

Human Intelligent (HI) Workplace

Helping Leaders Help Themselves



What is a Human Intelligent (HI) Workplace?

A Human Intelligent workplace is one where leaders model effective leadership behaviors at creating an environment where the worker's experience is one of being engaged while collaborating with their diverse team members. It is a workplace where the workforce feels safe when raising different perspectives, taking risks, being innovative, or creative. It is a workplace where the workforce feels listened to and understood by their leaders. It is a workplace where the workforce finds fulfillment in the work they do and, in the organization they work in.

Words and respective definitions, fundamental to Human Intelligent (HI) Workplace:

1. **Leadership** – effective leadership is fundamental to organizational success. It is one where an individual in a leadership position creates a positive workplace experience by focusing on the people in the organization. Effective leaders lead by influencing, engaging, and creating an inclusive environment where employees feel happy to work for the organization. Leadership has been defined as a role or a quality in a person, that may have a ripple effect on subordinates, department, and/or organization.
2. **Environment** – this is all about the organizational culture. Culture is about shared values, attitudes, and practices that characterize an organization. Organizational culture has been described as the personality of the organization. A healthy organizational culture has been associated with increased health of the workforce.
3. **Experience** - Workplace experience is a holistic approach to creating an optimal environment for employees to do their work. The employee experience is the interactions an employee has with people, systems, policies, and the physical and virtual workspace. When it is positive, it can lead to a more engaged and productive workforce.
4. **Engaged** - Employee engagement is the positive connection a person has towards their work. It's reflected in their attitude, effort, and involvement. Research has proven that higher employee engagement positively influences organizational success. This has been associated with a workforce that is more vested in the outcomes.

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5. **Collaboration** – Collaboration is all about team dynamics. An effective team has been defined as a group of people with complimentary skills, committed to a common purpose, mutual goals, and well-defined working approach. The team members trust each other and hold themselves accountable.
6. **Diverse team** – A diverse team is all about the diversity of the workforce along with ensuring all team members feel included and that they receive equitable opportunities to contribute. Diversity has been described as any dimension that can be used to differentiate groups and people from one another. Diversity is about empowering people by respecting and appreciating what makes them different, in terms of age, gender, ethnicity, religion, disability, sexual orientation, education, and national origin.
7. **Safe** – This component is about Psychological Safety. Psychological safety in the workplace refers to the collective belief or acknowledgment that any member of the organization can voice their perspective without fear of punishment, exclusion, or humiliation. In a workplace that promotes psychological safety, employees are more likely to feel comfortable expressing their ideas and personalities, as there is a greater sense of trust and respect in the environment.
8. **Listen** – This is all about communications and how effective leaders are at communicating and listening to the concerns, ideas, and uniqueness of each of their team members. Listening is active. Listening, is something consciously chosen to do. Listening requires concentration so that your brain processes meaning from those speaking to you. Listening leads to learning. Communications and listening are imperative for leaders and their workforce's success.
9. **Understood** – This is all about empathy. Empathy has become a crucial and global competency for leaders. Empathy has been defined as the capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in another's position.
10. **Fulfillment** – This is all about purpose and happiness. Today more and more of the workforce are looking for purpose in the work they do and want to be happy in the place they work in. Purpose has become increasingly important enough that some organizations are considering a Chief Purpose Officer at the C-suite level. A happy worker has become important enough where research has begun to show that a happy worker with a purpose is healthier, more intrinsically motivated, have higher job satisfaction, is less stressed, more productive, and can lead to lower attrition and an a more engaged workforce.

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Why is a Human Intelligent (HI) Workplace important?

Artificial Intelligence (AI) has and continues to increase in importance and relevance for organizations and society. However, while AI continues to increase in capacity with implications for organizations and society, the human aspect of organizations continues to evolve and grow in importance too.

Change is central to the success and viability of organizations. For organizations to succeed or thrive today and into the future, it will not be solely AI that enable change, success, and viability. It will be the human workforce and the Human Intelligence garnered by its leadership.

This was recently highlighted when after two years of the Pandemic and many organizations going virtual and remote. It supported the fairly new workplace framework and infrastructure of having a remote and virtual workforce to meet organizational commitment. In addition, it validated the point that organizational culture was never about a building but of an organizational environment created by its leadership.

This has led to the pushback to those organizational leaders who now want their workforce back in the office after surviving and in some cases thriving while working remote. They are now learning that from a neuroscience perspective, we humans are open to new ways of working and resistant to having taken things away once we've seen that it does not make logical sense to remove them.

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So, in spite and due to the increase of AI being used by countries and organizations, it is the Human Intelligent (HI) Workplace that will enable organizations to reinvent themselves and thrive in fast changing times.

Today's workforce has different and evolving aspirations and expectations as to what they are looking for in their workplace. More are looking to be more engaged when it has been estimated by different studies that only a third of the workforce is engaged. They are looking for a positive workplace experience, where they can be happy, work for a purpose, be less stressed which can impact their health and well-being.

All of this is something that leaders play a crucial part in. It has been estimated that leaders have a 70% variance on their workforce's engagement. It has also been highlighted that a leader can have more of an impact on an employee's well-being than their spouse.

In summary, what organizations and its leaders need, is to create a Human Intelligent (HI) Workplace. One that enables AI as a tool, resource, product, and/or system, but maintains at its core the human aspect in the organization and looks to meet the changing expectations of its workforce with a more human touch.