Learn to see emotions everywhere

“The body never lies.”

— Martha Graham, dancer and choreographer

Perceiving emotion is a key for high levels of emotional intelligence. For example, seeing fear that others miss puts you in a position to be more effective.

Select an emotion to study today: happiness, surprise, anger, fear, sadness, contempt or disgust. Document the language use, facial expressions, body posture and gestures you see.

Encouraging others improves our likability and influence.

“Never discourage anyone who continually makes progress, no matter how slow.” — Plato

Likability is key to improving leadership influence. If you discourage, you reduce your likability, but if you encourage, you improve it.

When providing any direction or offering feedback, do so with as much encouragement as possible. Encouragement may take the form of words, tone or engagement with followers.

CONTACT

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**kCards**, or Knowledge Cards, generate significant soft-skill development as they nudge users daily to experiment with mental models and simple behaviors associated with new skills. As you learn to master complex competencies, your 3”x5” kCards fill the gap between knowing and doing by breaking change into small, easily attainable steps.

**Leaders use kCards to:**
- improve the effectiveness of training, coaching and process improvement
- influence group change and foster cultures of continuous personal learning
- increase job satisfaction, ward against burnout, and build resilience in key employees

**Purdue Healthcare Advisors will provide:**
- an evidence-based, competency model to improve people-centric performance as they form new habits;
- a kCard starter kit that exemplifies the techniques and behaviors for each competency in the model;
- online training that illustrates how to write, share, and effectively use kCards;
- an online learning community (public or private) where kCards are written and shared;
- coaching and an optional authoring service as your team writes, shares and uses kCards to master new competencies; and
- identification and evaluation of metrics.

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**See beauty in what works well**

“All good things that exist are the fruits of originality.”

— John Stuart Mill, economist and philosopher

Leaders develop a deep appreciation for what works and use it to see new possibilities. For example, lean manufacturing sprung from a fascination with how U.S. supermarkets restock shelves. Each day make notes on a product, process or experience that works beautifully. Be sure to include a list of the new possibilities they suggest.

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From *the Observation Skills deck in the Innovation Series*