

## **The Human Element<sup>®</sup>**

### **A 5-day Experiential Workshop**

### **Building Self-Mastery & Extraordinary Trust-Based Relationships**

The Human Element<sup>®</sup> is a powerful workshop which provides a framework, methodology, tools, and most of all, direct experience for relating self-awareness, truth, choice, behaviour, feelings and the self-concept to productivity in the workplace. These skills are critical to building self-mastery and trust-based relations. Extraordinary relationships are the currency of the new economy and key to achieving optimal productivity.

The Human Element<sup>®</sup> seminars have run for many years all over the world and the theory and methodology provide an original, integrated, powerful and simple approach to understanding the human aspects of work. The Human Element<sup>®</sup> was originally developed by Dr. Will Schutz in 1980, and continues to change and evolve with new research, business and scientific understandings.

#### **The Human Element<sup>®</sup> will:**

- ❖ Maximize individual and team potential.
- ❖ Build trust and improve collaboration among individuals and teams and throughout the organisation.



#### **In a safe yet challenging environment you will...**

- ❖ Experience directly how open, truthful relationships can build trust.
- ❖ Learn techniques to continuously increase your self-awareness, personal power and belief in your own ability to make a difference.
- ❖ Increase understanding of how your behaviour, feelings, self-concept and coping mechanisms affect your performance and the work climate.
- ❖ Understand what may be blocking you and develop your emotional intelligence to enable you achieve your true potential.
- ❖ Review your life and career, identify your patterns and develop greater flexibility and ability to choose your feelings and actions.

*"Free of the simplistic gimmickry of so many of the current training fads...The Human Element manages for the first time to introduce the significant, key dimensions that will make the greatest difference in effective operations of all organizations. A true breakthrough."*

**Warren Bennis**, Ph.D., Distinguished Professor, University of Southern California

### ***Transform knowledge into action***

**Self-awareness and interpersonal skills are the key to effective leadership and management.**

**Leaders and managers who cannot manage themselves, who lack self-knowledge and self-mastery, will eventually fail at managing others.**

In action, self-knowledge/self-mastery looks like...

- ❖ keeping calm in tense meetings
- ❖ responding calmly when confronted with emotional outbursts
- ❖ reading the emotional tone or climate in the room and responding appropriately
- ❖ being able to change limiting or defensive behavior
- ❖ remaining centered in chaotic situations
- ❖ responding with style and grace in conflicted situations
- ❖ staying engaged and focused
- ❖ knowing and managing one's own hot buttons
- ❖ speaking openly and honestly



**Leaders and managers who do not understand and connect with others will eventually fail at producing exceptional results:**

In action, understanding and connecting with others looks like...

- ❖ knowing what truly motivates people
- ❖ understanding what triggers fear and resistance in others
- ❖ conveying deep respect and caring
- ❖ managing emotional issues gracefully
- ❖ unleashing high levels of motivational energy in others
- ❖ behaving in a fully trustworthy manner
- ❖ creating climates where others can be open and honest
- ❖ working through conflict skillfully

### **Organisational Benefits**

- ❖ Unblock conflict and resistance to change
- ❖ Acquire tools to drastically improve relationships
- ❖ Release energy and increase creativity through reducing defensive behaviour
- ❖ Increase genuine engagement and quality of communication
- ❖ Reduce political behaviour driven by fear, avoidance or self interest
- ❖ Create environments that foster increased self-esteem - the heart of improved productivity and sustainable change

*"The programme was probably the most transformative one I have engaged in. I quite literally felt myself to be a changed person and am still working through the changes. Others have witnessed the differences and commented on the revolutionary effects"*

- Director in the educational sector

### **Real Life Applications:**

- ❖ NASA has offered The Human Element® as their premier interpersonal relations course in their Leadership and Management Development Program for more than 20 years.
- ❖ Seagram's has used Human Element® worldwide in their Leadership Development Program.
- ❖ Memorial Sloan-Kettering Cancer Center made The Human Element an integral part of their leadership development training program in New York City.
- ❖ University Associates includes Human Element® as a required course in their Advanced Intern Program in Organization and Human Resource Development.
- ❖ The U.S. Army offers Human Element® as a regular part of their Leadership Development Program at the Civilian Leadership Training Program in Ft. Leavenworth.
- ❖ The Idaho Power Company provides Human Element® as the foundational emotional intelligence experience in their Leadership Development Program.
- ❖ The Mountain States Employer's Council requires Human Element® as the entry course for their Certificate in Organizational Development.
- ❖ EGG use the Human Element® with their staff to create excellent working relationships and high performing teams.

The Human Element® is now offered in 17 countries around the globe.

**The Human Element® Philosophy:**

- ❖ At the heart of all human functioning is the self.
- ❖ The best solutions to organizational and leadership issues require self- awareness as an essential first step.
- ❖ Deeper self-awareness leads to self-acceptance, self-accountability and then self-esteem.
- ❖ As individuals gain self-awareness and self-esteem, they become more open, collaborative and sincerely connected with their co-workers, customers and the community.

Understanding what drives human behaviour is essential for unleashing human potential and productivity in ourselves and others. What we believe and feel about ourselves drives our behaviour and eventually impacts everyone around us. Being productive, creative, innovative, and ethical all evolve from our core sense of self.

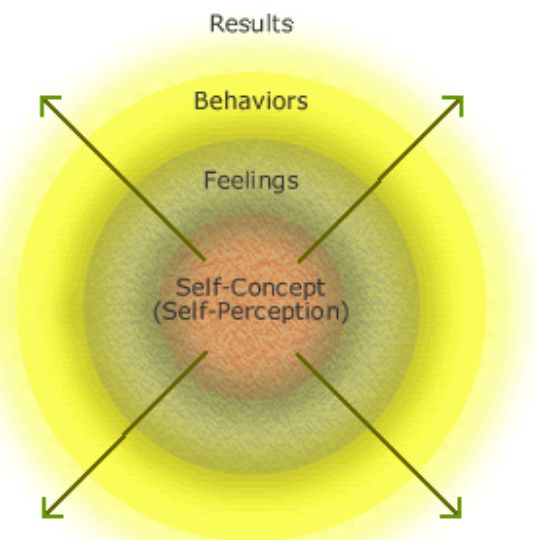
We relate to each other principally on the level of behavior. That behavior, however, is motivated ultimately by how we see and interpret the world around us. If we experience the workplace as threatening then this sense of danger can activate our own defensiveness.

Dr. W. Edwards Deming, a pioneer in the field of quality, maintained that achieving success in the workplace would be impossible without first driving the fear out of it. Why? Because he knew that fear inhibits creativity, innovation and commitment to quality; moreover it can fuel a whole range of defensive behaviors, namely sabotage, resistance, withholding, blaming, and retaliation. Quality is impossible when people are afraid.

On the other hand, when individuals and teams have a non-defensive mindset and the tools to speak openly, accountably and sincerely to each other, then a whole new level of collaboration and aliveness becomes possible. It is not just that the absence of fear makes things better, but that when we reduce fear in others and ourselves, exceptional motivation and creativity become available. A whole new spirit of excitement and mutual commitment emerges to confront business challenges.

Thus, the key to long-term, exceptional performance starts with building strong and trustworthy one-on-one relationships. First, this involves sincere self-reflection and self-accountability, and second, it involves cultivating skillfulness in understanding and authentically connecting with others.

**The Human Element®** offers you the opportunity to do both in a structured, friendly environment.



*The FIRO theory of interpersonal relations underpins Human Element® approach. The FIRO Elements questionnaires are key tools to apply in working towards a Human Element® organisation.*

**FIRO** (Fundamental Interpersonal Relations Orientation) theory, one of the most widely applied theories in the field, is a simple yet profound approach for understanding individuals, interpersonal relations and teams using three basic dimensions of human behavior: inclusion, control, and openness. All of our programs and assessments are based on this theory.

### **Books About the Human Element Approach**

The Human Element By Will Schutz

Profound Simplicity By Will Schutz

FIRO (The Interpersonal Underworld) By Will Schutz

Radical Collaboration By Jim Tamm & Ron Luyet

(Forthcoming HarperCollins)

The Human Element @ Work, Editors: Rhonda Parkyn  
& Rosa Walden

All books can be purchased from the resources section on our website [www.firo.co.uk](http://www.firo.co.uk)

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