

Magellan  
FEDERAL



Webinar Series **Presents:**

**HUMAN CONNECTION**  
CREATING CONDITIONS FOR THRIVING  
INDIVIDUALS & ORGANIZATIONS



# Magellan FEDERAL

We inspire healthier, more productive communities by delivering innovative, total wellbeing solutions to the Federal Government, military personnel, government employees, and their families.



## Meet Our Speakers



DR. JON METZLER

*Senior Director of  
Human Performance,  
CMPC*



MEG HELF

*Performance Coach,  
Manager*



E KRUISE

*Performance Coach,  
Manager*



## Agenda

- ✓ DYNAMIC NATURE OF WELLBEING AND PERFORMANCE
- ✓ NEED AND BENEFIT OF HUMAN CONNECTION
- ✓ CONDITIONS FOR THRIVING
- ✓ STRATEGIES
- ✓ Q&A



# Dynamic Nature of Wellbeing and Performance

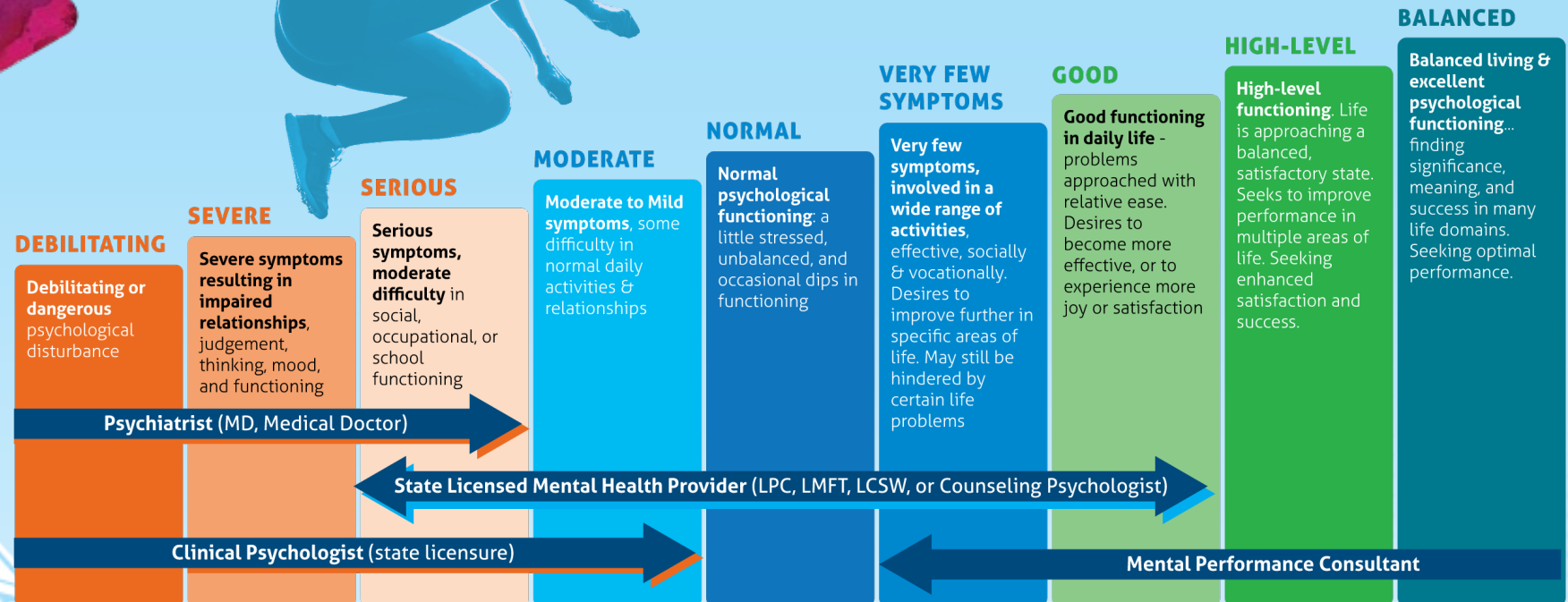
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JON METZLER, SENIOR DIRECTOR OF  
HUMAN PERFORMANCE



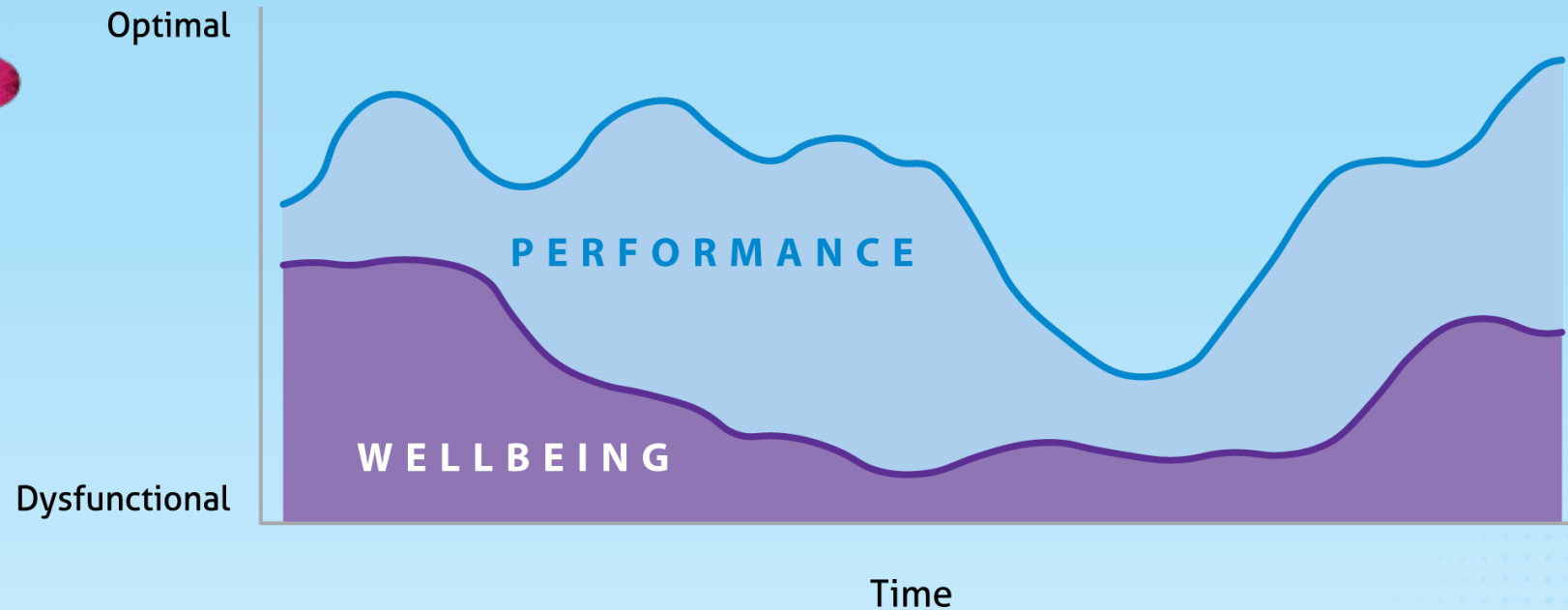


# WHEN PURSUING A THRIVING LIFE, THE FIRST QUESTION SHOULD BE WHAT DO YOU NEED?

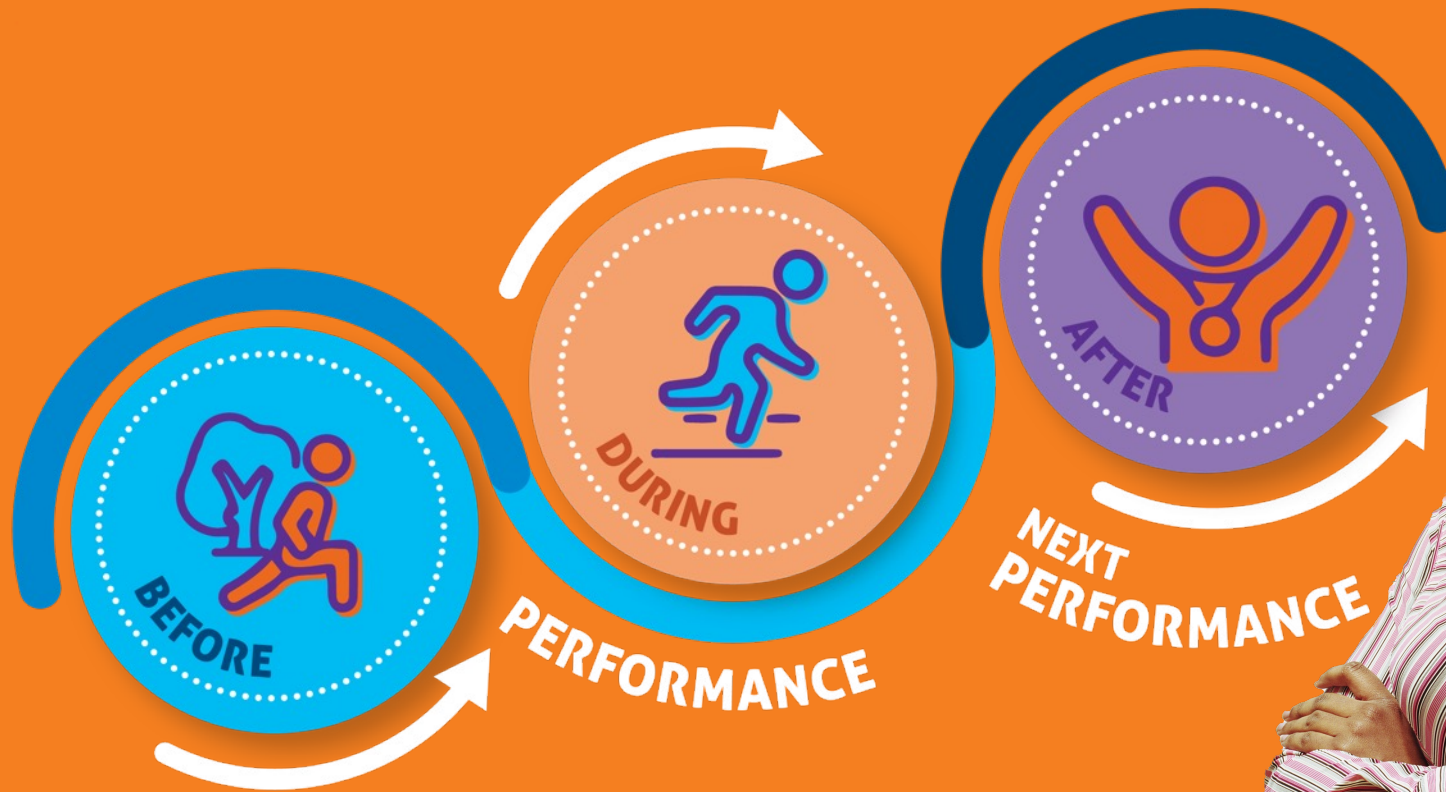


Adapted from Moore, S.N. (2010, April). Using our heads by making a move: Creating an action plan to enhance student-athlete mental health and performance. Presentation at the NCAA Gender Equity & Issues Forum, Chicago, IL.

## Dynamic nature of wellbeing and performance



# Building Awareness



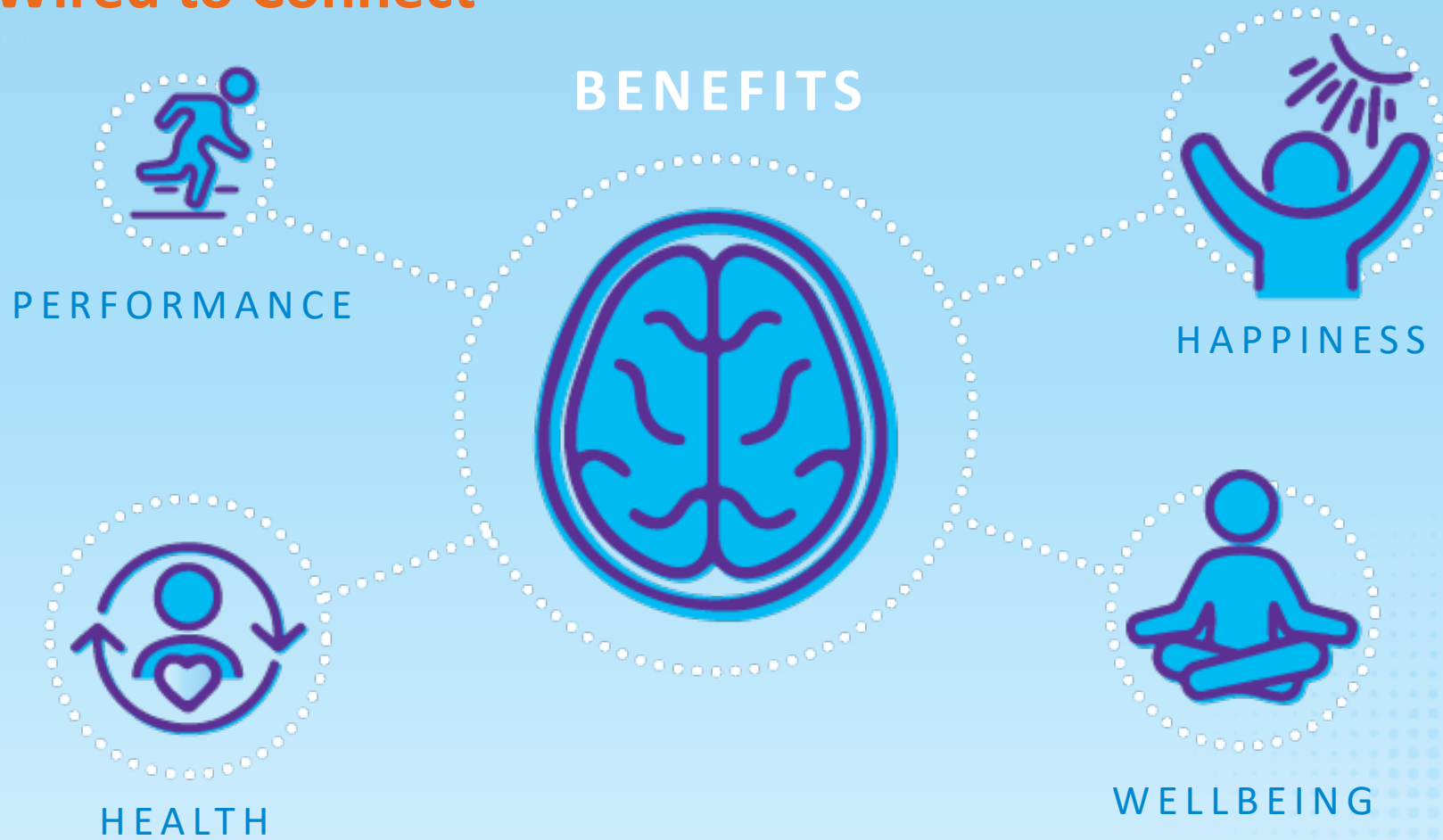


## Wired to Connect

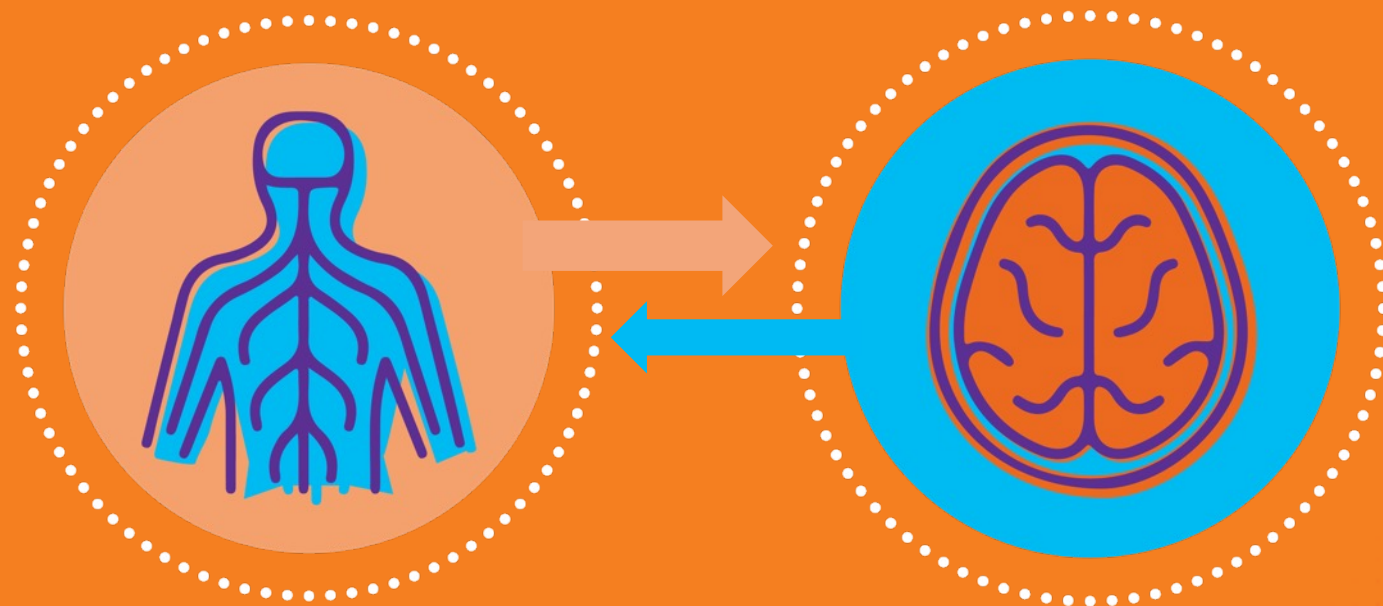
CONNECTING TO  
THE WORLD AROUND US



## Wired to Connect



## Activation and Mindset Awareness

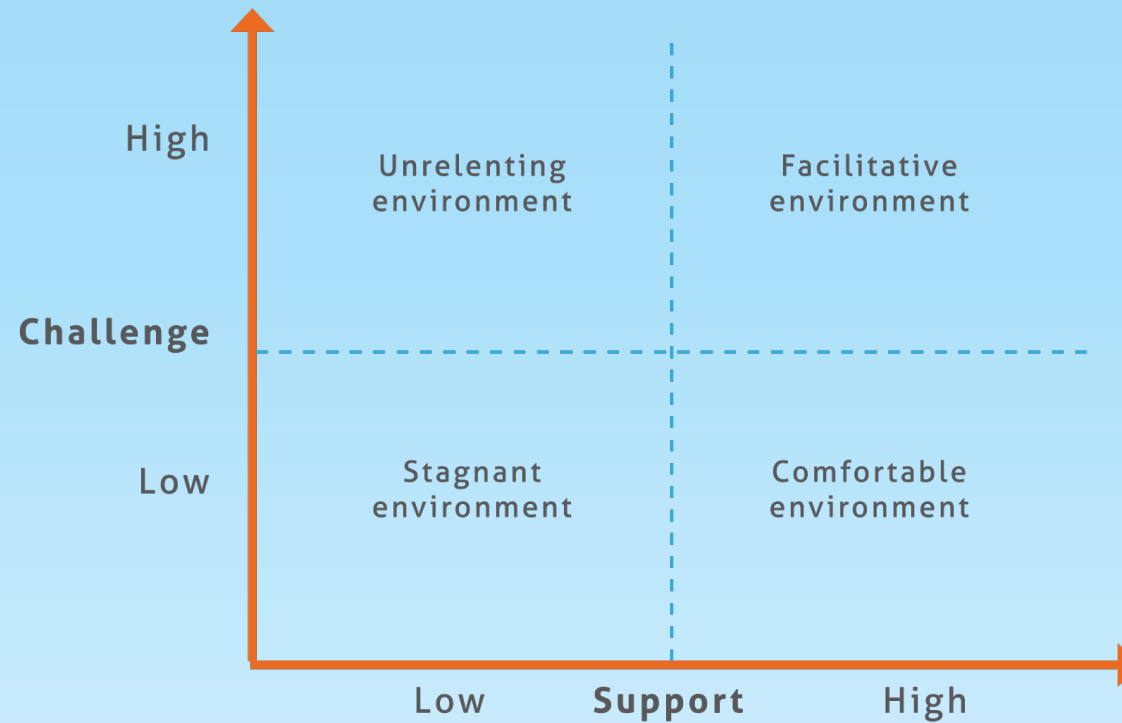


AUTONOMIC  
NERVOUS SYSTEM

BRAIN

## Why Connection and Awareness Matter

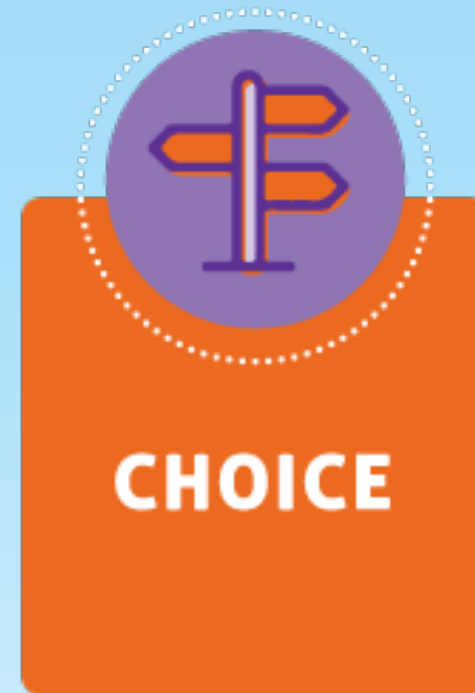
Challenge - Support



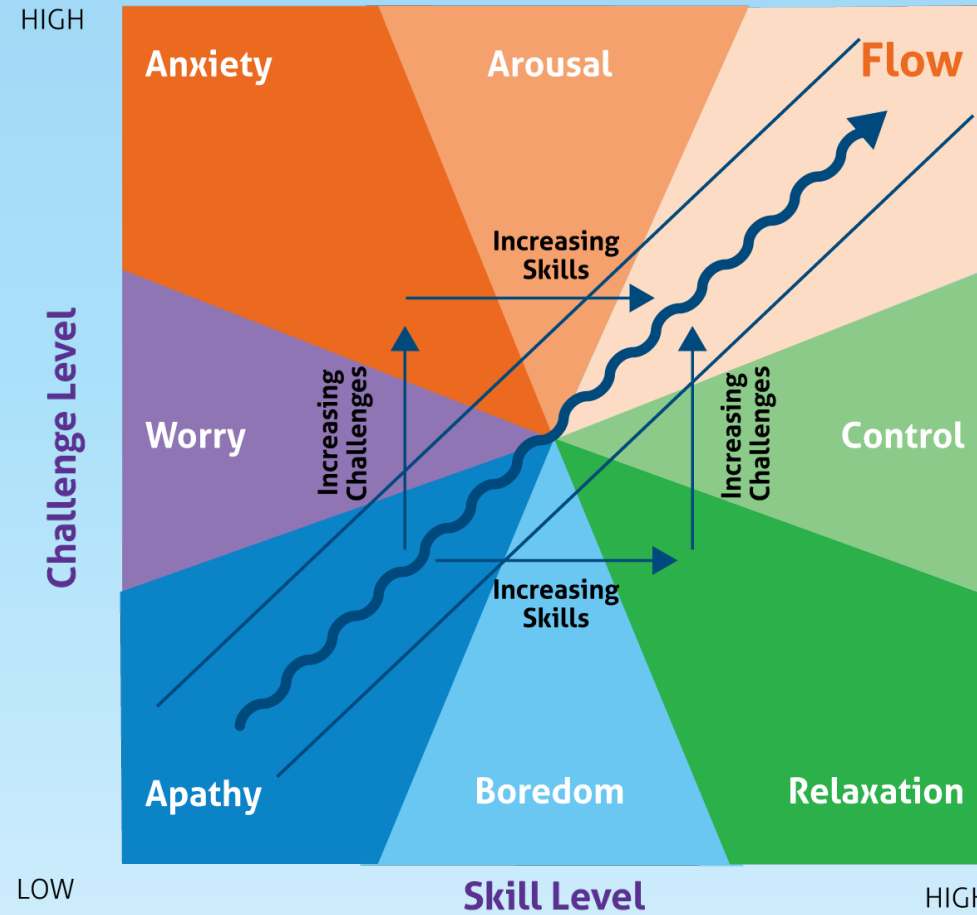
(Fletcher & Sarkar, 2016)



## Conditions for Thriving



## Purposeful Progress



Adapted from Csikszentmihalyi, 2014

# Voice

High  
Accountability  
Low

## ANXIETY ZONE



People are reluctant to offer ideas, try new things, or ask for help, putting the work at risk.

## HIGH PERFORMANCE LEARNING ZONE



People collaborate and learn in the service of high performance, getting complex and innovative work done.

## APATHY ZONE



People show up at work with their hearts and minds elsewhere; choosing self protection over exertion.

## COMFORT ZONE



People are open and collegial but not challenged. On teams, they fail to make major strides.

Low ← Psychological Safety → High

Adapted from Edmondson, 2022



## Choice

### Resistant

People are actively resisting, refusing to do the task, or their focus is on something other than the task

High  
Autonomy

### Autonomously Engaged

People are on-task, taking initiative, and their focus is in the moment on the task at hand.

Negatively  
Engaged

### Absent

People are not actively resisting, but also not actively participating in the task."

### Mimicry

People are doing the task to expectation, without initiative or going above and beyond

Positively  
Engaged

Low  
Autonomy

Adapted from Kupers et al., 2013



## Strategies

- ✓ Clear vision and **goals**
- ✓ Prioritize the **WHY**
- ✓ Model **humility** and **curiosity**
- ✓ Offer **choice**
- ✓ **Praise** input and initiative
- ✓ Destigmatize **failure**
- ✓ Provide and seek **feedback**
- ✓ Maintain **accountability**

# Q&A

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