



Creating more human workplaces

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This session

- Why does more humanity and more love matter?
- What blocks us from being more human at work?
- What might 'human' mean in practice?
- What can we start to do?

Why I talk about love



What % of people said love mattered at work?

2018 Research

With more love:

- I'd shine more brightly
- Have more personal joy and satisfaction
- Be able to push myself more
- Make braver decisions
- Less competitiveness with each other
- More trust, more sharing, more giving
- Unusual responses to complex challenges would emerge

What do we mean by love in the workplace?

- **Care:** empathy and compassion, kindness, what's right for that person, nurture, encourage, protect, giving, wellbeing
- **Listening:** full attention, genuine interest, giving people your time
- **Sacrificing:** prioritising others, generosity, contributing to them, sacrificing your personal time to help others develop, 'eating last'
- **Accountability:** boundaries, setting and adhering to high standards, holding a high bar, having the tough conversations, giving feedback
- **Acceptance:** really 'see' people, whole person, 'all broken and wonky at some level', warts and all

What else?



- Hope
- Forgiveness
- Appreciation
- Joy
- Creativity
- Expression
- Gratitude
- Wonder
- Seeing the bigger picture ...

Blocks

- Compassion, empathy, kindness is gendered
- Traditional models of organisation don't factor in humanity
- Love is a tricky word to use
- Adverse Childhood Experiences
- 'You can't be a hurried person and a loving person'

What might we do?

1. Create space
2. Poke the organisation
3. Ask people
4. Listen



Intervene to create space

- Equip managers with a full sense of what wellbeing means
- Make people's jobs smaller
- Mandate for space between meetings
- Help people create clear boundaries - say no



Gently poke your organisation



- In what way does this policy support the human being?
- Specifically, what are the most human aspects of this restructure?
- In what ways is x compassionate?
- How might we defend this as a human approach?
- This doesn't look very human to me.

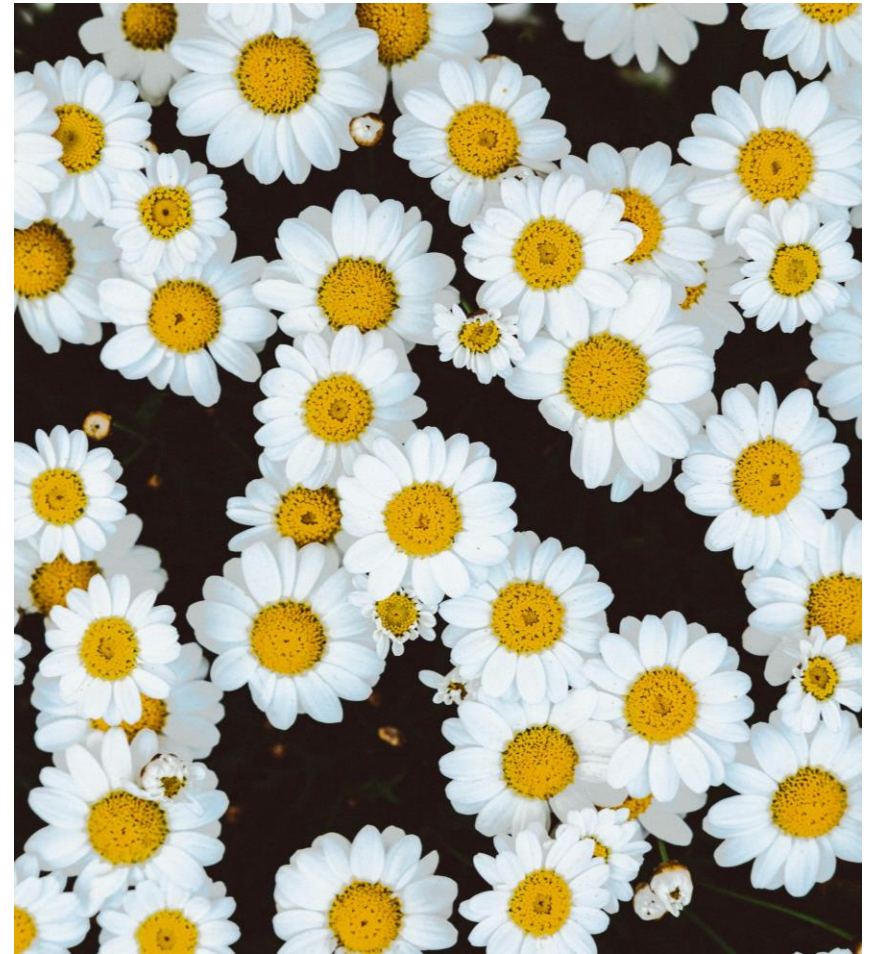
Ask your colleagues



- How are you doing? How are you doing *today*? How are you doing, *really*?
- What are you reading right now? When's your next holiday? What's bringing you joy at the moment?
- What are you doing right now to take care of yourself?
- What would make work feel more human for you?

Listen

- A 'check in' at the start of each meeting
- Give someone your full attention - as if they REALLY mattered to you
- Learn about people's back stories to develop greater understanding and compassion



Summary

‘I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.’

So help people feel like human beings.



Keep in touch



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