Finding a Better Workplace Culture

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Final Capstone Presentation

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My name is Kimberly Parr. I currently work in Quality Management at a local hospital. Over the last year, our leadership team had developed a very negative work culture. It was only certain people, but it left the rest of us wondering what we could do. I decided to make this issue my capstone project and I made it my goal to create a positive, more welcoming environment for our employees.
Emotional Intelligence

- How does the research that I am performing or completing indicate awareness of self and awareness of others? Has this changed since your proposal creation? I've learned a lot about the domains and competencies of myself and others.
  - Self-awareness: emotional self-awareness
  - Self-management: adaptability and positive outlook
  - Social awareness: empathy and organizational awareness
  - Relationship management: teamwork, conflict management and inspirational leadership
Emotional Intelligence

“Bringing simmering issues to the surface goes to the core of conflict management,” (Goleman, D. and Boyatzis, R.E., 2017).
Emotional Intelligence - Why is my research valuable to others?

We now have a better understanding of why it is important not to sweep emotions and poor behaviors under the rug. Addressing issues with our employees & co-workers help us both to grow and figure out where each other are coming from.
We have developed a clear idea of what we want the future to look like for our company - a positive work culture. We have communicated this to our leadership team and other employees. We have developed plans and started our positive communication strategies.
Creative Thinking - Social Awareness

I was able to describe how better social awareness would enable our team to understand each other better and find more common ground.
Innovative Thinking - New Ideas & New Approaches

**Project** - Creating a better, more positive work culture/work environment in light of several negative employees

**Process** - Main stakeholders working together and understanding emotional intelligence

**Potential** - Figuring out why the negative culture started and knowing how to deal with it

**Outcomes** - A better work culture, more social awareness of leadership and employees
Innovative Thinking - Self-Awareness

“Every leader is responsible for becoming more aware of their moods and which ones should not be spread around the workplace.” (Bradberry, Travis, and Jean Greaves, 2009).
Innovative Thinking - Understanding Our Own Biases

“What happened to me at the moment the resentment occurred was an example of regression. There are times when something triggers a past memory and the feelings associated with that memory.” (Ross, 2020)
RESULTS - Benefits & Impact

- Better work culture
- More positive work environment
- Social Awareness
- New visionary leadership path
- Increased emotional intelligence
Qualitative Data

**Interviews** - Main stakeholders - CEO, Medical Director, Medical Executive Committee, Leadership Team

Self awareness, social awareness

**Surveys** - Verbal surveys - What do you think our culture is like? Positive or negative? What changes would you make?

New ideas and new approaches

**Observation** - How everyone treated each other while they thought no one was watching

Social awareness

**Group Discussions** - Goals for the future, expectations, new leadership plans - laid out plan of action

Understanding own biases, visionary leadership
I ultimately chose the action capstone because I knew that there would be an action and change that would be made. Our entire company will benefit from the changes we have started to implement. Stakeholders and leadership know have a better understanding of expectations of our company, along with emotional intelligence and its impact on a better work culture.
Resources


Bradberry T. and Greaves, J. (2009) Emotional Intelligence 2.0

Ross, Howard J. (2020). Everyday Bias: Identifying and navigating unconscious judgments in our daily lives, Rowman and Littlefield