

LEAN IN DESIGN FORUM
MAY 1-2, 2024

#LCIDesign24

Lean Into Design Thinking

Emotional Intelligence
in Design and Delivery



P2SL

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Jennifer L. Storey, AIA, EDAC, NCARB

May 2, 2024 – 3:30-4:15





This Is Us

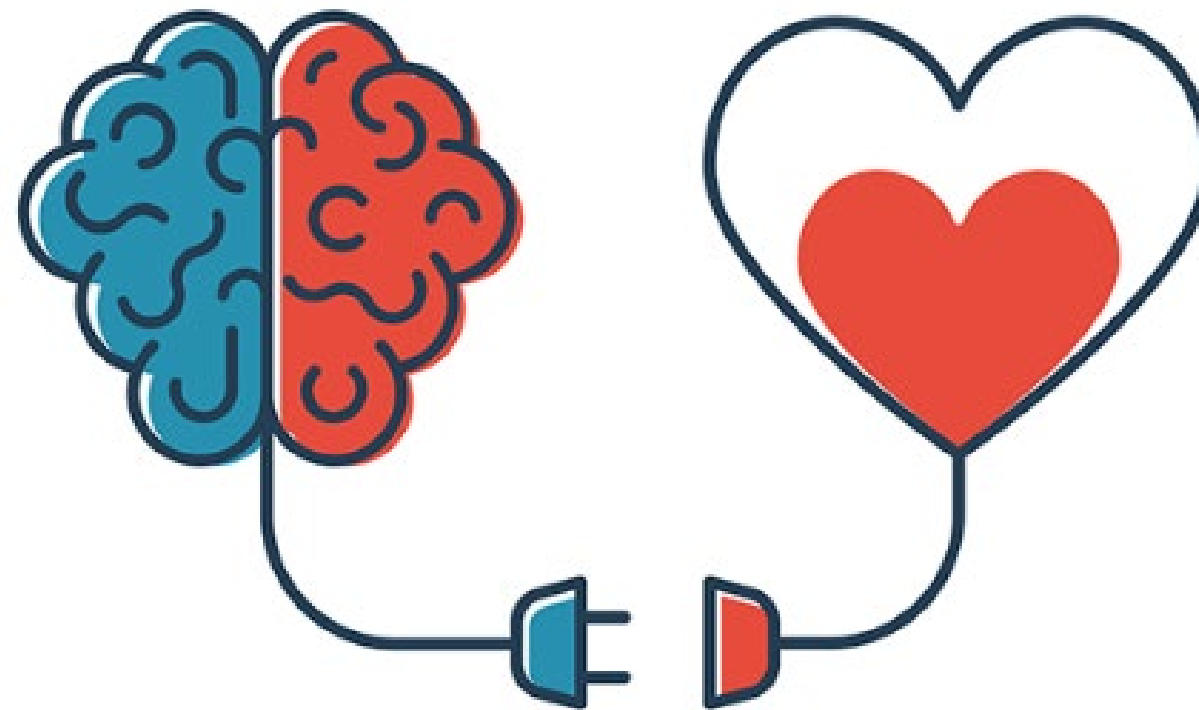


Jennifer



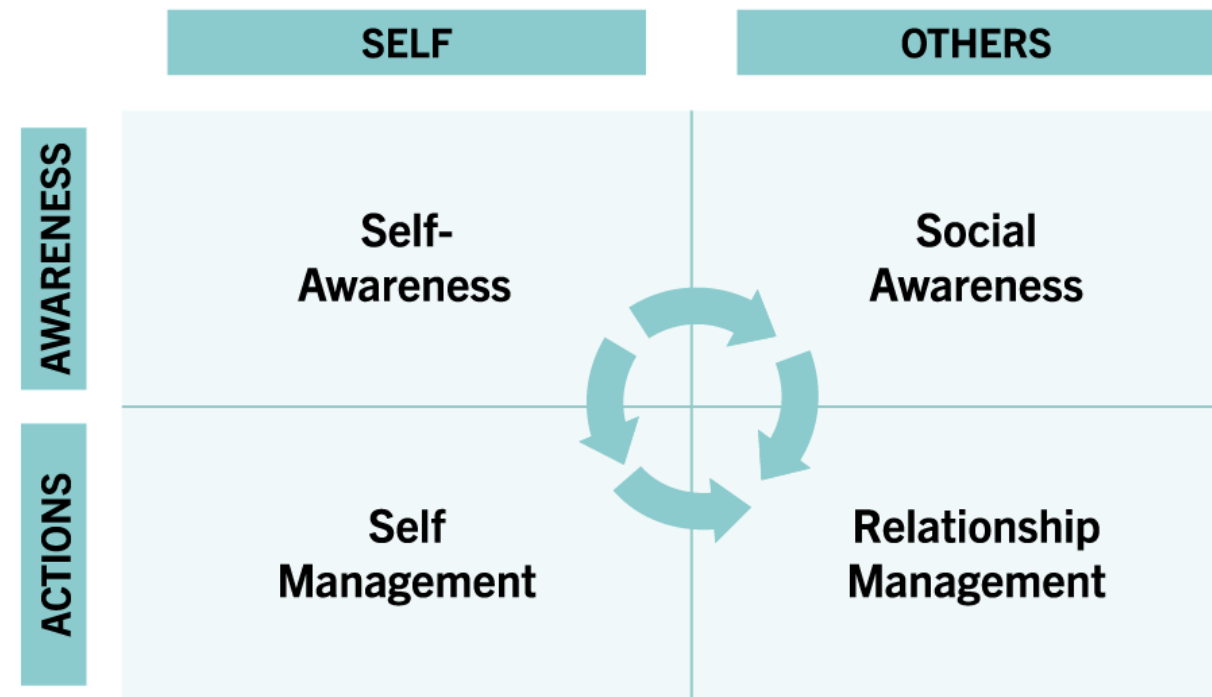
Neelanjana

What is Emotional Intelligence



Our Emotional Intelligence Journey

4 Core Competencies of Emotional Intelligence





Our Emotional Intelligence Journey

The words we use to describe the phases of the project



Visioning

Designing

Delivering



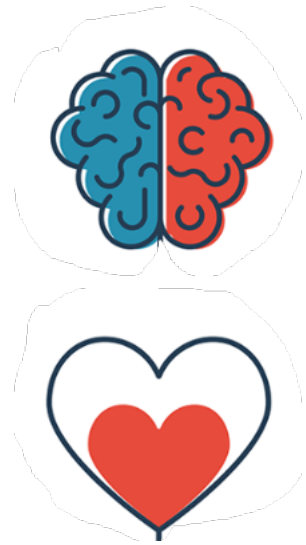
Listening

Aligning

Maintaining

What we are doing emotionally during these phases

Layering with Lean



Visioning

Listening

Designing

Aligning

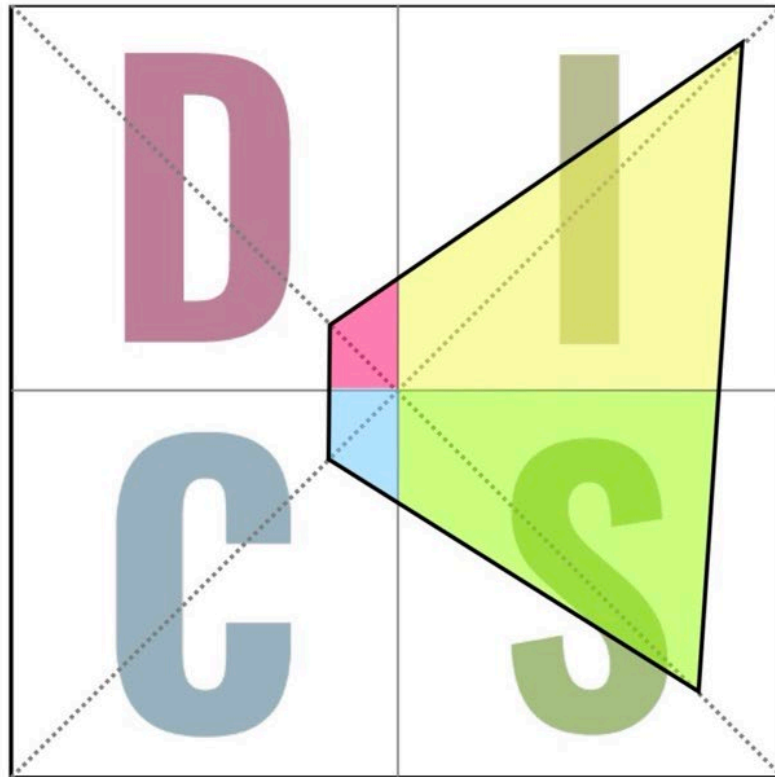
Delivering

Maintaining



Getting to Know Yourself & Your Team

Neelanjana:



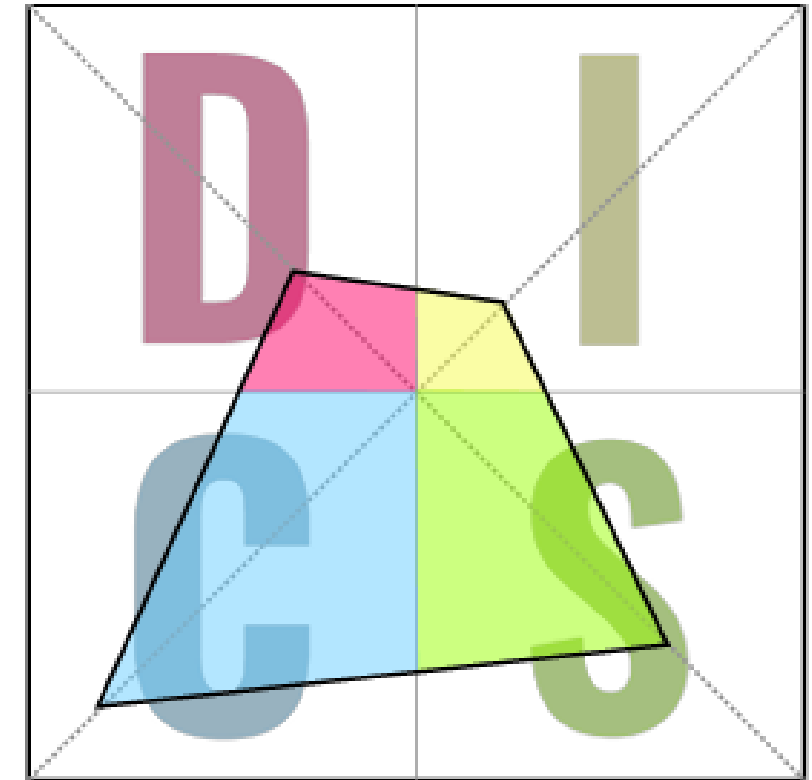
Great that you took the test.

Here is your result and the analysis.

- 💖 Dominant style - the maker: 13
- 💛 Influential style - the creator: 20
- 💚 Steady style - the connector: 18
- 💙 Compliant style - the analyst: 11

The Harmonizer (high I; second preference S) contacts people to create a pleasant and friendly environment; builds bridges between individual employees and work teams; is often too understanding.

Jen:



Great that you took the test.

Here is your result and the analysis.

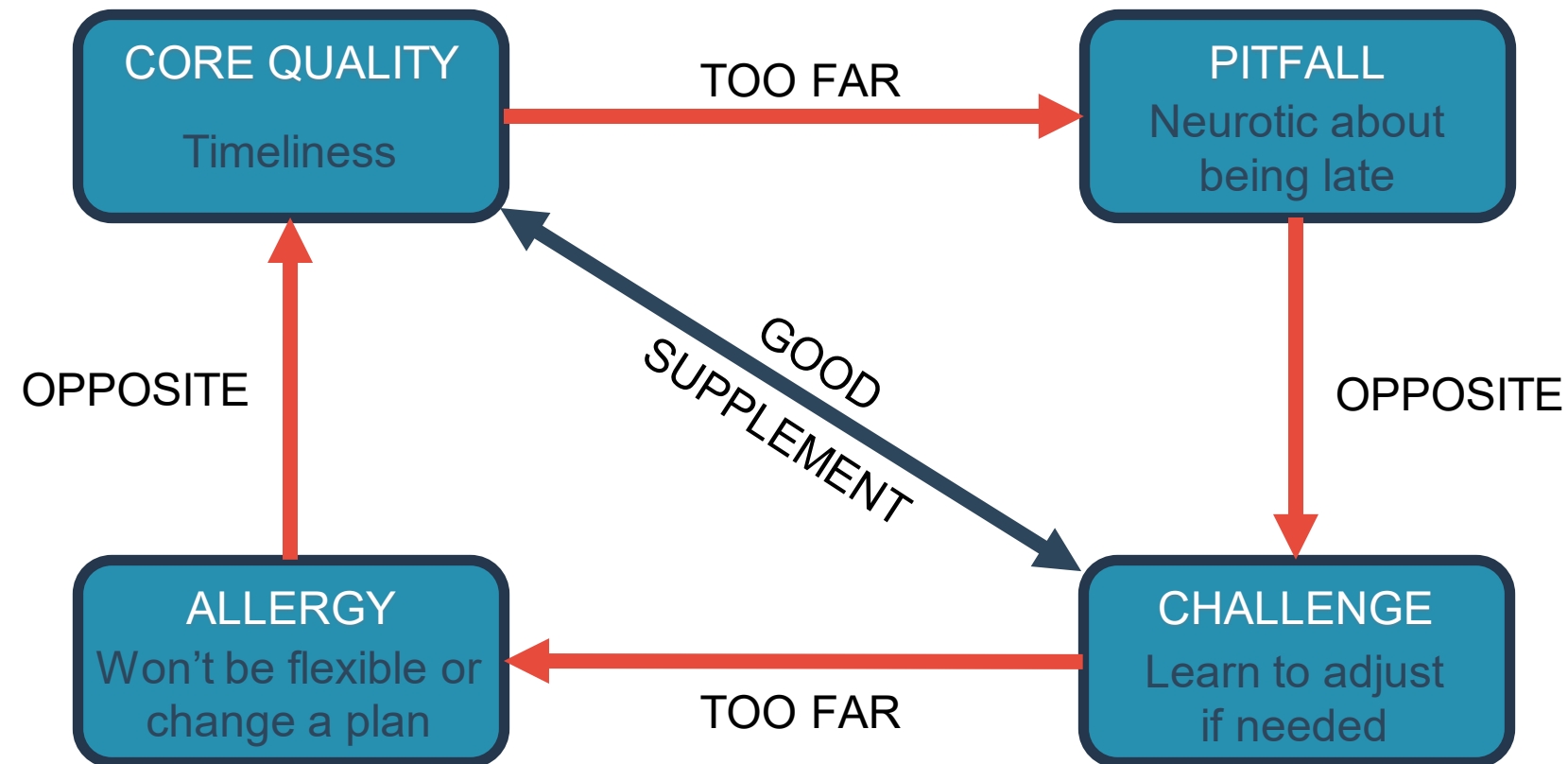
- 💖 Dominant style - the maker: 11
- 💛 Influential style - the creator: 12
- 💚 Steady style - the connector: 16
- 💙 Compliant style - the analyst: 21

The Critical Thinker (high C; second preference S) believes he can prevent problems; uses defense strategies to avoid difficulties; has a strong awareness of what is right and wrong; and is rational.

Getting to Know Yourself & Your Team



Self Awareness Reflection



Rules of the game

- Select one person to be your Artist
- The rest of the team open the envelope to identify the word that you will help your Artist draw.
- There are “forbidden words” - words that you cannot use to describe what needs to be drawn.
- If you say one of the forbidden words you must dismiss that card and start over with another word.

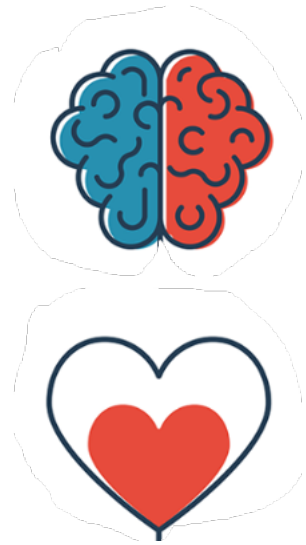
You have:

- 4 mins to describe and draw as many words as you can
- 2 mins for Group Reflection
 - Did you notice certain personality traits in your team?
 - Did you notice a core quality effecting how you worked together?
- 2 mins to Report Out
 - Did what we said or how we approached the game influence your ability to be successful?

Looking through your EI Lens

[Online Stopwatch - vClock](#)

What Tools Can We Use in Design?



Visioning

Designing

Delivering

Listening

Aligning

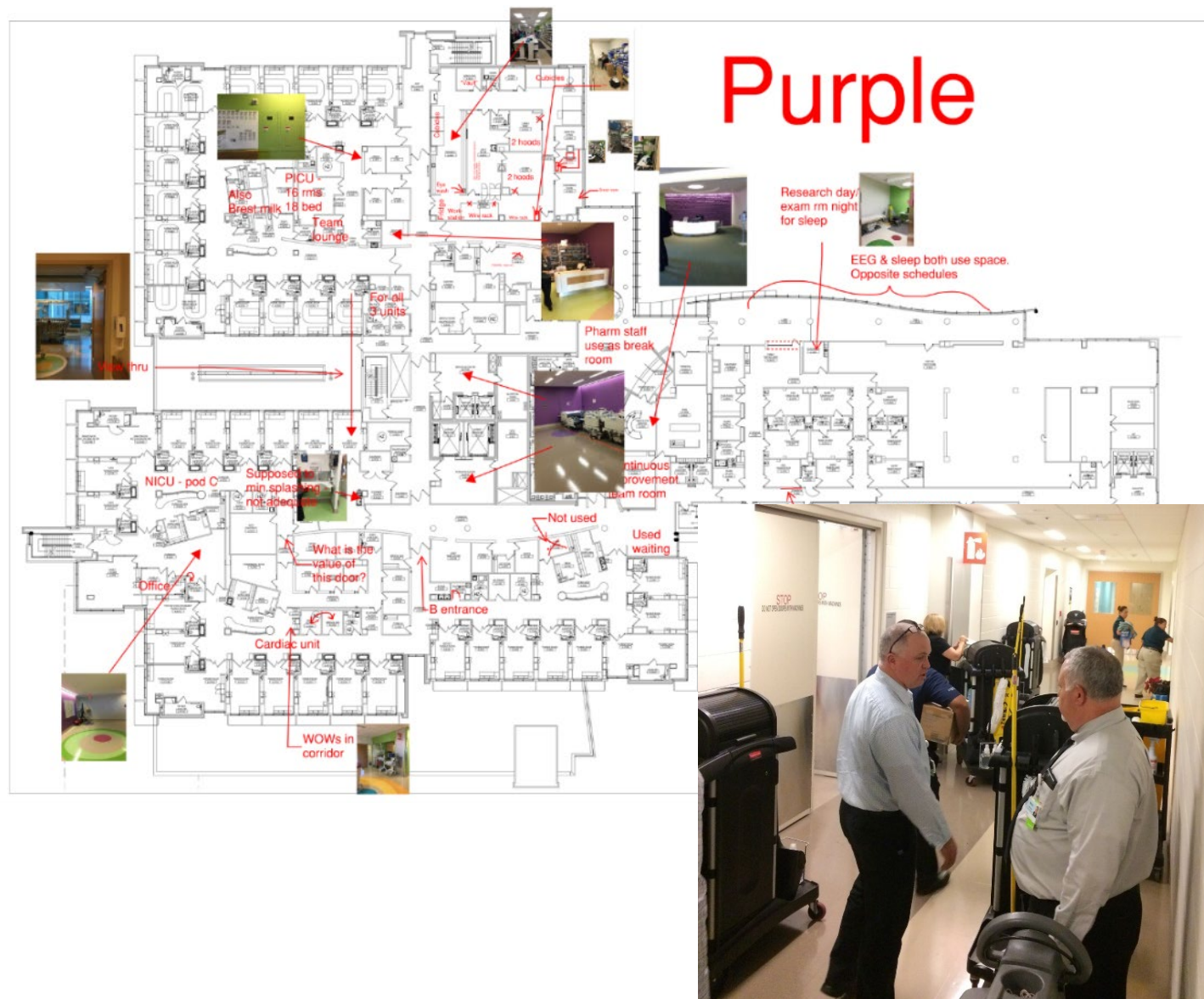
Maintaining



What Tools Have You Used?

Plus Delta

Gemba for Team Understanding



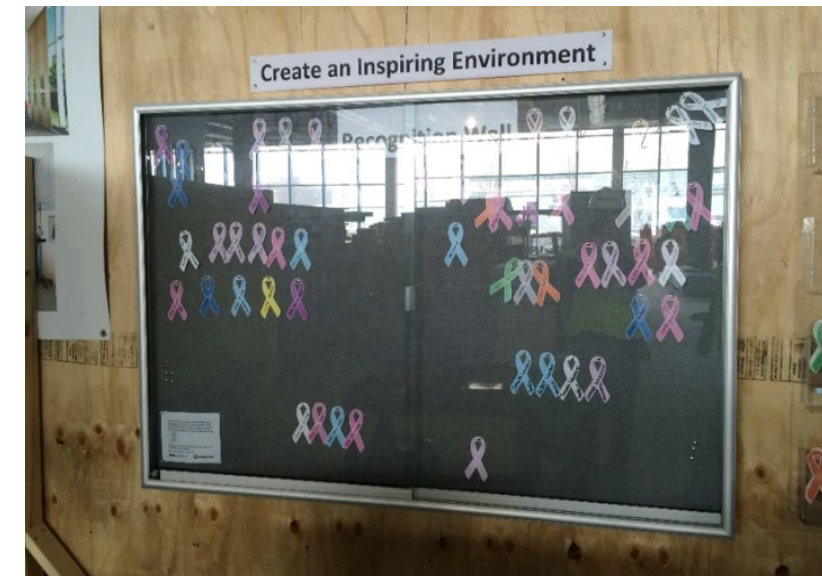
Children's Hospital Stantec

FACILITY PLANNING QUESTIONNAIRE

| | | | |
|--|--|-----------------|---------|
| DEPARTMENT/ FUNCTION NAME | Acute Care Services | | |
| COST CENTER NUMBER: | 55106070, 55106002, 55107475, 55106090 | | |
| BUILDING/FLOOR LOCATION: | NCH 4th and 5th floor | | |
| NAME & TITLE / PERSON COMPLETING QUESTIONNAIRE: | Laura Shroyer, MSN, RN, NE-BC | | |
| CONTACT #: | 574502 | E-MAIL ADDRESS: | laura @ |



Common Goal Brings Direction





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Lean
Construction
Institute
Transforming Design and Construction

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