Unlocking Human Potential Through an *Emotionally *Intelligent Workplace
My husband said I have unusually low emotional intelligence.

I said, “Listen Bill, I mean, Jim!!!!”
I told my co-worker Susan that she looked incredible for having just had her first baby.

She said, “Jen! I’m due in three weeks!”
When I see someone crying at work…

I kindly ask them, “Can you please fix the jammed community printer?”
MY IDIOT BOSS FAILED MY PERFORMANCE REVIEW...
HE SAID I HAVE POOR ATTENTION TO DETAIL!

I'M STANDING RIGHT BESIDE YOU, TOM...
'YOUR IDIOT BOSS!'
How many of you would describe your workplace as:
emotionally (or) intelligent?
Unlocking Human Potential Through an *Emotionally *Intelligent Workplace

Colleen Conklin, MSPH
Global Research Director, Sodexo

IFMA World Workplace
Phoenix - October 2019
UNLOCKING HUMAN POTENTIAL THROUGH AN EMOTIONALLY INTELLIGENT WORKPLACE

Colleen, Conklin, MSPH
Global Research Director
Sodexo
What is Emotional Intelligence?

“Decades of research show that the best leaders and team members are high in emotional and social intelligence skills, including self-mastery, resilience under stress, empathy, influence and effective teamwork. These are the competencies that distinguish outstanding performers in the twenty-first century.”

Daniel Goleman
The World Economic Forum identifies EI as one of the top 10 competencies for 2020.¹

EI is a better predictor of success than previous experience or a high IQ.²

Image source: https://www.keystepmedia.com/emotional-social-intelligence-leadership-competencies/
Source 1: https://www.weforum.org/reports/the-future-of-jobs
Emotional Intelligence as a Workplace Characteristic

The workplace can cause or fulfill emotional needs.

Source: https://www.simplypsychology.org/maslow.html
What are the outcomes of an Emotionally Intelligent Workplace?

Organizations
- Profitability
- Retention
- Image

Employees
- Quality of Life
- Engagement
- Self-Fulfillment
FM professionals have a responsibility to:

1. Understand the role of emotions in the workplace, both obvious and hidden
2. Fully embrace emotional intelligence in the workplace and reflect it in design and amenity strategies
3. Provide spaces that help people integrate the emotional and rational parts of themselves

What does this mean for FM?
What does an Emotionally Intelligent Workplace look like?
Employees are consumers, too—and 94% of consumers believe businesses do not understand their experiences.

Practices like experience design can help uncover workforce needs and motivations.
Employee Experience Research Tools

**Ethnography**: scientific description of the customs of individual peoples and cultures

**Internet of Things**: the smart workplace can use technology to enable efficiency and improve employee quality of life

**Data Science**: predictive capabilities to drive intelligent decisions for a better workplace with reduced costs
Understanding Employee Expectations in the Workplace

Reimagining the Employee Experience

View the study report at: Sodexo.com/workreimagined/Sodexo-Study-Reimagining-the-Employee-Experience.html
Global Workplace Study by Sodexo
Workplace Essentials & Enhancers for the Multi-Generational Workplace

22 Workplace Experience
Essentials and Enhancers

View the study report at: Sodexo.com/workreimagined/Sodexo-Study-Reimagining-the-Employee-Experience.html
Study Participants

3,593
Business & Industry employees

18-24 = Gen Z
25-34 = Millennials
35-44 = Xennials
45-54 = Gen X
55 and above = Baby Boomers
The New Workplace Blueprint

84% of CEOs rated the need to improve the employee experience an important or very important issue.

Deloitte, 2019 Global Human Capital Trends

Digital Disruption

Generational Shifts

Evolving Workstyles

Employees as “Consumers” of the Workplace

New Expectations

Finely-tuned, Fluid & Flexible Workplaces
Emotionally Intelligent
People-Focused Workplace

To unlock human potential, employee needs must be met:

- Health & wellbeing
- Personal growth
- Connectedness
- Efficiency

But for many employees, these needs are not being fulfilled

Globally, 40% of employees do not believe that their workplace enables them to work productively.

Leesman, *The Workplace Experience Revolution*
EXPERIENCE ESSENTIALS
Experience Essentials

- **Workplace cleaning**: Essential or Important: 81%
- **Site security and access**: Essential or Important: 79%
- **Computer services / IT support**: Essential or Important: 79%
- **Communication / audio / visual equipment**: Essential or Important: 74%
- **Repair services / work orders**: Essential or Important: 74%
- **Breakroom / coffee services**: Essential or Important: 74%
- **Mail and package services**: Essential or Important: 69%
- **Meeting room management (booking, catering)**: Essential or Important: 67%
EXPERIENCE ENHANCERS
Experience Enhancers: Food, Health & Well-Being

EMERGING EXPECTATION
I expect my organization to offer healthy food

% who ‘strongly agree’ or ‘agree’

- Gen Z: 79%
- Millennials: 80%
- Xennials: 77%
- Gen X: 68%
- Boomers: 59%
Experience Enhancers: Making Employees’ Lives Easier

EMERGING EXPECTATION
I expect my organization to offer services that make my life easier

<table>
<thead>
<tr>
<th>Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gen Z</td>
<td>82%</td>
</tr>
<tr>
<td>Millennials</td>
<td>79%</td>
</tr>
<tr>
<td>Xennials</td>
<td>76%</td>
</tr>
<tr>
<td>Gen X</td>
<td>67%</td>
</tr>
<tr>
<td>Boomers</td>
<td>58%</td>
</tr>
</tbody>
</table>

% who ‘strongly agree’ or ‘agree’

Workplace concierge / personal assistant: 46%

Personal travel services: 58%

Onsite or offsite childcare: 58%

Transportation services (shuttles, car sharing): 62%
In Summary: An Emotionally Intelligent Workplace can Unlock Human Potential

Understanding what motivates employees is an evolving challenge.

Younger generations are at the forefront of change. However, age is just one factor to consider.

Innovative organizations are using data to understand their people and create a differentiated experience that:

- Enhances quality of life
- Boosts employee performance
- Promotes talent attraction & retention
Thank you!

Colleen Conklin
Sodexo

• 813-335-7160
• Colleen.Conklin@Sodexo.com
IMAGINE A WORKPLACE WHERE PEOPLE CAN INVENT, INSPIRE, LEAD, AND LEARN—AND CREATE A BETTER TOMORROW. A WORKPLACE THAT DELIVERS THE BEST QUALITY OF LIFE FOR YOUR ORGANIZATION, YOUR EMPLOYEES, AND YOUR COMMUNITIES.

Work Reimagined was created for leaders passionate about creating a great workplace. The Work Reimagined content platform provides the latest research, ideas and insights to deliver a great workplace experience.

To learn more, visit www.sodexo.com/workreimagined

ABOUT SODEXO

Sodexo is the only company in the world that offers integrated Quality of Life Services to its clients—through On-site Services, Benefits & Rewards Services and Personal & Home Services. For over 50 years, we have developed unique expertise, backed by nearly 450,000 employees serving 100 million customers each day in 80 countries across the globe.