



**SUMTER UTILITIES**

A QUANTA SERVICES COMPANY

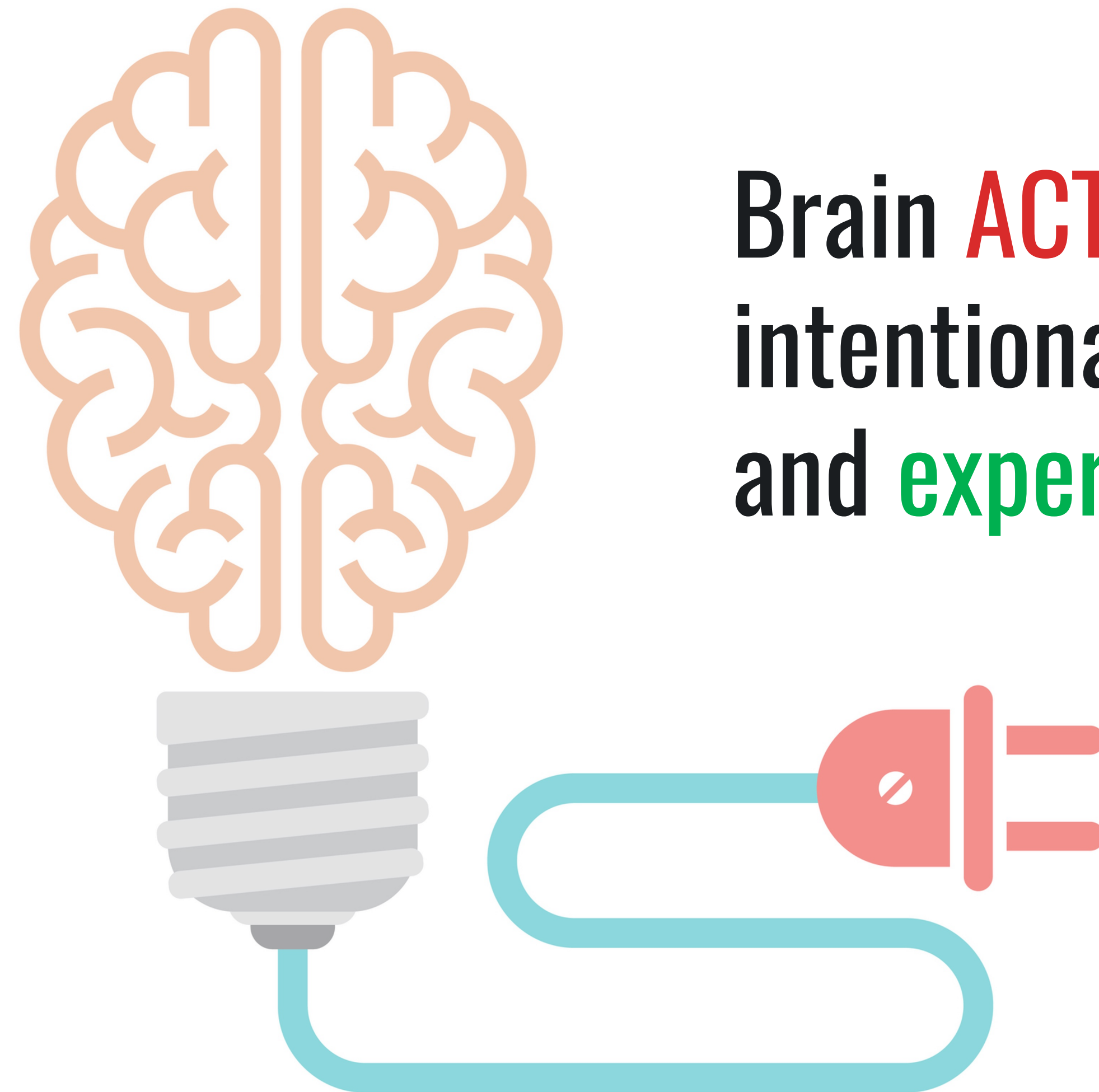
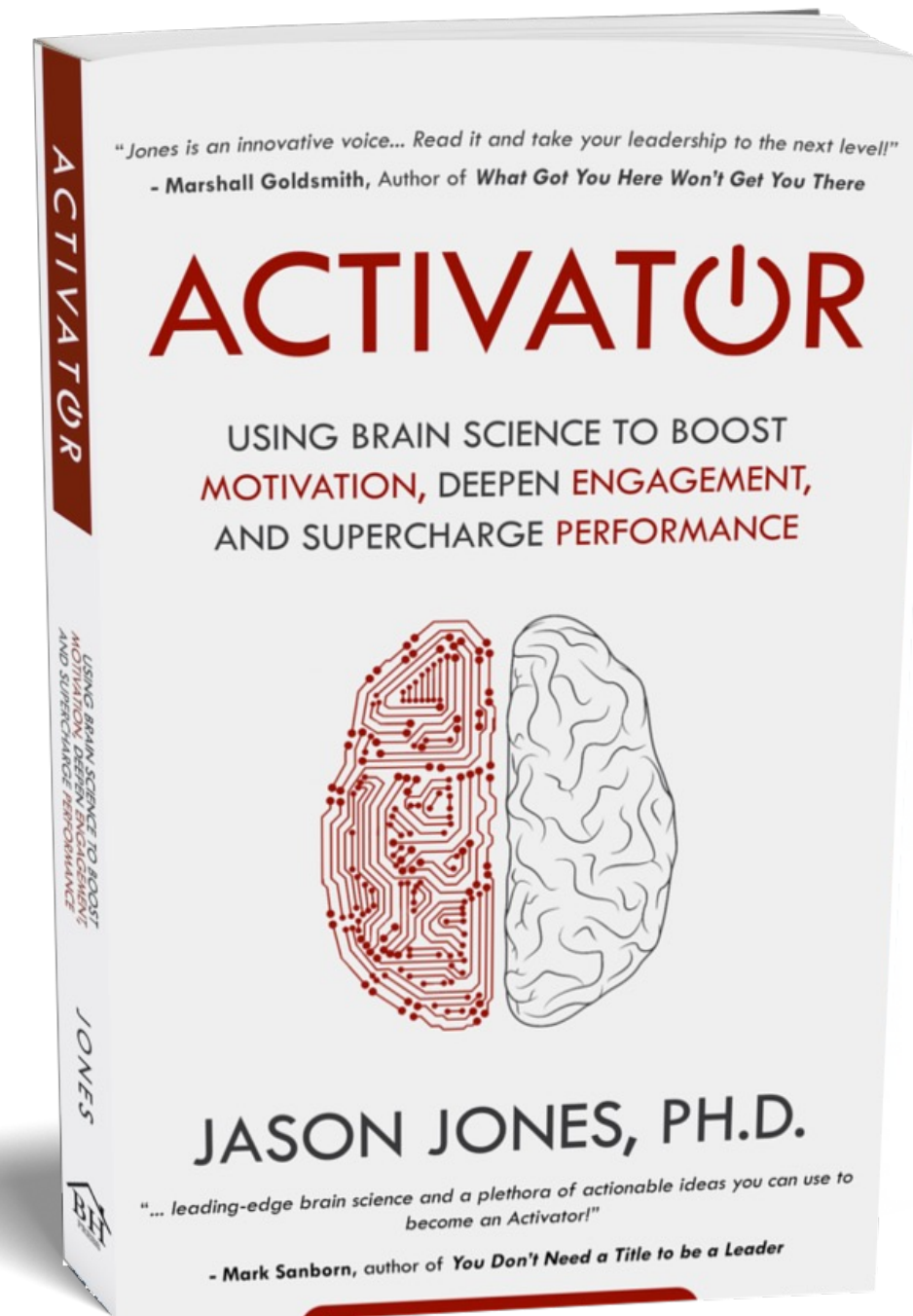
# THE FUTURE OF LEADERSHIP

PREPARE FOR IMPACT

*Presented by: Jason Jones, Ph.D.*



# THE NEW SCIENCE OF PERFORMANCE



Brain **ACTIVATION** through  
intentional **interactions**  
and **experiences**.







# THE 3 PRACTICES OF ACTIVATORS

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CONNECTING

COACHING

CULTURING

---





# CONNECTING

Cultivating trust through relationships



**THE BIGGEST DETERENT TO  
EFFECTIVE LEADERSHIP**

**EGO**



# #1 RULE OF BRAIN-FRIENDLY LEADERSHIP...







# THE SOCIAL BRAIN





# fMRI BRAIN SCAN STUDY

*Richards Boyatzis and Anthony Jack*  
*Case Western Reserve University*

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Positive Interactions

*14 Regions Activated*  
*0 Deactivated*

Negative Interactions

*6 Regions Activated*  
*11 Deactivated*





**Dopamine**

**Oxytocin**

*Empowered, confident, motivated, openness, hopeful, excited, positive, focused.*



**Cortisol**

**Adrenaline**

*Fear, anger, loss, hopeless, negative, embarrassed, apprehensive, out of control, confused, disoriented.*



# DEFINING YOUR INTENTION

*Your daily thinking and behavior in the  
pursuit of a specific outcome.*

(CONSCIOUS)

*Your Influence on others through your  
internal desires.*

(UNCONSCIOUS)





INTENTION IS DETECTED IN YOUR..

**CARE** (Safety & Support)

**CHARACTER** (Similar Values)

**COMMUNICATION** (Clarity & Consistency)



# CHARACTER

*Your values put into action.*

Honesty

Integrity

Discipline

Determination

Responsibility

Patience

Respect

Positivity

Attentiveness

Flexibility

Thoroughness

Punctuality

Orderliness

Gratefulness







INTENTION IS DETECTED IN YOUR..

CARE (Safety & Support)

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# ACTIVATION STRATEGY #1

Set Your **Intention** Daily.




# ACTIVATION STRATEGY #2

Fill the Gap by  
Stating Your Intention.






**FILL THE GAP**



A photograph of two men in construction attire. They are wearing white hard hats and high-visibility yellow safety vests over blue shirts. The man on the left has a beard and glasses. They are both looking at a tablet held by the man on the right, who is pointing at the screen. The background is a red brick wall.

# COACHING

Facilitating performance with backbone and heart.





Driving results while caring for people.



A photograph of three construction workers in a building under construction. They are wearing hard hats (yellow, white, and blue) and high-visibility safety vests (orange, yellow, and green). They are gathered around a laptop, looking at the screen with interest. The background shows concrete pillars and a bright window. A dark grey semi-transparent banner is at the bottom of the image.

**Coaching** is a method of  
leadership and **collaboration.**



Think about the best leader you ever had...

**What made him/her a great leader?**



# STYLE

## THREAT COACHES

### Guilt and Obligation

Greater activation in areas of the brain responsible for threat and stress response, feelings of self-consciousness.

vs.

## THRIVE COACHES

### Inspired and Trusting

Greater activation in areas of the brain responsible for vision, motivation, positive emotion, social connection, and calming (stress modulation)

Boyatzis, Smith, & Beveridge (2013)



WHAT KIND OF COACH ARE YOU?  
**THREAT** OR **THRIVE**













DO YOUR PEOPLE WANT TO GIVE THEIR  
BEST FOR YOU?



# ACTIVATION STRATEGY #3

**Recognize** a person for **who they are**,  
not just for what they accomplished.




Mathias Schlitte





Mathias “HellBoy” Schlitte





# ACTIVATION STRATEGY #4

Keep the Edge by  
Giving Positive and  
Constructive Feedback.




A photograph of three construction workers standing on a construction site. In the center is a Black man wearing a white hard hat, safety glasses, and an orange safety vest over a plaid shirt. To his left is a white man wearing a white hard hat, safety glasses, and an orange safety vest over a light blue shirt. To his right is a Black woman wearing a yellow hard hat, safety glasses, and an orange safety vest over a plaid shirt. They are all smiling at the camera. The background shows construction equipment and structures.

# CULTURING

Setting and upholding standards of excellence



**CULTURE** is a combination of the **character**  
and **competence** of your people.

**WILL & SKILL**



The **highest** level of success your team or organization will be able to reach...

will be determined by...

the **lowest** level of behavior you are willing to accept.



# What do you want your culture to be?





The image features three hard hats stacked vertically on the left side. The top hat is orange, the middle one is yellow, and the bottom one is white. They are set against a blurred background of a construction site with blue structural elements and greenery. On the right side, five lines of white, bold, sans-serif text are stacked vertically.

SHARED REWARDS

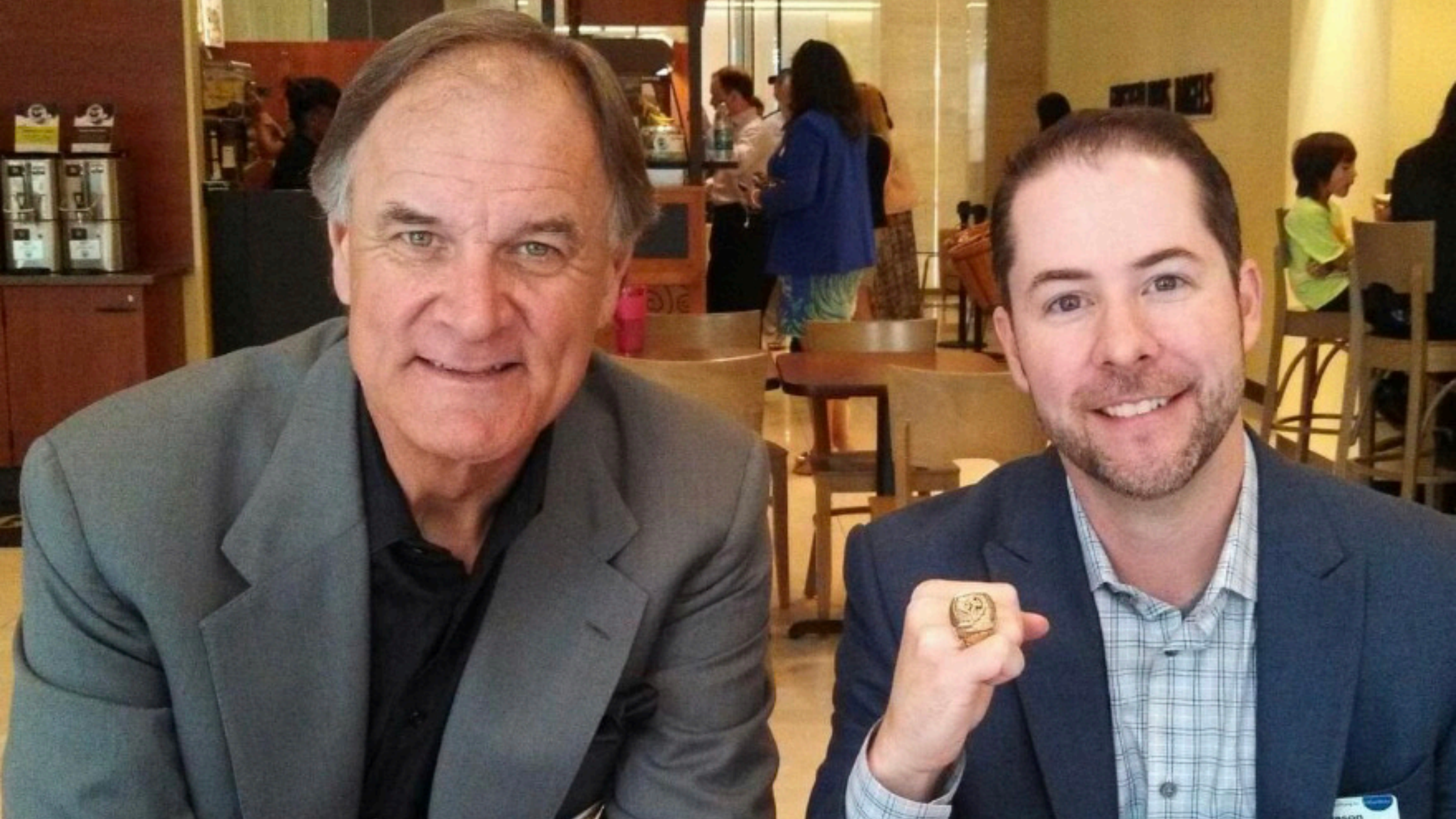
ACHIEVEMENT

WORK ETHIC

RESPECT

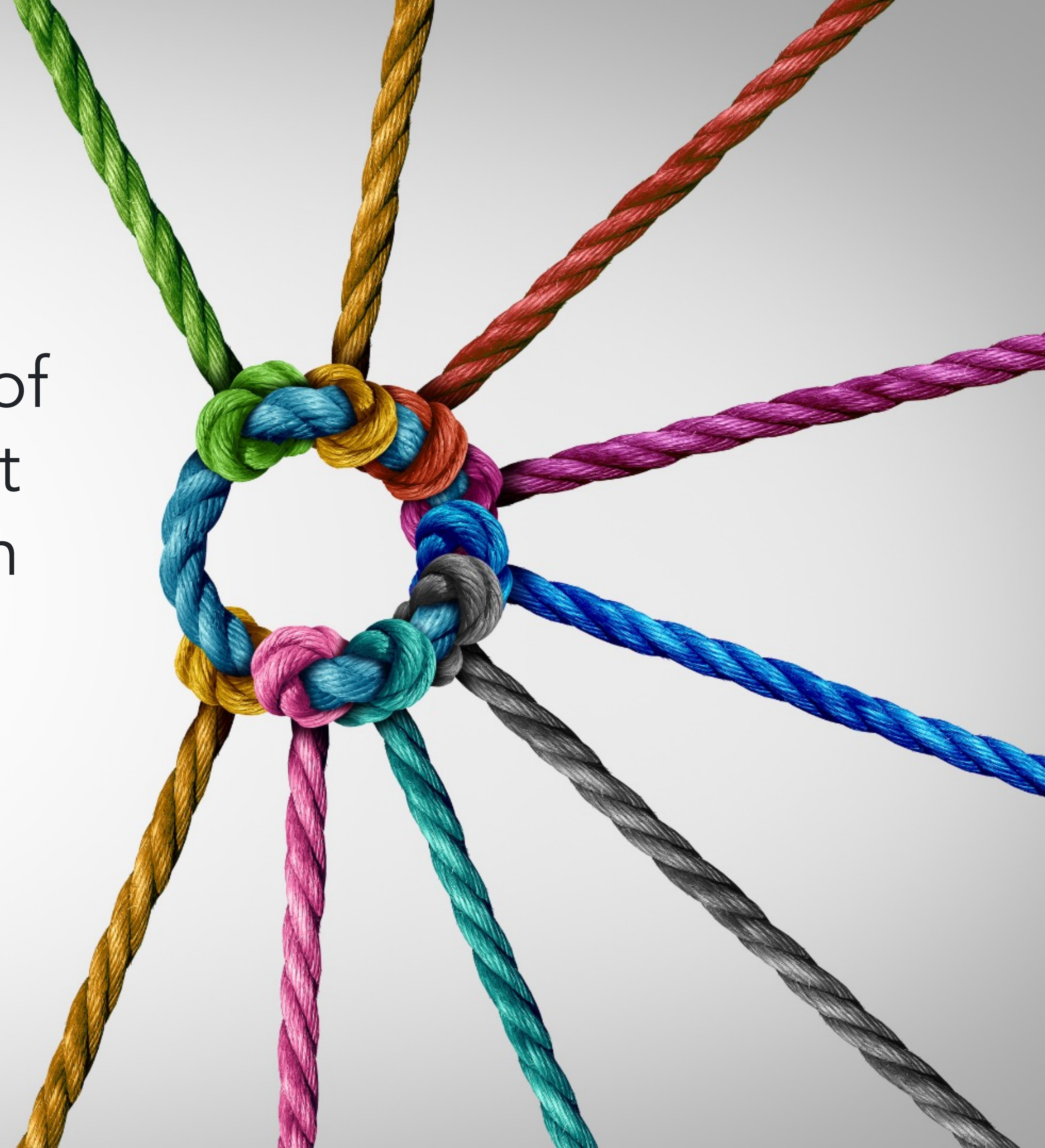
SAFETY







The most successful organizations are made up of people who understand that their strength is not found in individual performance, it's found in their **collective efforts.**





*“If you want to go fast. Go alone.  
If you want to go far. Go together.”*

*-African Proverb*



# TOTAL PERFORMANCE

Individual Contribution

+

Team Contribution





# ACTIVATION STRATEGY #5

Show Up Like a PRO






Amateur

Professional



**PROs**

Team/Organizational Goals  
Win/Win Mindset  
Responsibility  
Solutions Focused  
Openness & Abundance  
Diversity as a strength  
Humble  
Others-Focused

**Gratefulness**

**AMATEURS**

Personal/Individual Goals  
Win/Lose Mindset  
Blames Others  
Personal Comfort  
Protectionism & Scarcity  
Differences/Personality  
Ego  
Self-Focused

**Entitlement**



You aren't defined by **WHAT** you do.

You are defined by **HOW** you do it.



# ACTIVATION STRATEGY #6

Tell the **Stories.**




A young child with blonde hair, wearing a blue suit, red tie, and a brown leather aviator helmet with goggles, is riding a skateboard on a dark wooden floor. The child has their arms outstretched and is smiling. In the background, there are hand-drawn sketches of clouds, stars, and a kite on a light-colored wall.

STORIES ENGAGE THE BRAIN AND  
REINFORCES WHO WE ARE.





Autonomy of thought and action

T PRAC

ow emp e some of their own

rk goals

ow emp to their team goals

Rodney  
ARVEST

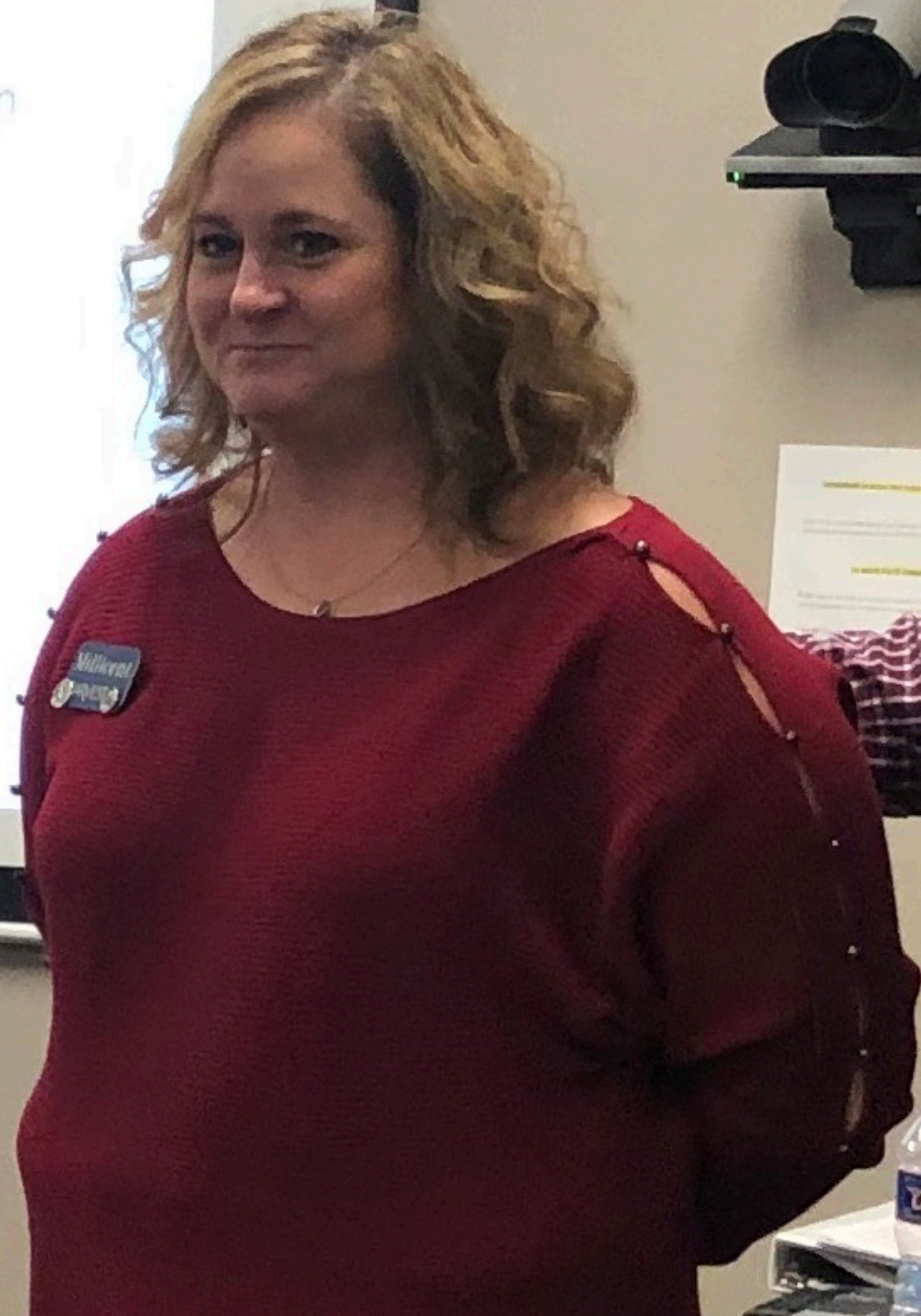
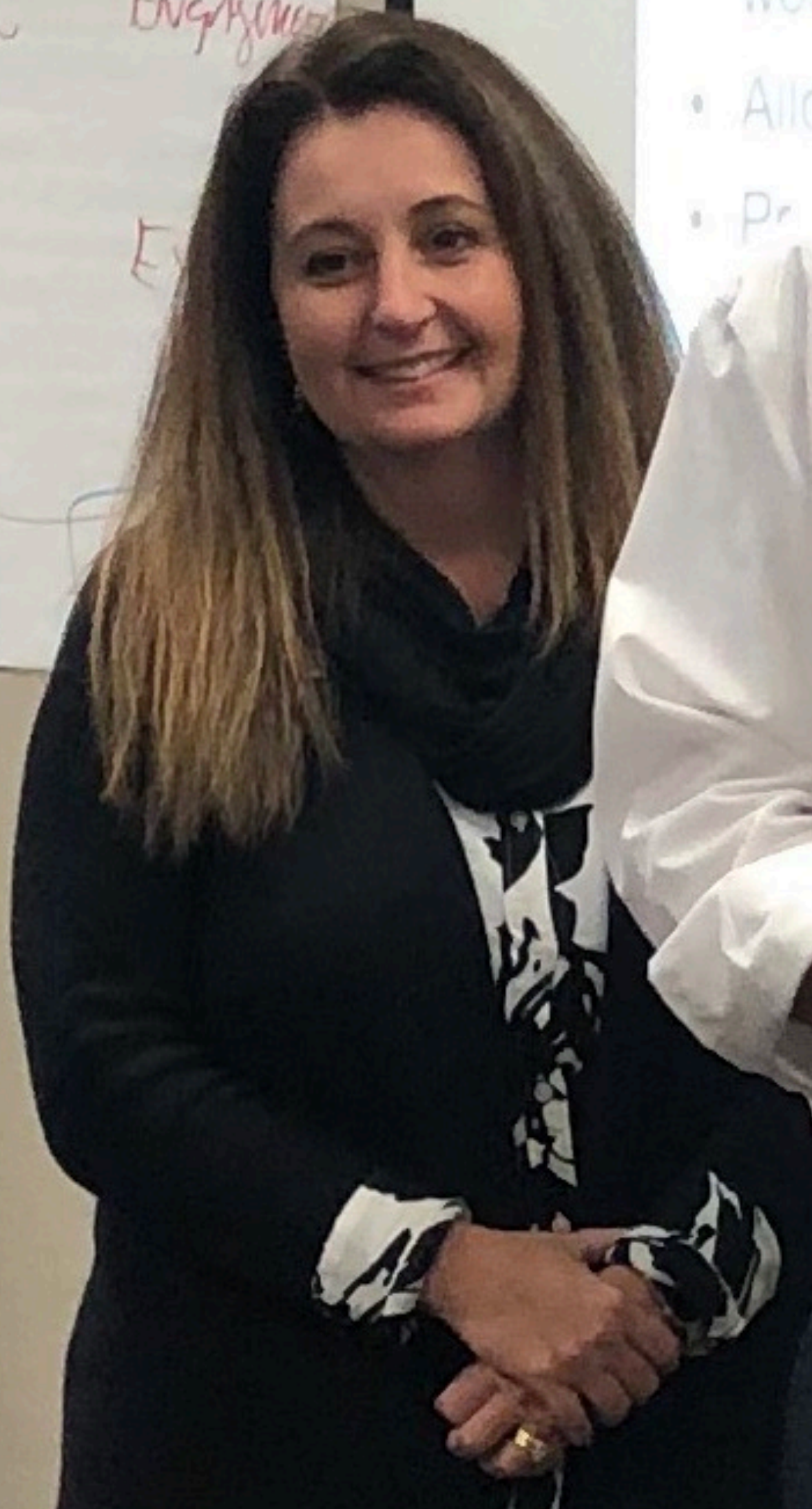


WILLING      WANTING  
MOTIVATION      ENGAGEMENT  
INT.      EX.  
16 Factors  
Intrinsic Values

Autonomy of thought and action

BEST PRACTICES

- Allow employees to set some of their own work goals
- Allow employees to contribute to their team goals
- Pr





# ACTIVATOR PRACTICES

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CONNECTING

COACHING

CULTURING

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# THANK YOU!



## Let's Connect!!



[DrJasonJones.com](http://DrJasonJones.com)



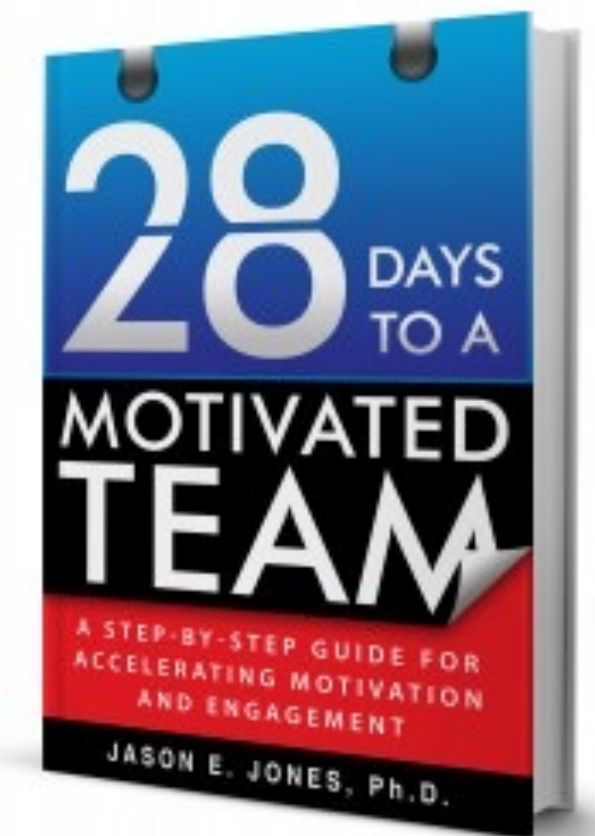
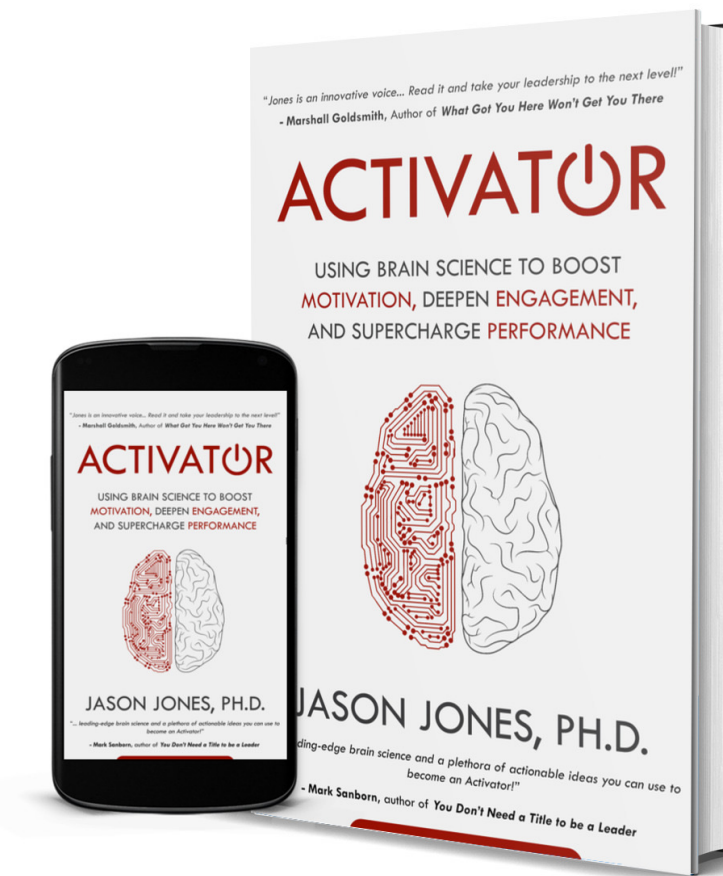
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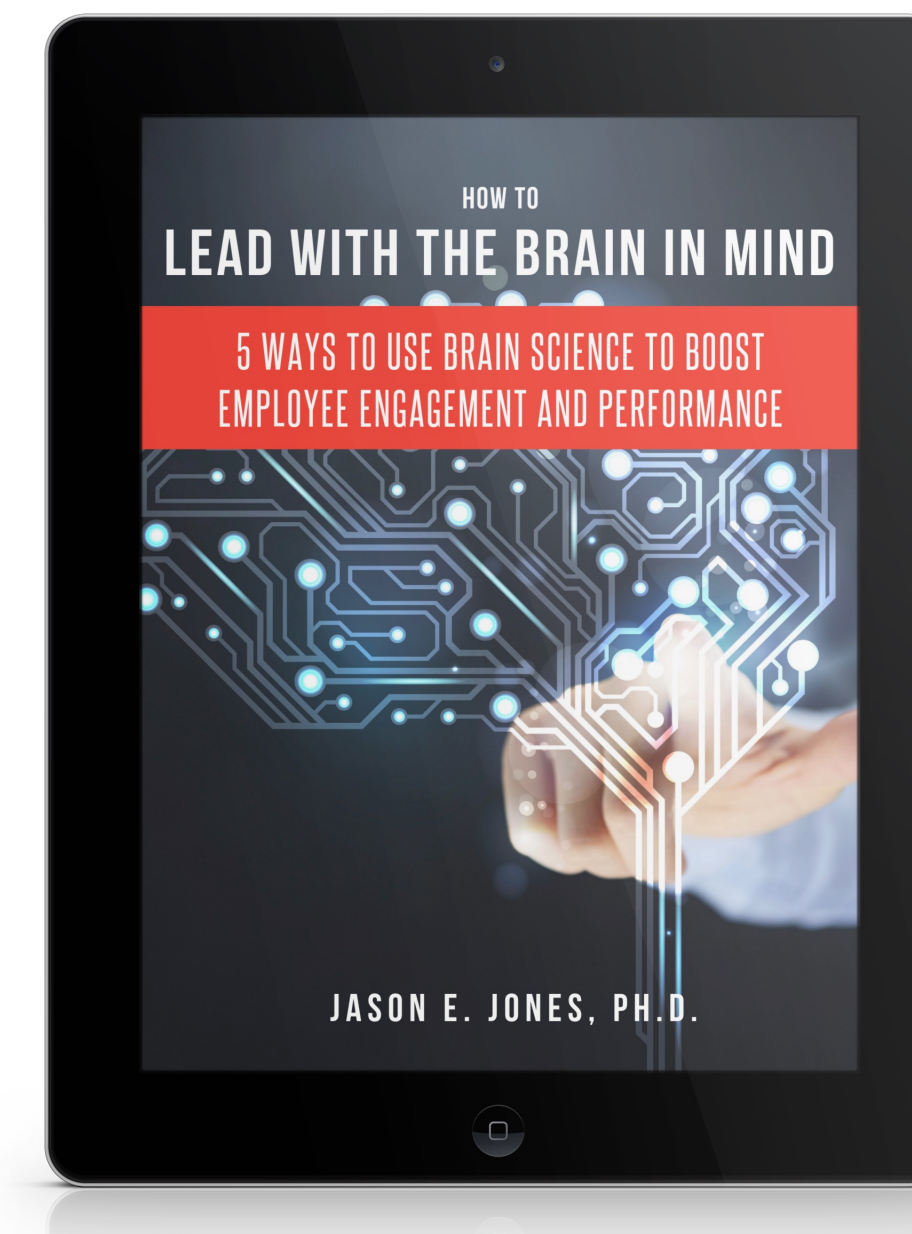
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