not distracted by stress or conflict, they can focus better on innovative and efficient work solutions, leading to a **20% increase in overall productivity**.



21%

Gallup research shows that **employees who feel respected are more engaged**. Highly engaged employees are **21% more productive** than their less-engaged counterparts. Civility fosters a respectful and positive work environment, which boosts engagement and performance.



26%

Studies by Porath and Pearson (2009) Teams that operate with civility and mutual respect are also found to be **26% more effective at delivering projects on time**.



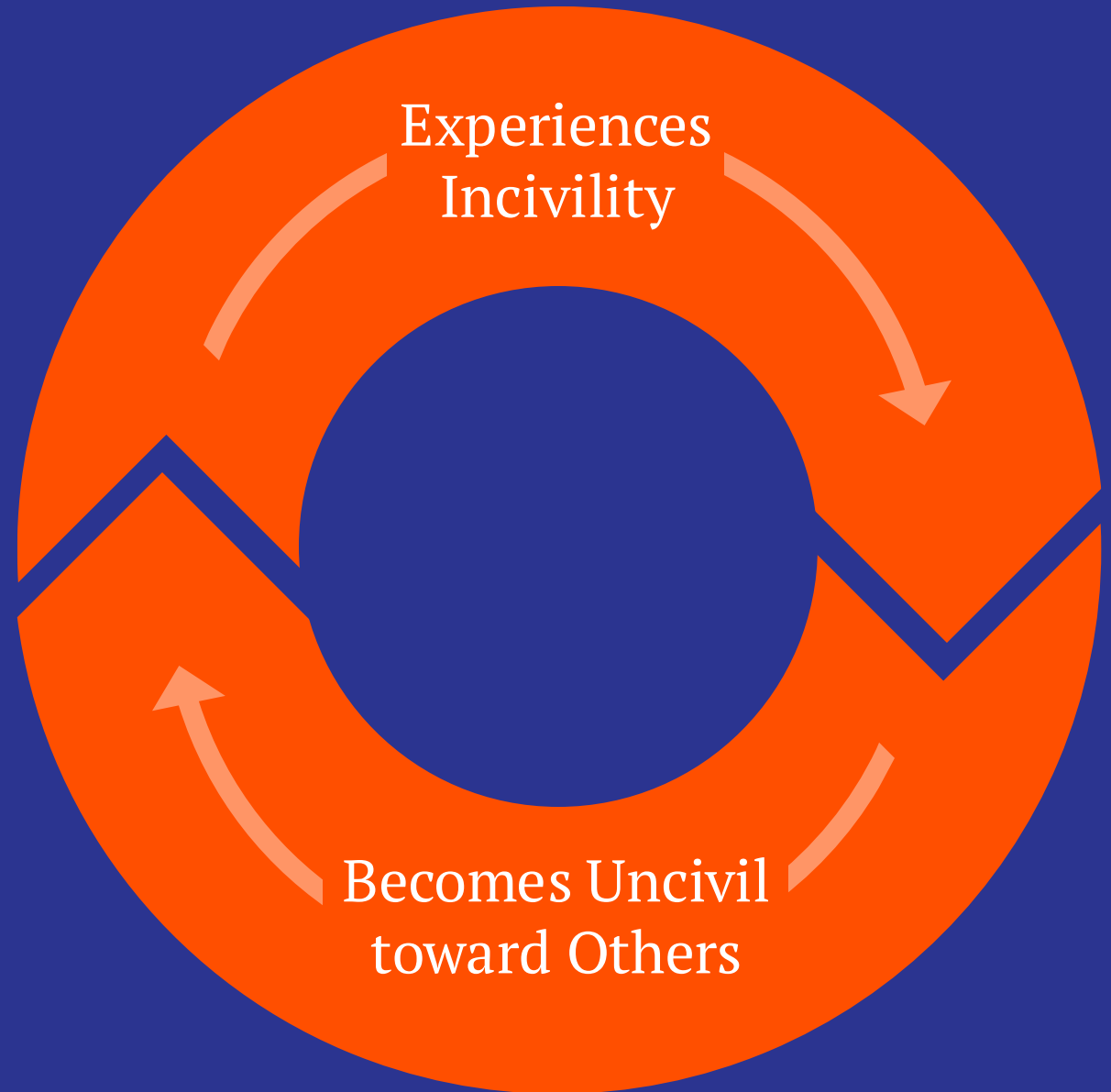
37%

Deloitte noted that **workplaces where employees feel respected have 37% lower absenteeism rates**.

Break the Cycle

Workers who experience incivility in their everyday lives commit **over twice as many uncivil acts** than workers who do not.

Breaking this cycle is **crucial** for fostering a more respectful and productive work environment.



Workplace Conflict

Definitions

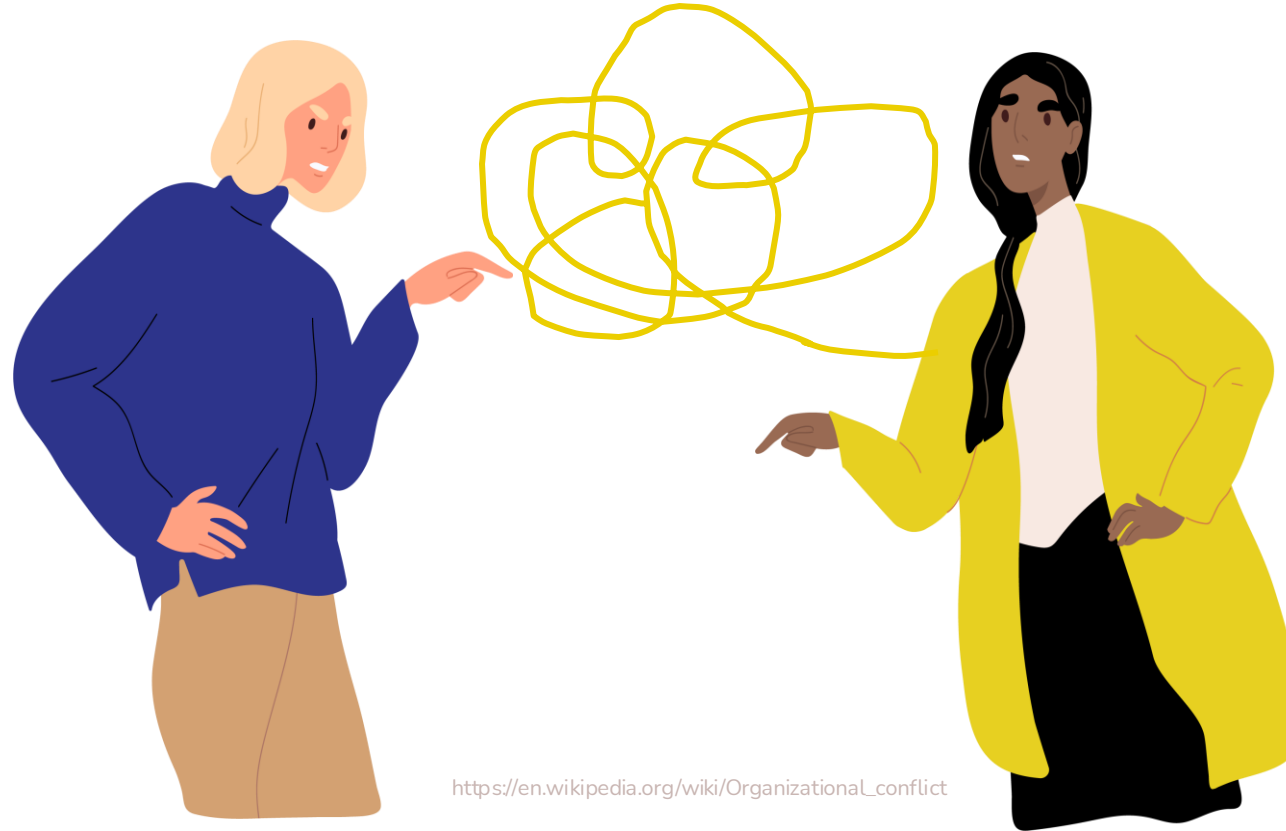
Examples

1. Workplace Conflict

A state of discord caused by the actual or perceived opposition of needs, values, and interests between people working together

An inevitable clash is the debate over who gets additional resources or investments

**A Conflict can be a
Difference of Opinion**



Incivility

Definitions

Examples

2. Incivility

Rude or unsociable behavior or speech that is often viewed as an offensive comment. Showing disrespect towards others

Belittling comments or dismissive gestures, spreading false rumors

A complete lack of respect towards a colleague



Bumper Car Moments®

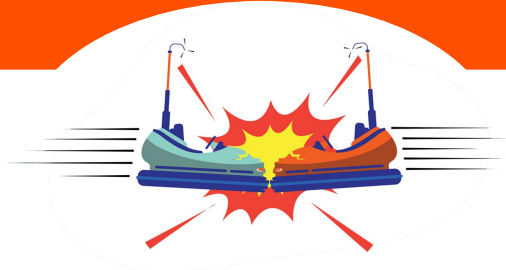
Definitions

Examples

Bumper Car Moments®

When we feel emotionally triggered or wound up by something that happened in the workplace

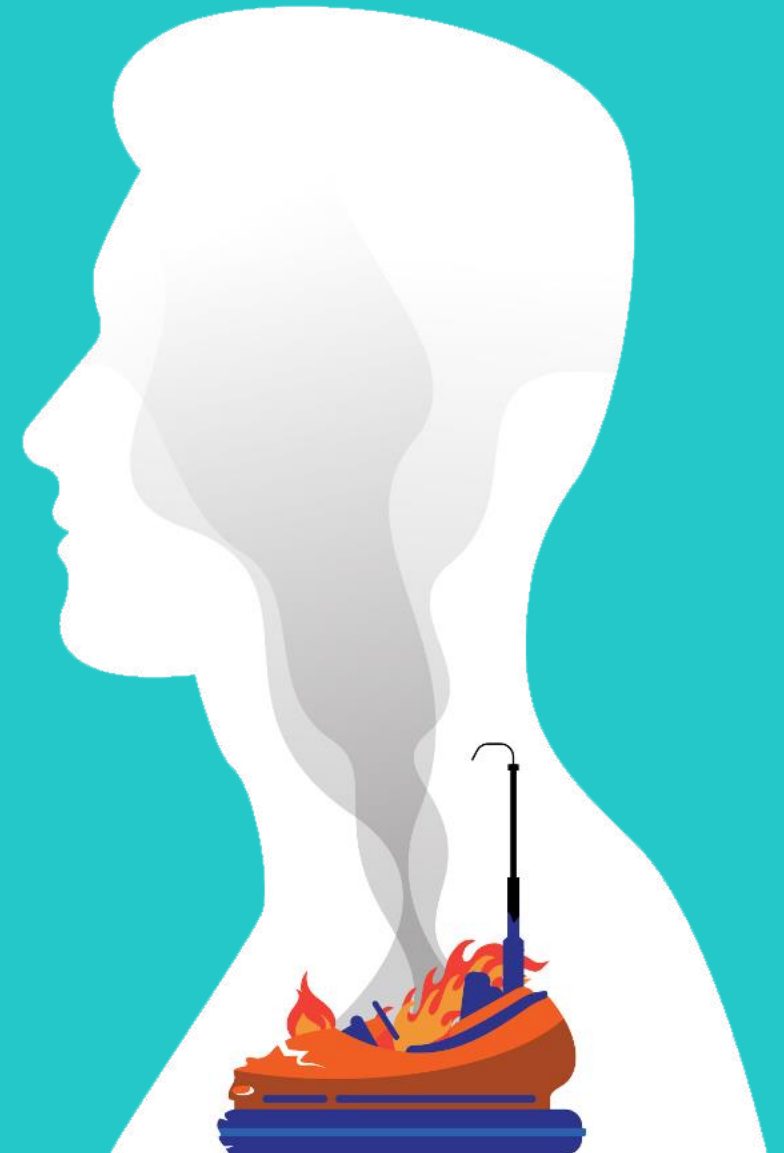
Our boss is ignoring us leading to a state of anxiety



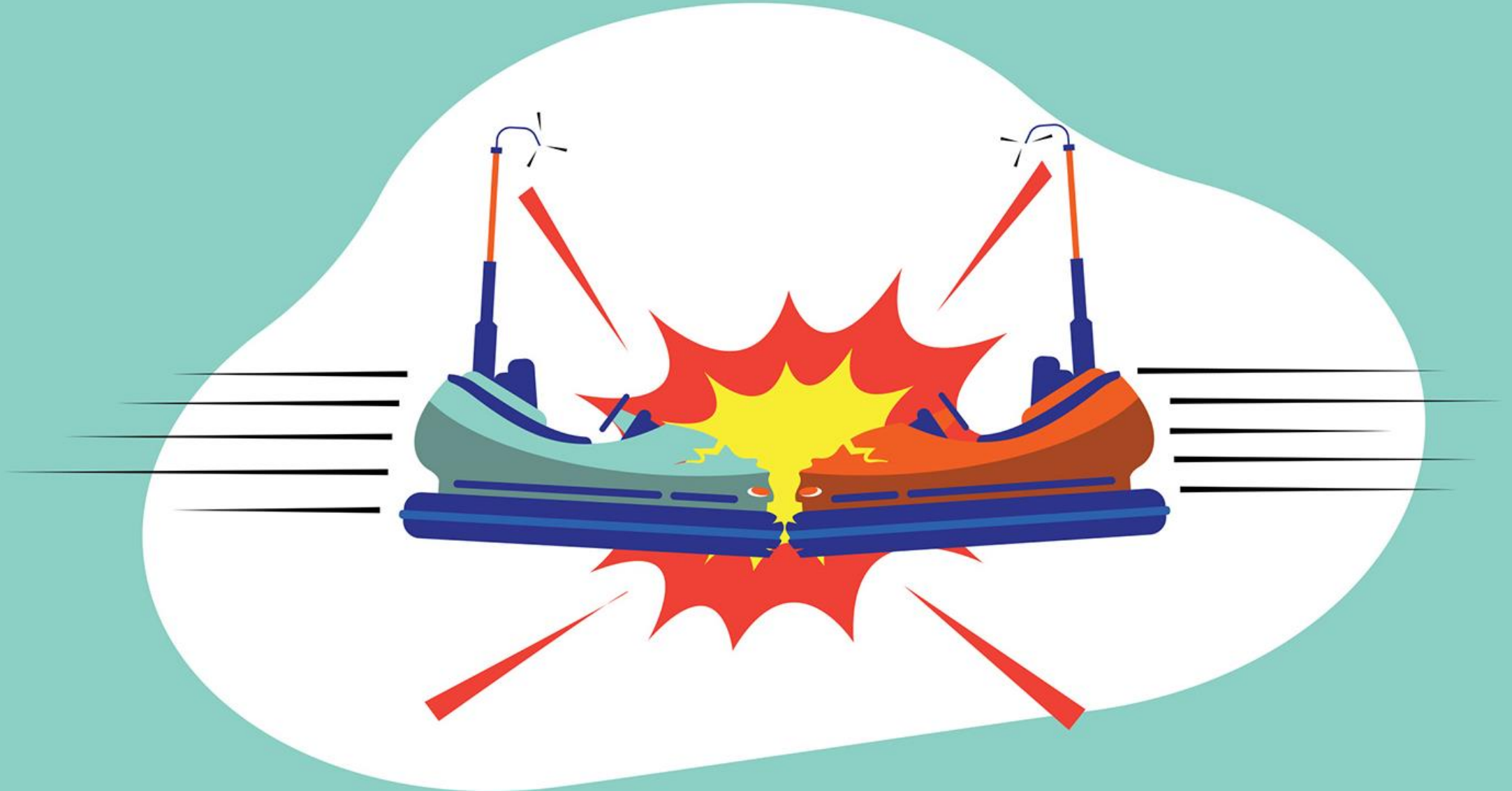
- **Someone does something that upsets us**
- **We unintentionally cause another to get upset at us**
- **Our own assumptions and stories occurring in our minds cause us to get upset**
- **It feels like there has been an emotional “crash” that has occurred**



***Workplace Conflict
and Acts of Incivility
Result in Bumper Car
Moments[®]***



The Workplace is Full of Bumper Car Moments!!!!





HR Workplace Conflicts

Boss
Unhappy

Not Clicking
w/ A Key Exec

A colleague
who pushes
your buttons

Aggressive
peer

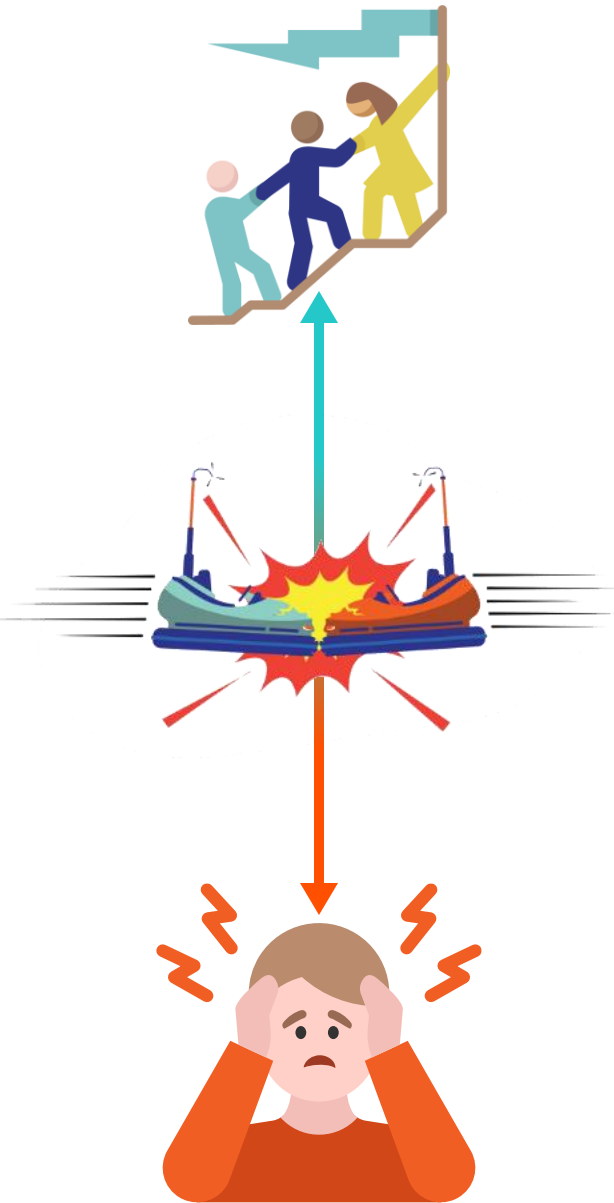
Feeling in
Trouble

Disappointing a
Stakeholder

Fire Starters in Our Companies

- 🔥 Everyday misunderstandings
- 🔥 Beliefs and expectations around how respectful behavior *should* look
- 🔥 Perceptions of unfair treatment
- 🔥 Grudges carefully cultivated in secret
- 🔥 Personal stresses
- 🔥 Inadvertent rudeness
- 🔥 Other people's triggers triggering you





How we respond to Bumper Car Moments at work will determine if we become **overwhelmed and anxious** or leverage these moments to transform workplace conflicts into **opportunities for growth, resilience and trust.**

It all starts with our
relationship with ourselves.

Have you ever felt...?




An Early Career Story.....



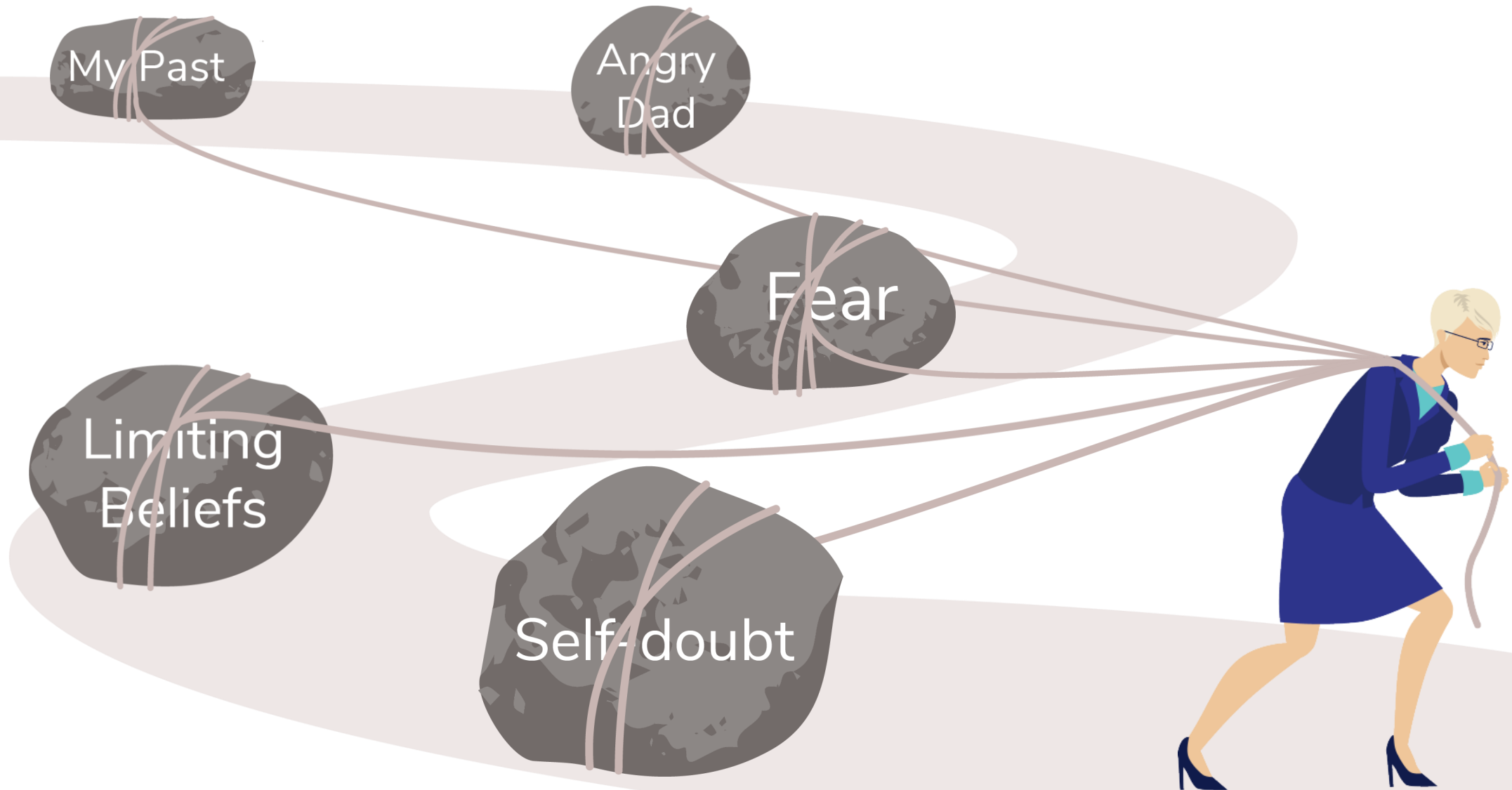
The Impact...



An illustration featuring two women and a dog. The woman on the left has dark hair and is wearing a blue sleeve. The woman on the right has dark hair, wears glasses, and is wearing an orange sleeve. A brown and white dog is positioned between them. Above the women is a large, white, cloud-like thought bubble containing the text "I'm not good enough". The background is dark with some light blue and grey shapes, and several small white circles of varying sizes are scattered around the thought bubble.

I'm not
good enough

I was clueless how much my past was affecting me in my career





Growing up in a Dysfunctional Home

Adverse Childhood Experiences (ACES) Study: CDC and Kaiser Permanente

Looked at counts of experiences of negative things and family challenges that happened to us before age 18

Abuse

- Physical
- Emotional
- Sexual

Neglect

- Physical
- Emotional

At the core of
ACES is adversity
and toxic stress

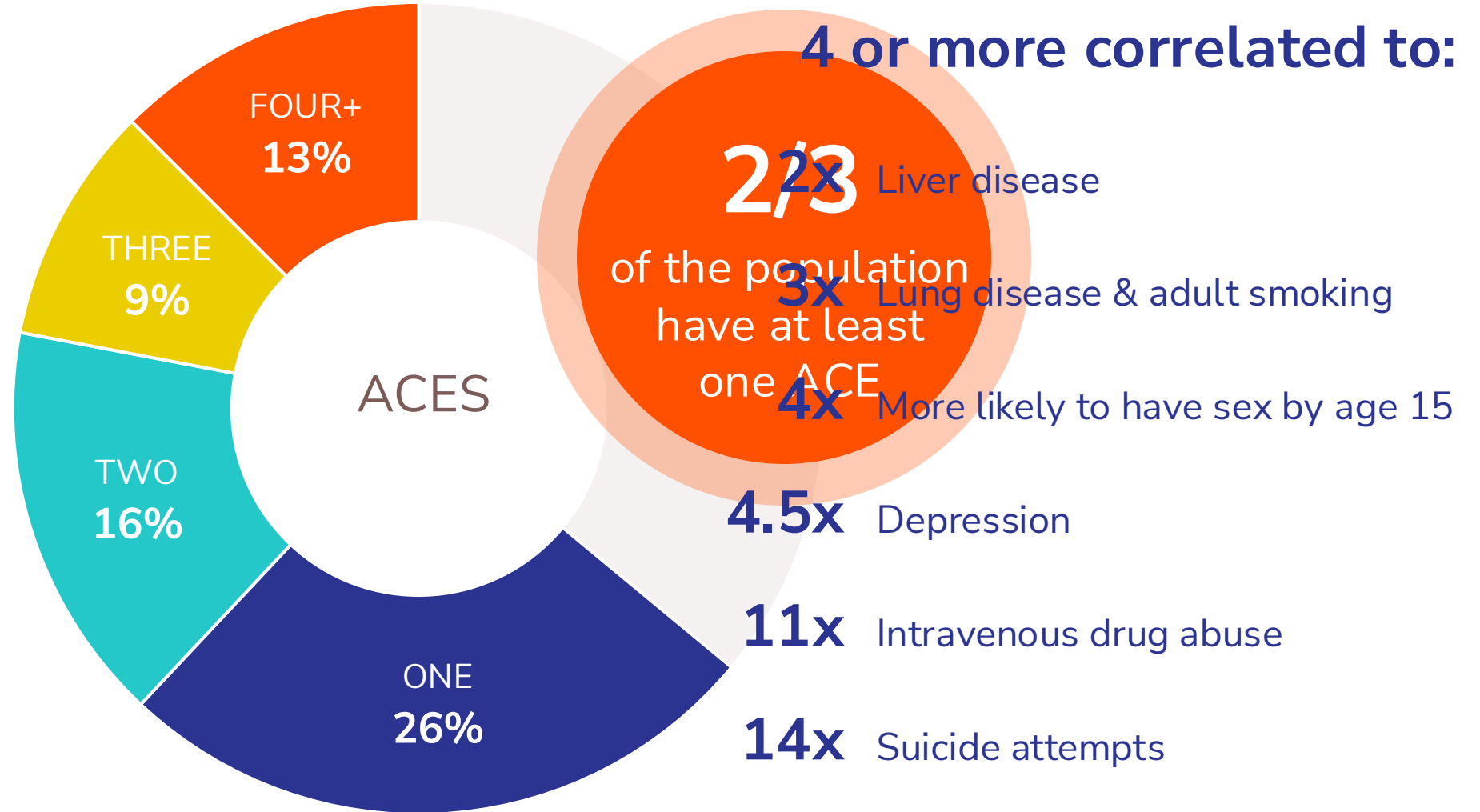
Household Dysfunction

- Mental Illness
- Substance Abuse

Household Dysfunction

- Divorce or Separation
- Domestic Violence
- Incarcerated Parent

Adverse Childhood Experiences (ACEs)





“

Trauma, big T or little T, means having experienced moments of perceived helplessness.

The situation in question may or may not have been life-or-death, but to a child with an undeveloped brain, it may have seemed that way.”

- Jeff Wilson, Therapist to Dr. Peter Attia, MD
- Referenced in Dr. Attia's book: *Outlive The Science & Art of Longevity*

Trauma in our past directly and unconsciously impacts how we think about ourselves and others at work.

By the way, this is hurting our organizations too:



- Civility
- Psychological Safety
- Performance
- Culture
- Engagement & Retention

You Might be Thinking...

My childhood
wasn't that bad.

I must protect
the family
secrets

I must protect
my parents'
reputation

Why dwell
in the past?

11 Years Later...



THE "PIRATES"

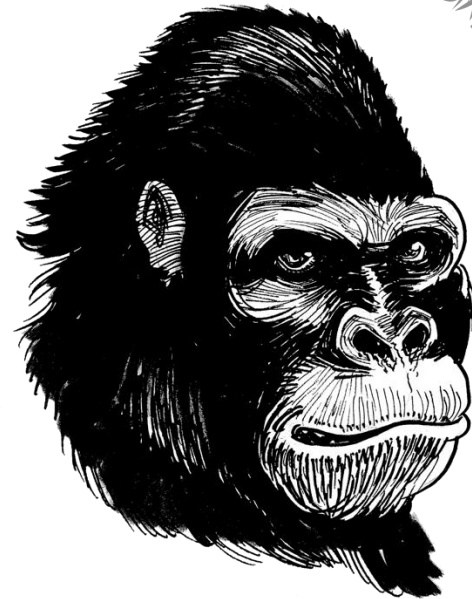
11 Years Later...



THE "PIRATES"



What was Tighlyshapp Being... Oh MY!





I Needed To Take Accountability For My Part





My Story is not Unique...



When we claim our power in the workplace, these painful experiences will improve, and we can discover **deeper self-acceptance and have more civil relationships at work.**



Plus, Our Organizations Win Too:



- Effective Relationships
- Civility
- Engagement
- Retention
- Performance

= An Optimized Workforce

The Workplace



Emotional Explosion!

Bullies
Pushing your
buttons

Feeling
angry

Feeling
small

Feeling
unheard

Feeling
attacked

Possible Limiting Beliefs or Messages We May Carry...

I am
unloved.

I'm not
worthy.

I am stupid.

I'm not good
enough.

I can't do
anything
right.

I deserve to get
in trouble.

How this Shows up in Our Careers.....



Some of the Costs:

FOR US

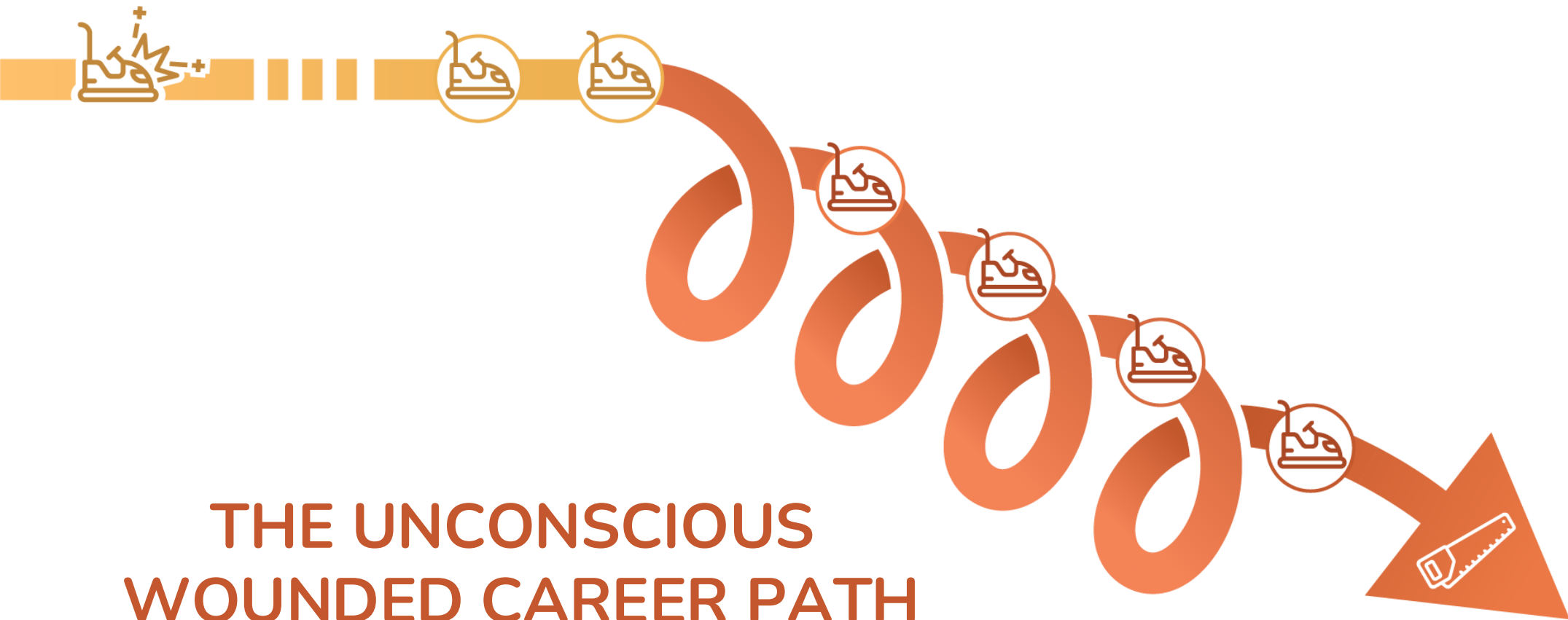
- Workaholism
- Addictions
- Distant relationships w/ loved ones
- Neglect our children
- Failed marriages
- Health problems
- Painful distracting emotions

FOR OUR COMPANY

- Lack of civility
- Toxic culture
- Lack of psychological safety
- Strained work relationships
- Lost productivity
- Performance impaired
- Employee attrition

Example





THE UNCONSCIOUS WOUNDED CAREER PATH

PAINFUL
EMOTIONS

Example



THE CONSCIOUS HEALING CAREER PATH

EMOTIONAL WELL-BEING



The Choice

EMOTIONAL
WELL-BEING



THE CONSCIOUS
HEALING CAREER PATH



THE UNCONSCIOUS
WOUNDED CAREER PATH

PAINFUL
EMOTIONS

You have a choice.

3-Step Process for Handling Bumper Car Moments

Rapid Power RECLAIM®

1



Create
Choice

Discharge the physiological energy in your body through sound, movement and breathe

2



Elevate
Action

Take conscious positive action vs replaying old behavior patterns (perfectionism, people pleasing)

3



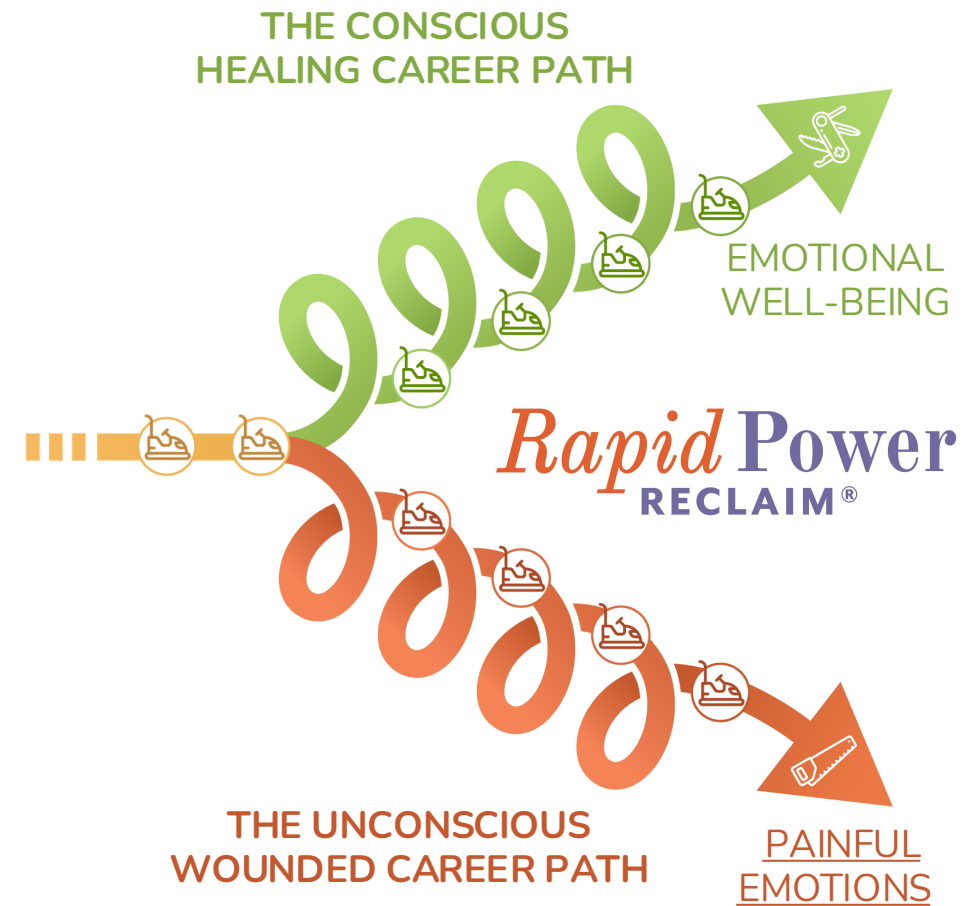
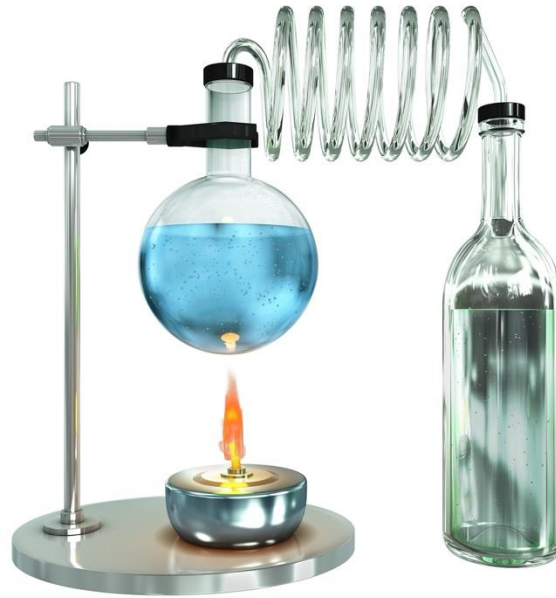
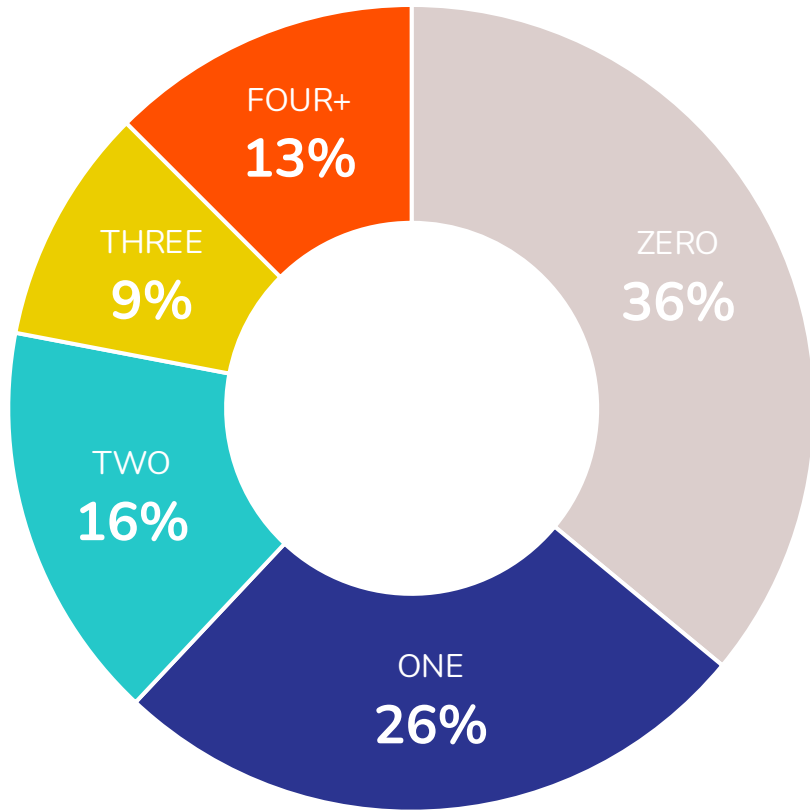
Celebrate
and Integrate

Take time to recognize your elevated action to anchor in your new response into your identity

The Cost of 1000s of Bumper Car Moments Everyday at Work



3 Things to Remember



1

2/3 of us have one ACE

2

The Workplace is Your Lab

3

You have a Choice

The Benefits

FOR US

- Better manage our own reactions.
- Lower the volume on self-limiting beliefs
- Reduction of exhausting perfectionism & people pleasing
- Less time ruminating and stuck in painful emotions
- Improved relationships at home

FOR OUR COMPANY

- Leaders with more regulated reactions
- Handle tense moments with colleagues
- Neutralize emotionally charged workplace moments
- Take elevated actions that enhance culture and civility
- Unlock more performance and potential from your team

YOU'RE INVITED!

Your Invitation is to:

1. Manage Yourself

- ▶ Know your limiting beliefs, triggering experiences and behavior responses.
- ▶ Pay attention to how you show up in Bumper Car Moments®
- ▶ Apply the Rapid Power Reclaim®

2. Be the Steady Hand for Others

- ▶ Role model self-management and regulation
- ▶ Show up as your highest functioning adult self, every day
- ▶ Communicate anti-harassment and respect policies


3. Be the Bridge Builder

- ▶ Coach colleagues in managing their BCMs
- ▶ Remember, we are often managing tensions (polarities) not problems



Take a Free Assessment



 SUSAN SCHMITT WINCHESTER

FREE ASSESSMENT


Identify Your Path to Less Workplace Stress

Feeling stressed and burned out in your career? Your past may be to blame. Identify your true source of stress and gain practical insight into how to move through it.

First Name Last Name

Email

TAKE THE QUIZ →



Take the first step in understanding and overcoming your workplace stress. A more fulfilling work life begins here.

- ✓ **Identify your unique stressors:** Gain insights into how your past influences your current workplace stress.
- ✓ **Enhance your career satisfaction:** Implement actionable steps to create a balanced and fulfilling work life.
- ✓ **Receive personalized strategies:** Learn effective methods to manage and overcome your stressors.



Susan J. Schmitt Winchester & Associates, LLC

Focused on Leadership Excellence
to Optimize Performance, Human
Potential, Engagement and Retention



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3 Proprietary Frameworks To Achieve This:

1

The Healing at Work® System: Elevates leader and team EQ leading to a more performance-oriented culture

2

The Suitability Model®: A powerful method for talent assessment underlying all talent decisions

3

Leadership Synchronicity™: The Power of Leader Self-Awareness, Self-Regulation and Coaching



Thank you!