



## Create Gracious Space to Change Culture & Improve Service

Nollau "Rest Assured" group:

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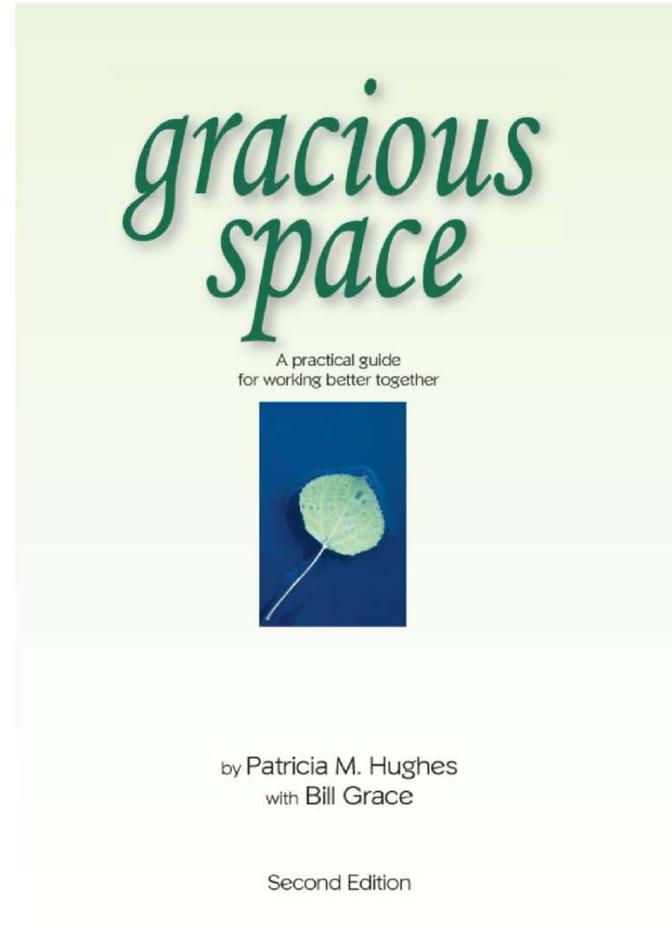
Stacey Rhodes

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With thanks to Patricia Hughes

Gracious Space: A Practical Guide to Working Better Toge...

Patricia Hughes



**Slide 2**

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**MC1**

Maria Coyne, 1/24/2018

## Using “Gracious Space” to Change Culture & Improve Service

- Our small group from the Nollau Leadership program, “Rest Assured” proposes that you can employ the concepts of *Gracious Space* to change your organizational culture
- This empowers all levels of the organization to align with organizational values
- We further submit that if you are successful in changing your organizational culture and aligning to your values, the result will be improved customer service both internally & externally

# Introduction to our presentation

- In our opening statements, you have already heard what it feels like to an employee who has experienced Gracious Space in the workplace
- We would like to first walk you through the four basic concepts of Gracious Space
- We will then demonstrate what a mock meeting looks like employing these concepts

# Objectives

- We would like to provide you with tools to create these experiences
- These tools allow you to create a different depth of trust
- They provide ways to effectively deal with conflict and have courageous conversations
- And they allow employees to bring their authentic selves and real opinions to work

# Useful Concepts to create Gracious Space

- Spirit
- Setting
- Invite the Stranger
- Learn in Public

# Spirit

- How we show up
- Curious
- Compassionate
- Supportive, open

# Spirit

- How will I remain gracious when others are uncooperative or apathetic?
- How do I express compassion toward others?

# Setting

- Space arrangement
- Tables
- Seating
- Hospitality
- Room temperature
- Décor
- Meeting agenda
- Time

# Settings

- What does a gracious setting look and feel like to me?
- What items can create a physical environment that feels more gracious for myself and others in the office, home or any other spaces?

# Invite the Stranger

- Diversity of Opinions
- Exploration
- Inclusion
- Engagement

# Invite the Stranger

- How do I respond when people think and act differently from me?
- Who needs to be at the table to move forward on these situations? What diverse viewpoints could help?
- What barriers might exist to inviting the “stranger” and gathering diverse perspectives?

# Learn in Public

- Lifelong improvement
- Judging less
- Deep Listening
- Willing to change view point
- Open to diverse idea
- Humility and Respect
- OK to disagree

# Learn in Public

- How open is your staff to learning with each other?
- How do you react when others give you feedback on your ideas?

Please look for these concepts during our mock meeting:

- Spirit
- Setting
- Invite the Stranger
- Learn in Public

## Wrap Up

Remember the 4 concepts: Spirit, Setting, Invite the Stranger, Learn in Public

- **What about this mock meeting resonated with you?**
- **Is there a time when you experienced Gracious Space?**
- **What will you take back and utilize?**

# Tools and Resources

- Gracious Space toolkit:  
<http://www.ethicalleadership.org/gracious-space-toolkit.html>
- Activities to Invite the Stranger:  
[http://www.ethicalleadership.org/uploads/2/6/2/6/26265761/3.6\\_improv\\_games.pdf](http://www.ethicalleadership.org/uploads/2/6/2/6/26265761/3.6_improv_games.pdf)
- Defining Gracious Space:  
<http://www.theinnovationcenter.org/files/doc/A1/CLW%20pp%2068%20Defining%20Gracious%20Space.pdf>
- TED talk: <https://youtu.be/ImQWliLAUnA>

## Gracious Space: put in practice Maria Coyne



### Mark your calendars! Massage Monday!

Ann Poston

You replied to this message on 2/20/2018 12:11 PM.

ent: Thu 2/15/2018 11:42 PM

o: **Cornerstone Group**

Team,

As you know, we are *all* working together to create a healthier workplace culture that is also more fun and positive.

Maria continues to sponsor and support these activities, like bagels & coffee, Valentine's Day cupcakes, and now — Massage Monday! And, we are thankful.

### Mark your calendars for Monday, February 26th!

We will have chair massages available, beginning at 10 a.m. We will be posting a sign-up sheet later next week for your 10- to 15- minute slot, if you are interested in receiving a free chair massage from Jeff Woodard, certified massage therapist.

Thanks.

Regards,  
Ann