

There's No Place Like Work



Everyday Resources
to Produce More with Less

Wicked Problems



Smart Solutions

Wicked Problem:



STRESS

An aroused physiological state
is characteristic of both
stress and pleasure



So What is Stress? (scientifically speaking)



Measurable



Aversive



Feels Uncontrollable

Too Much of a Good Thing



A little
dab
will do ya



Body Problems
Heart Attack
Stroke
Depression

Business Problems
Productivity
Innovation
Creativity
Absenteeism
Health Care Costs
Turnover

Brain Problems
Cognition
Executive Function
Memory
Problem Solving

Emotional Hijacking



The Jerk vs. The Thinker

Smart Solution:

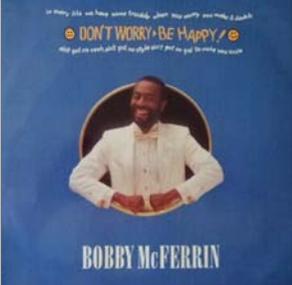


CONTROL



Mind Like Water

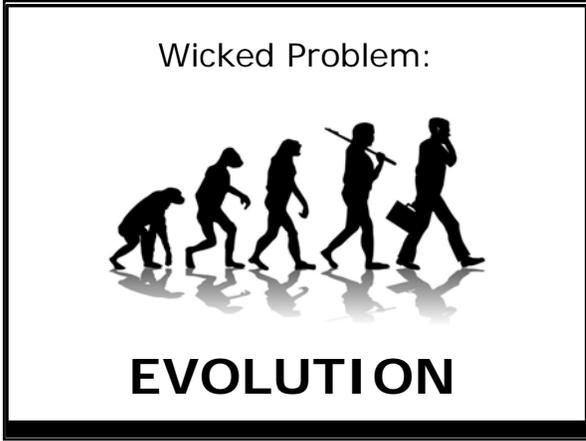
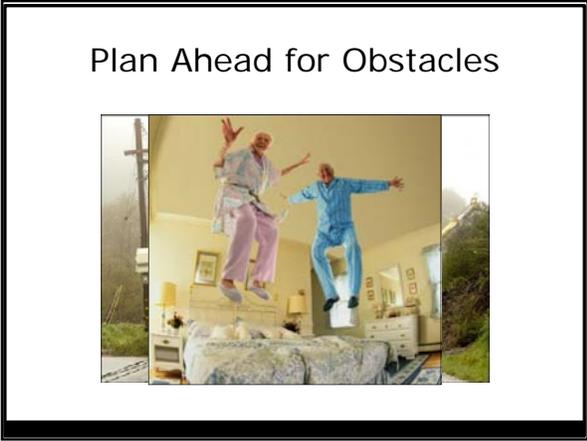
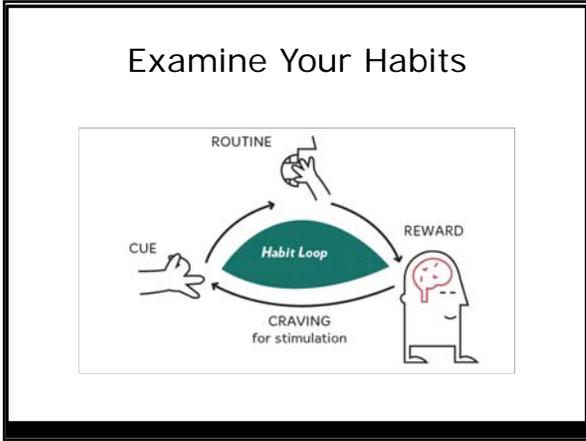
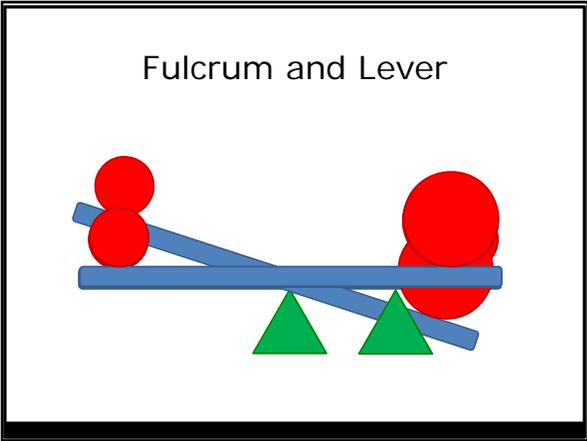
Happiness Reduces Stress



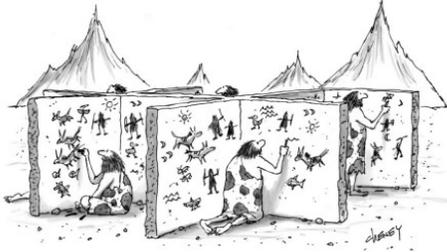
Everyone Can be Happier



OR



Cavemen Didn't Have Cubicles



Smart Solution:



EXERCISE

How it Works



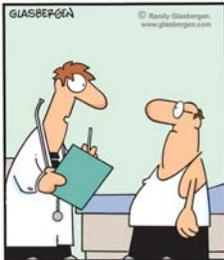
Roads : Goods and Services :: Exercise: Oxygen

How Much?



How Long?

You Say You Don't Have Time?



"What fits your busy schedule better, exercising one hour a day or being dead 24 hours a day?"

Wicked Problem:



SLEEP



Larks
10%

Owls
20%

Hummingbirds



When sleep is good
it is very, very good

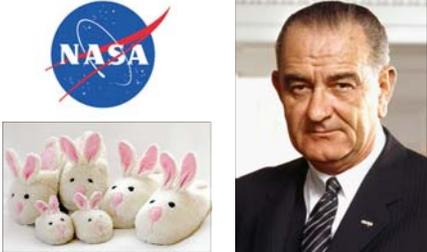
But when it is bad
it is horrid

Smart Solution:



BRING YOUR PAJAMAS TO WORK

LBJ and NASA Agree...
Bunny Slippers are Appropriate for Work



Wicked Problem:



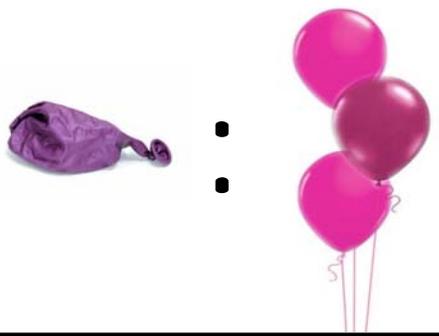
ALONE TOGETHER

Smart Solution:



SOCIAL CONNECTION

How Much Happiness?



A visual comparison of happiness levels. On the left is a single, deflated purple balloon. On the right are three inflated pink balloons. Two dots are placed between them, suggesting a comparison or a scale of happiness.

Creating Happiness



Small things can produce significant and immediate boosts in performance.
www.viasurvey.org

A dog wearing a red and black outfit is performing a high kick on a stage. This image is used to illustrate that small things can lead to significant performance boosts.

Increasing Social Interactions



A group of people are sitting around a table in a restaurant, engaged in conversation. This image is used to illustrate social interactions.

Wicked Problem:



1/3 OF WORKERS ARE UNCOMFORTABLE

Two fishbowl images are shown. The left one contains several goldfish, and the right one is empty. This visual is used to represent a 'wicked problem' where a significant portion of workers are uncomfortable.

Smart Solution:



UNDERSTANDING INTROVERTS

A single goldfish is shown in a fishbowl. This image is used to represent a 'smart solution' for understanding introverts.

Wicked Problem:



TOO MUCH TO DO

A man is shown looking overwhelmed, surrounded by a large stack of papers. This image is used to represent a 'wicked problem' of having too much to do.

Smart Solution:



Don't Mistake Activity for Productivity



Purge and Delegate



Manage Workflow



Choose the Right Action for Right Now



Context



Time/Energy Available



Priority

Wicked Problem:



TOO LITTLE TIME

Smart Solution:



TWO EXTRA HOURS

The Myth of Multi-Tasking



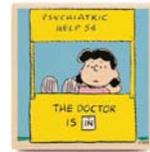
Multi-tasking is worse than a lie



Eliminating Interruptions



Recurring Meetings



Drop-in Office Hours

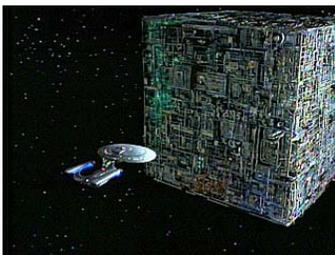


The 20-Second Rule



Schedule Email and Phone Calls

Wicked Problem:



RESISTANCE TO CHANGE

Smart Solution:

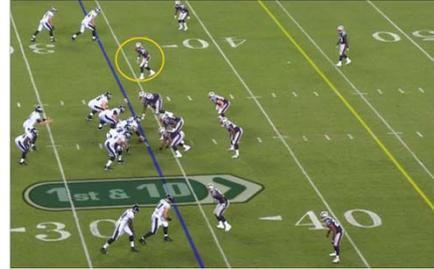


SMALL CHANGES

Find a Keystone Habit



Focus on Small Wins



Introduce new habits between familiar routines



Thoughts on Will Power



 **YOU are here!**

Be a Leader



Build a Team



with Courage, Brains and Heart

Understand Normal Reactions to New Ideas



But Fight Complacency



Or, face the consequences



Act with urgent patience

Maintain a realistic view of time



When you leave this room...



Think Positively



Be Grateful



Meditate



Share a Laugh



Raise a Glass

Read Good Books

The image displays a collection of eight book covers arranged in two rows of four. The top row includes 'The Power of Now' by Eckhart Tolle, 'The Myth of Multitasking' by David Crenshaw, 'Quiet' by Susan Cain, and 'Getting Things Done' by David Allen. The bottom row includes 'Brain Rules' by John Medina, 'A Sense of Urgency' by John P. Kotter, 'Our Iceberg is Melting' by John Kotter, and 'The Power of Habit' by Charles Duhigg.



Erika Conkling
econkling@bellevuewa.gov



Jennifer T. Henning
jhenning@rentonwa.gov



Kristina Cerise
kmc@vnf.com

