



The five drivers of healthy workplaces: Using neuroscience to boost performance and engagement

Abbey Louie



Today's speaker



Abbey Louie
Leadership Trainer + Coach
[@abbeywlouie](#)

What makes a team effective?



Key drivers of team effectiveness

Google's Project Aristotle

1 Psychological safety

2 Dependability

3 Structure + clarity

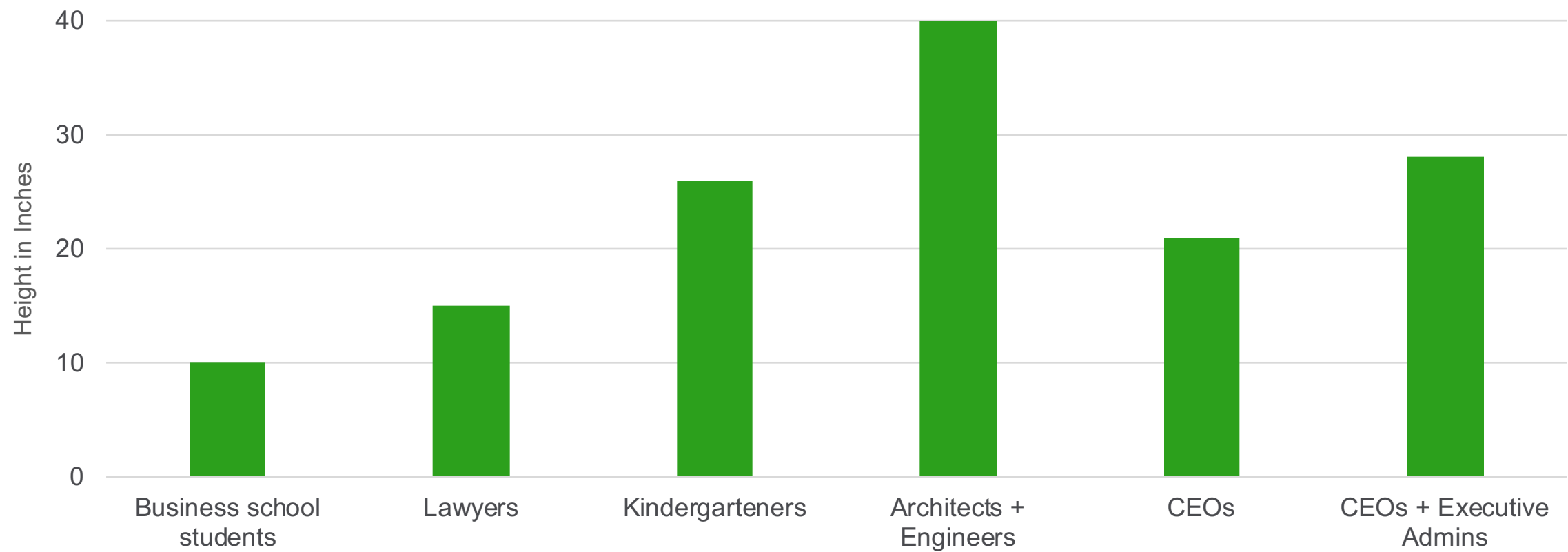
4 Meaning

5 Impact





Marshmallow tower results



Source: Tom Wujec, TED April 2010




The responsibility of leadership is not to come up with all the ideas, but to create an environment in which great ideas can thrive.

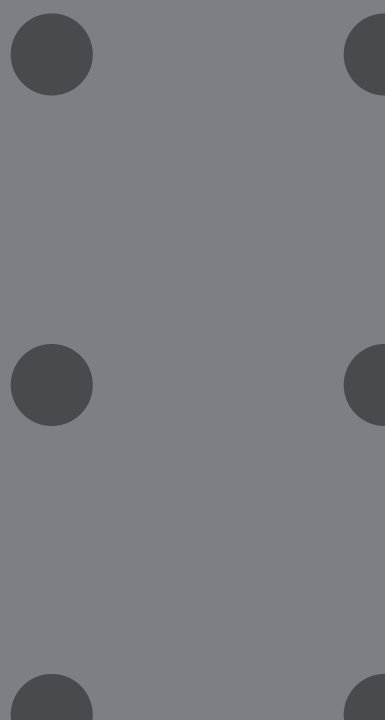
Simon Sinek







To access your team's best work,
enhance and don't threaten
their social well-being

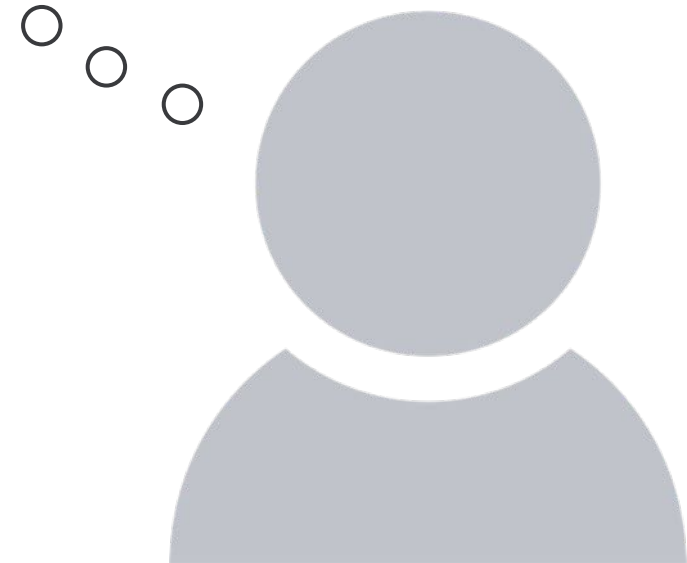


SCARF Model

Status

Our relative importance to others

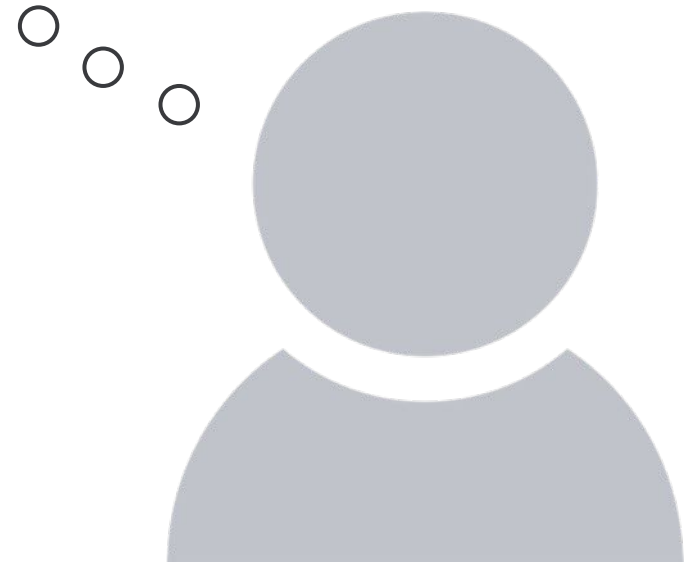
Do others value me here?
Am I important to others?
Do others appreciate me?



Certainty

Our ability to predict the future

Am I clear on what's expected of me?
Do I know where we're headed as an organization?

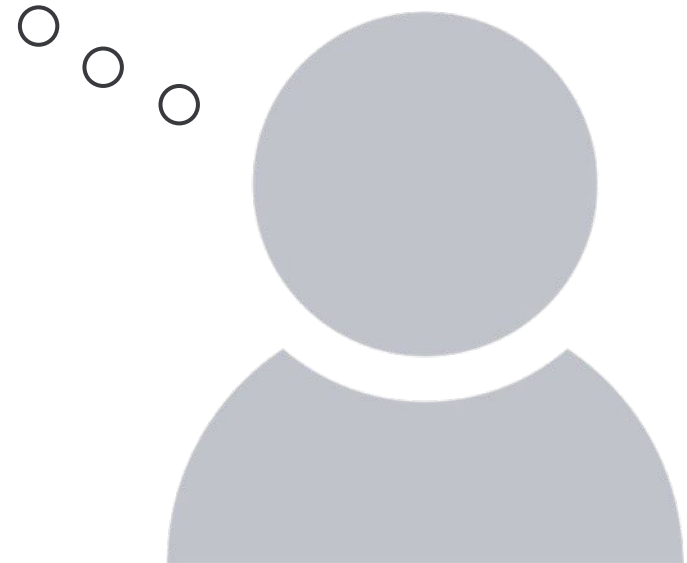


Autonomy

Our sense of control + choice

Am I trusted to determine how to perform my work?

Can I make decisions or at least provide input on them?



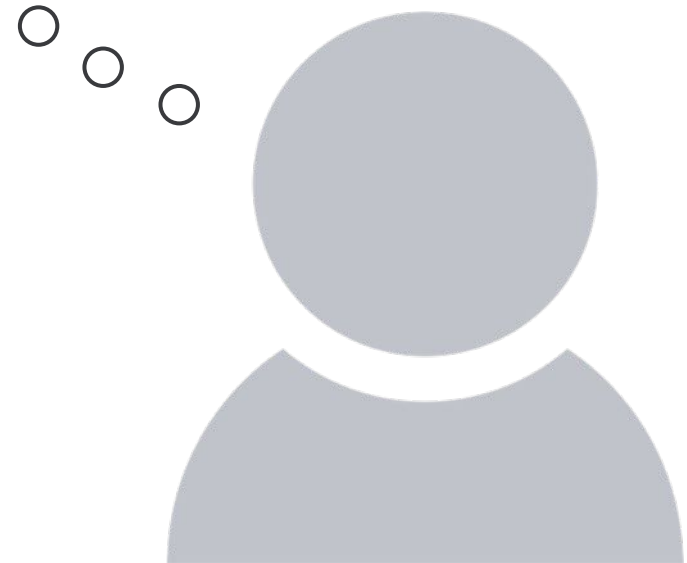
Relatedness

Our sense of belonging

Do I belong here?

Am I part of the 'in' group?

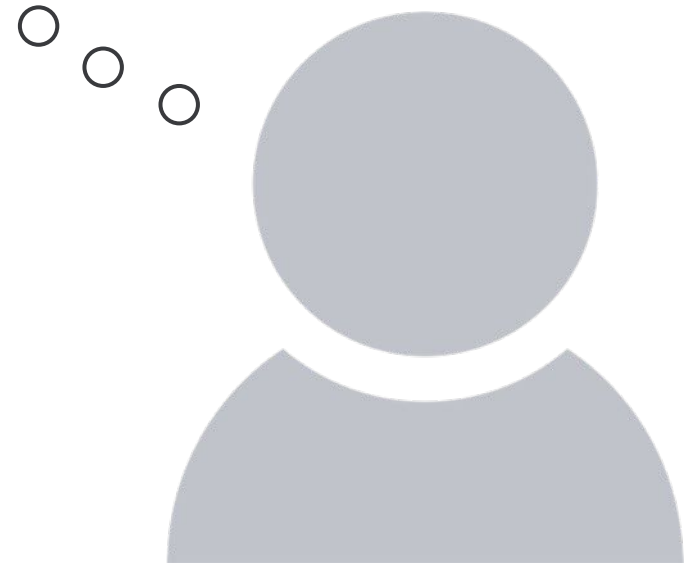
Do others care about me?



Fairness

Our sense that exchanges are fair

Are decisions, processes, and
policies just and unbiased?
Do I feel disadvantaged?



SCARF

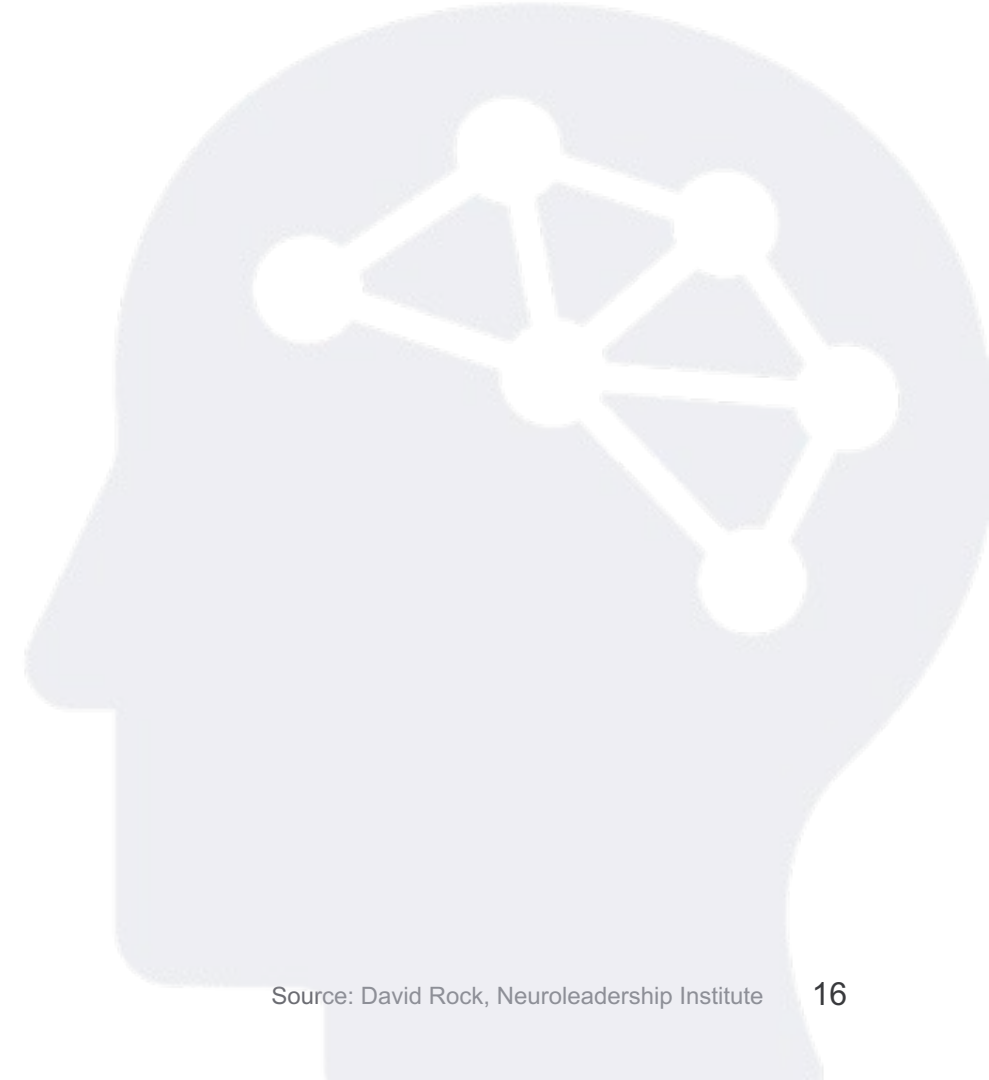
S: Status

C: Certainty

A: Autonomy

R: Relatedness

F: Fairness



SCARF

S: Status

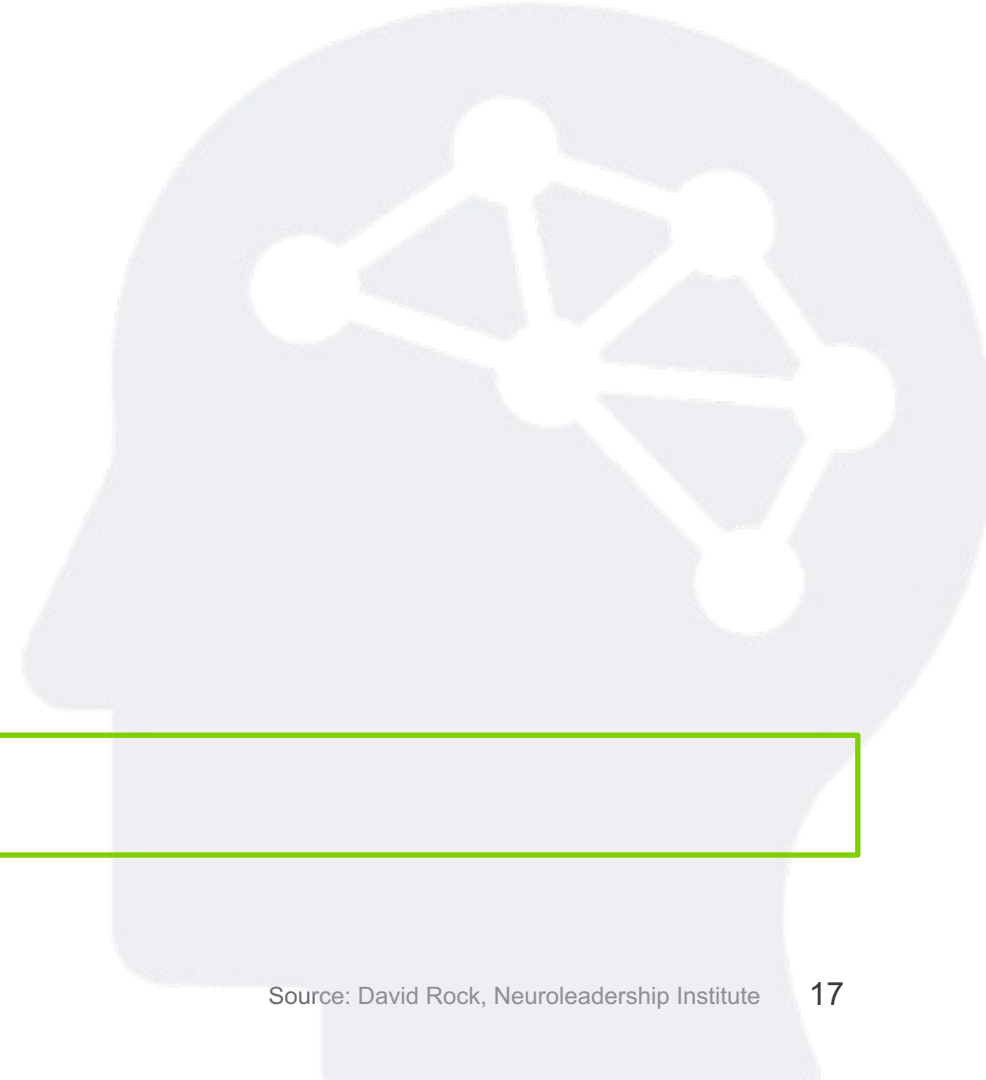
C: Certainty

A: Autonomy

R: Relatedness

F: Fairness

What's most important for you?



SCARF

S: Status

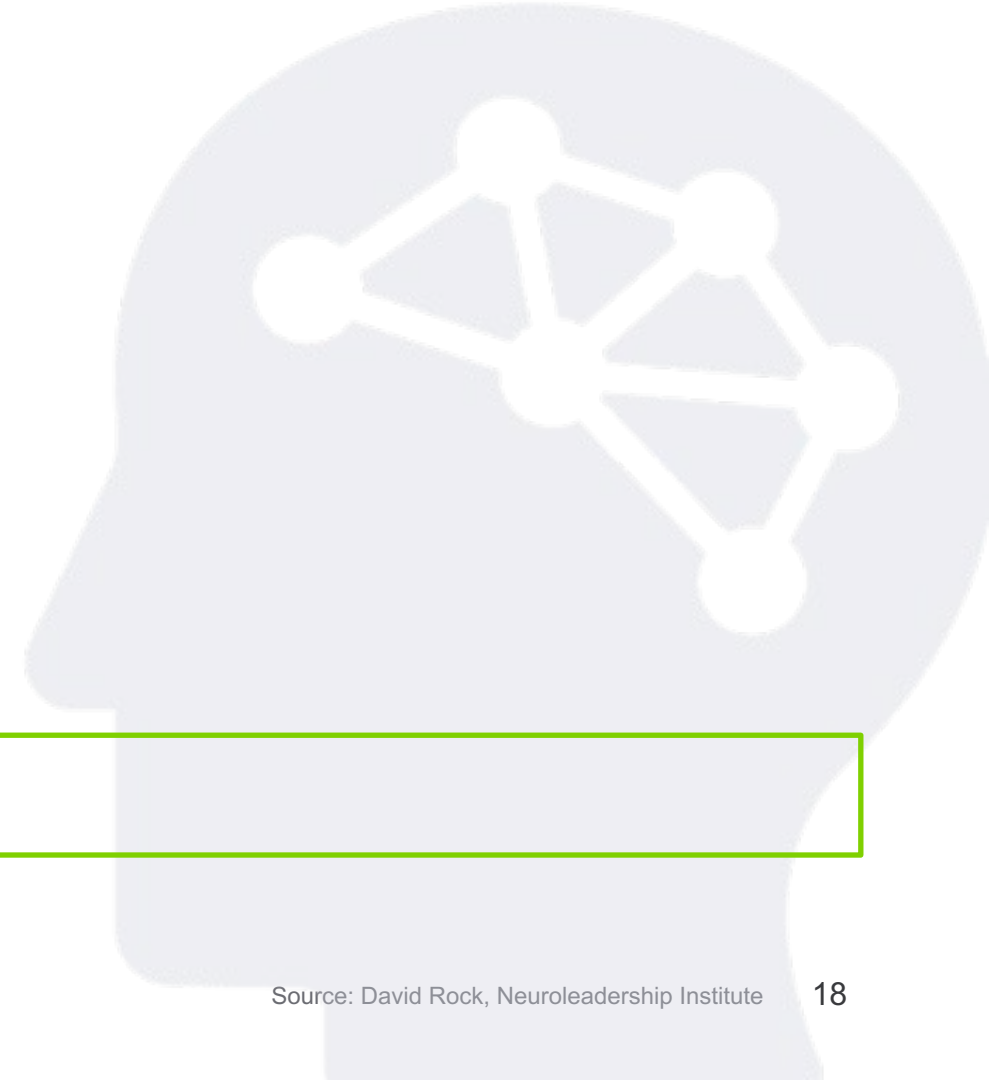
C: Certainty

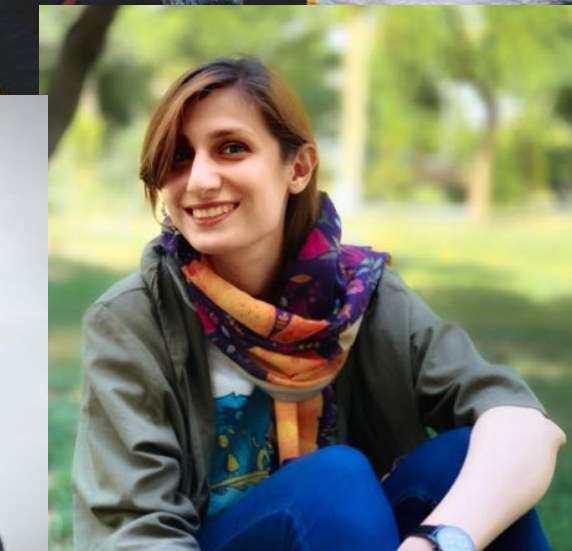
A: Autonomy

R: Relatedness

F: Fairness

What does your team need?





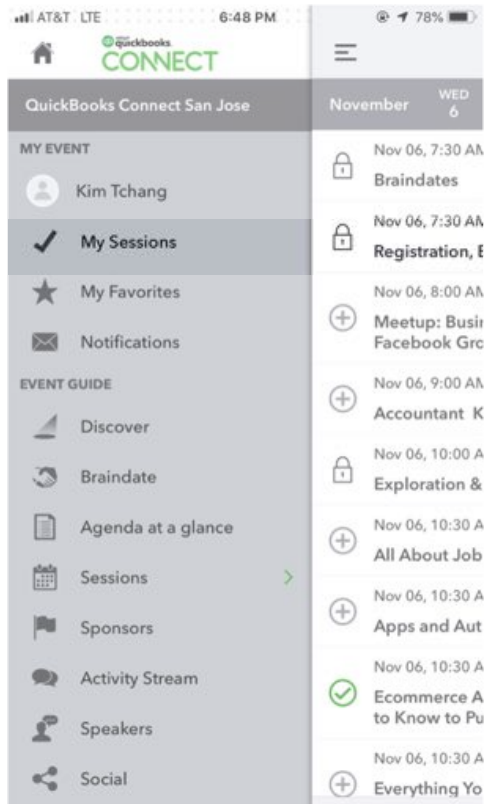


Questions?

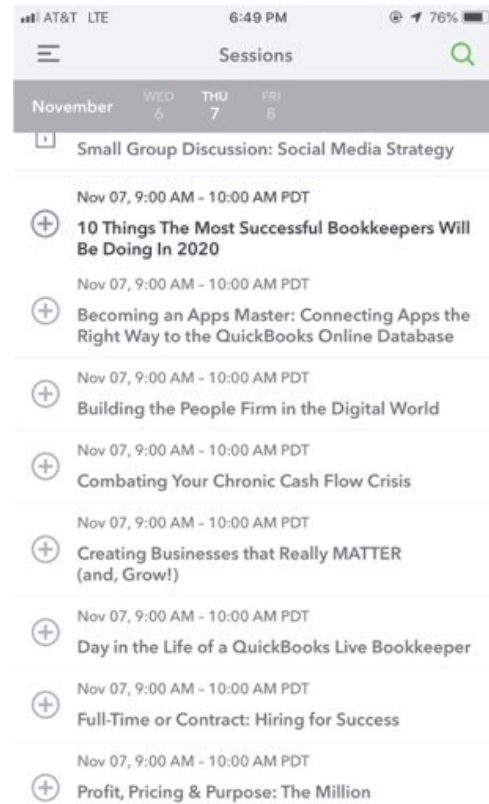
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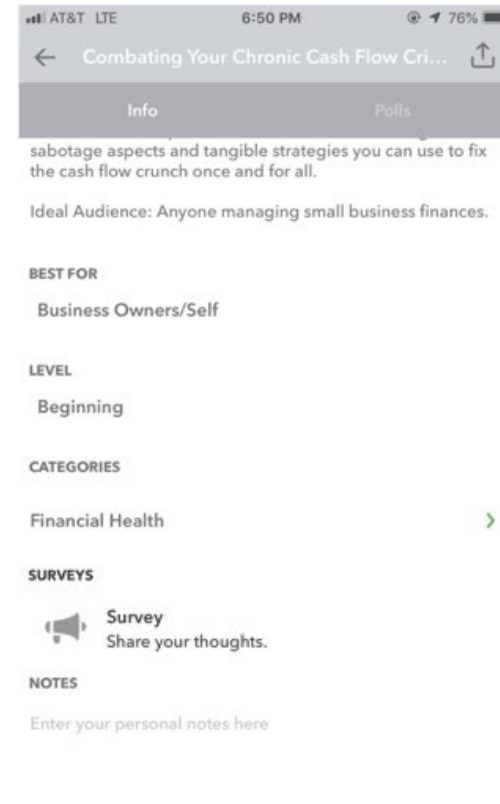
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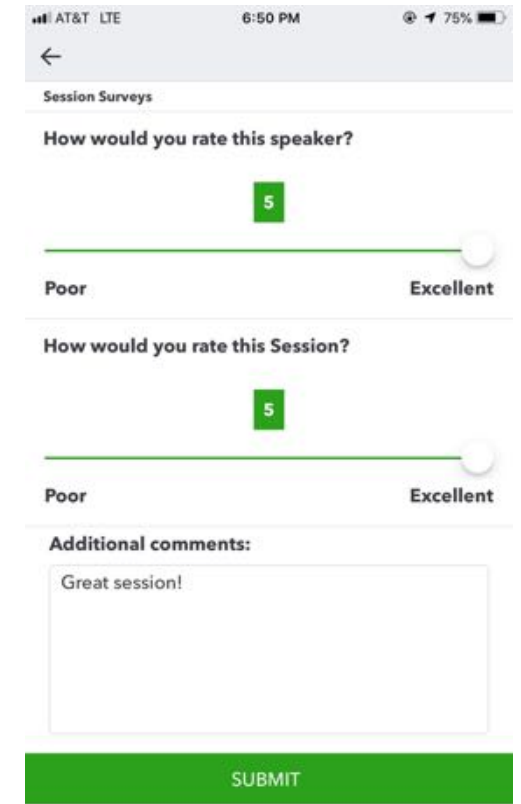
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3. Select Survey



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The screenshot shows the QuickBooks Connect agenda page for November 7. The header includes the QuickBooks Connect logo, navigation links (Why Attend, Agenda, Speakers, Pricing, Sponsors, Travel, FAQ), and a 'Register now' button. Below the header, there are tabs for November 6 (Accountant Day), November 7 (selected), and November 8. A 'Print Agenda' link is also present. The main content area features a search bar labeled 'Search for sessions' and a row of filters: Business Growth, Life & Business Skills, Organizational Culture, Technology Training, Advisory, and Financial Health, with an 'Expand all +' link. The agenda list for November 7 includes: 7:30-7:00 am (empty), 7:30-10:30 am (Registration, Breakfast & Exploration), 8:00-8:30 am (Braindates, with a description and 'Learn more' link), 8:00-8:45 am (Yoga), and a section for Breakout Sessions starting at 8:00-8:45 am, which includes Small Business Meetup, Small Group Discussions on Social Media Strategy, Showing up, and Build Your Dream Bookkeeping firm. Each session has a '+' icon for more information.



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