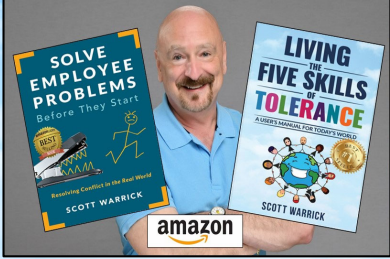


**Emotional Intelligence  
&  
Building  
A  
“SAFE” Culture**

*Scott Warrick,  
JD, MLHR, CEQC, SHRM-SCP*

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1



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Are Posted!**

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2

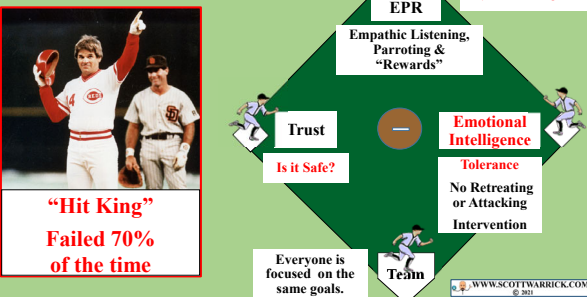
**The Five Skills of Tolerance**

- **Develop Your Emotional Intelligence**
- **Overcome Your Subconscious Brain & Resolve Conflict (EPR)**
- **Identify & Stop Bullying**
- **Understand Real Differences vs. Stereotypes**
- **Don't Be An ENABLER!**

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**Diagnostic Diamond**



**EPR**  
Empathic Listening, Parrotting & “Rewards”

**Emotional Intelligence**  
Tolerance  
No Retreating or Attacking Intervention

**Trust**  
Is it Safe?

**Team**  
Everyone is focused on the same goals.

**“Hit King”**  
Failed 70% of the time

**EI + EPR = VERBAL JEET**

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4

**Where Are We Going?**

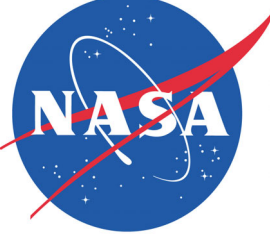


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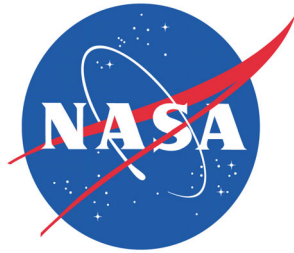
**Why Do Really, Really Smart People Do Really, Really Stupid Things?**



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6

## What Were NASA's Goals?



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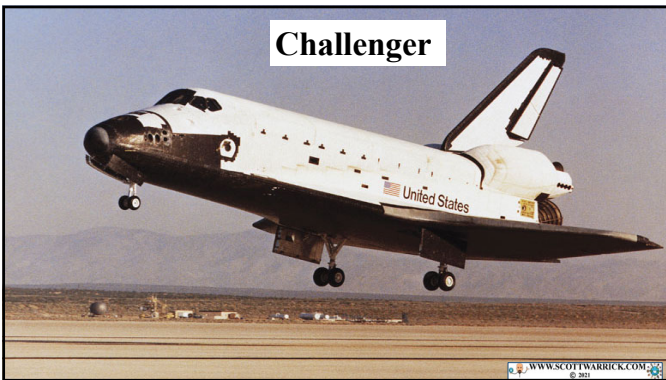
## What Went Wrong?



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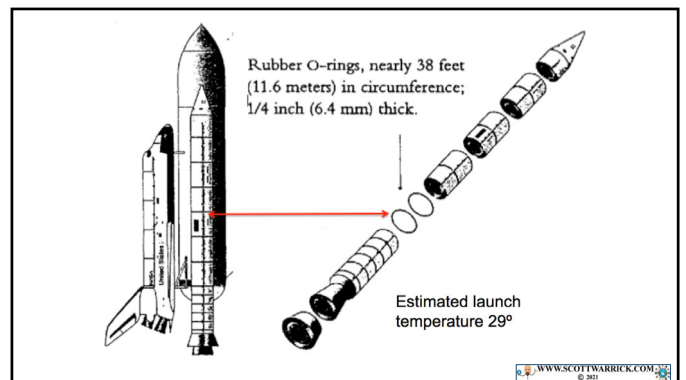
8

## Challenger



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## Roger Boisjoly: Engineer with Morton Thiokol



Boisjoly was told: **“Take off your engineering hat and put on your management hat.”**

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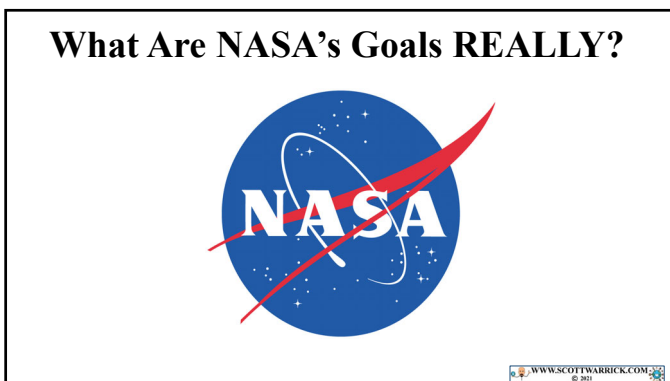
14



15



16



17



18



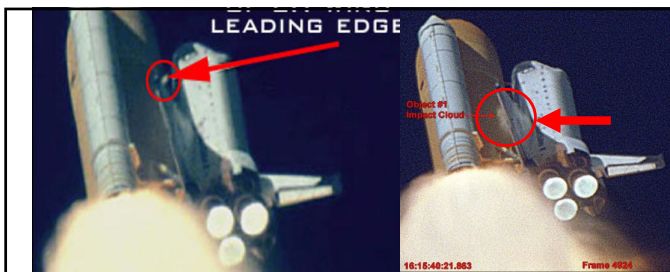
**Columbia**

19



**Columbia  
January 16, 2003**

20



LEADING EDGE

Object #1 Impact Crater

16:16:40:21.863

Frame 4924

**COLUMBIA:  
Broken Heat Shield Piece Striking The Left Wing**

21



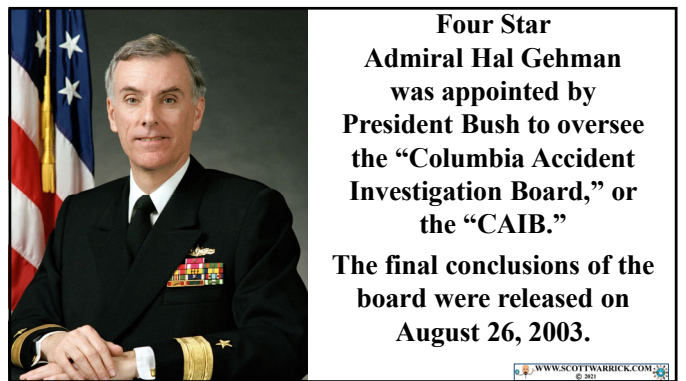
**Columbia  
February 1, 2003**

22



**Columbia February 1, 2003**

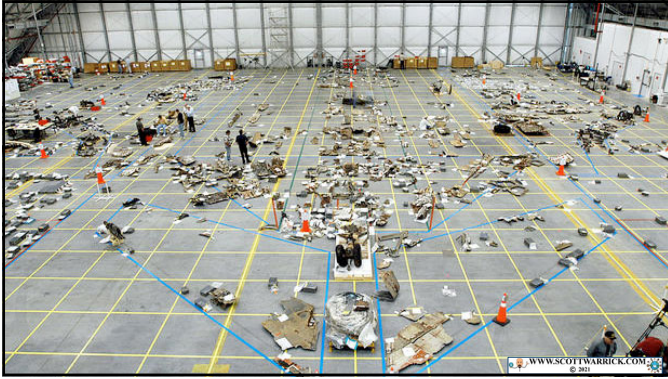
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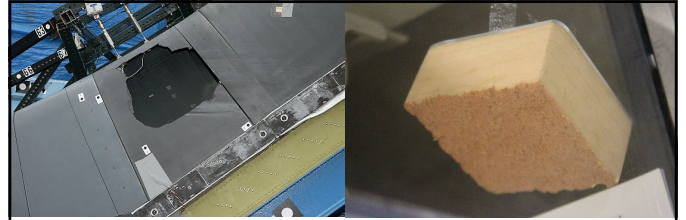
**Four Star  
Admiral Hal Gehman  
was appointed by  
President Bush to oversee  
the "Columbia Accident  
Investigation Board," or  
the "CAIB."  
The final conclusions of the  
board were released on  
August 26, 2003.**

24





25



**Hole In  
Columbia's  
Left Wing**

**Piece of  
Columbia's  
Heat Shield**

26



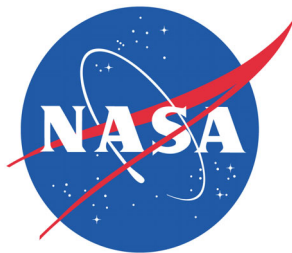
**According to Admiral Gehman, had NASA management allowed its engineering team to take a digital photograph of the outside of Columbia's left wing, they would have seen the 10-inch gaping hole caused by the piece of heat shield that broke loose on takeoff.**

27



28

**What Is WRONG With This Culture?**



29



**Sharon Wong  
Diversity Officer  
NASA Goddard Space Flight Center**

30





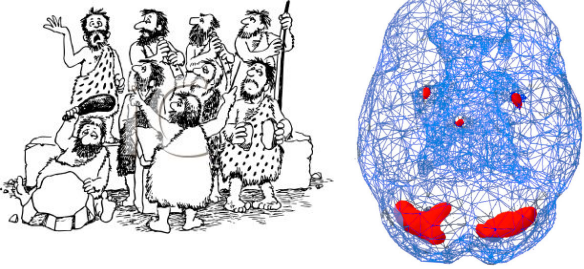
*What Is Diversity?*

**ANYTHING  
THAT MAKES YOU  
DIFFERENT**

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**WE HARD-WIRED TO FORM GROUPS!**



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*Diversity Breeds "GROUPISM"*



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*What Is  
TOLERANCE?  
NOT  
Persecuting Those  
Who Are Different!*



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**HAI!  
SO YOU'RE  
SCARED OF THE  
BIG, BAD  
VIRUS?!**

**YUP... AND I  
GUESS YOU'RE SCARED  
OF WEARING A SOFT  
LITTLE FACE  
MASK.**

**Is This A Diversity Issue?**

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35

*What Is  
TOLERANCE?  
NOT  
Persecuting Those  
Who Are Different!*

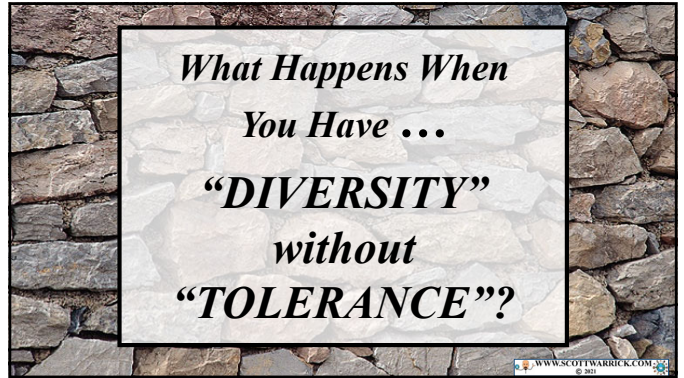
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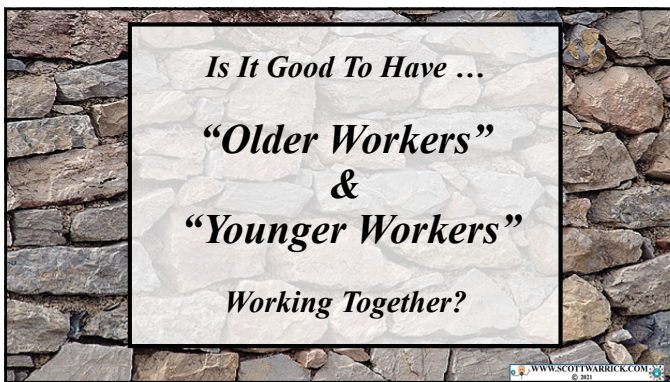




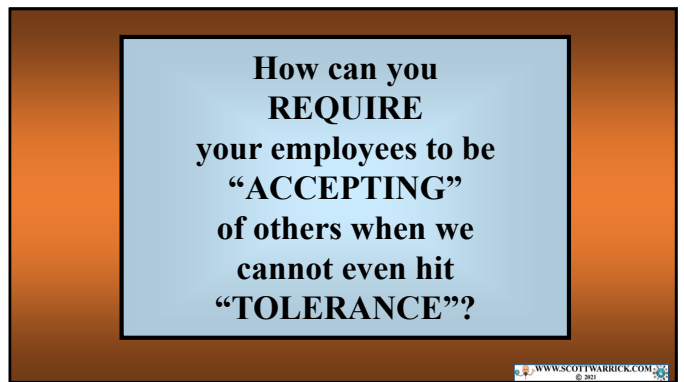
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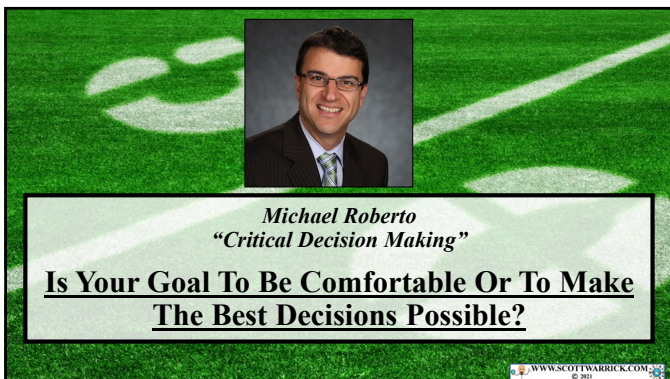
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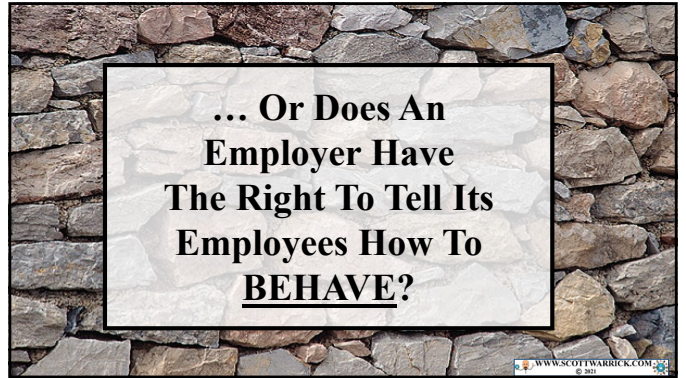


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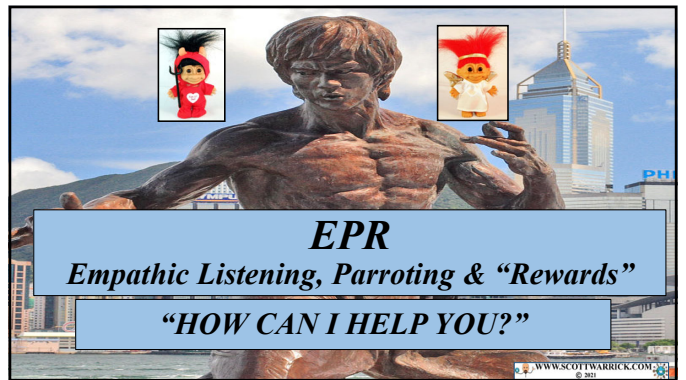
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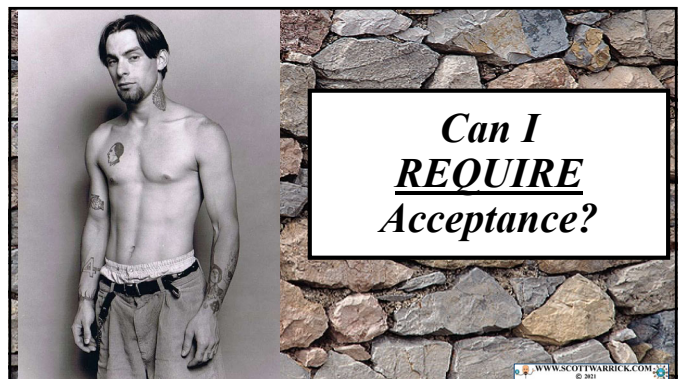
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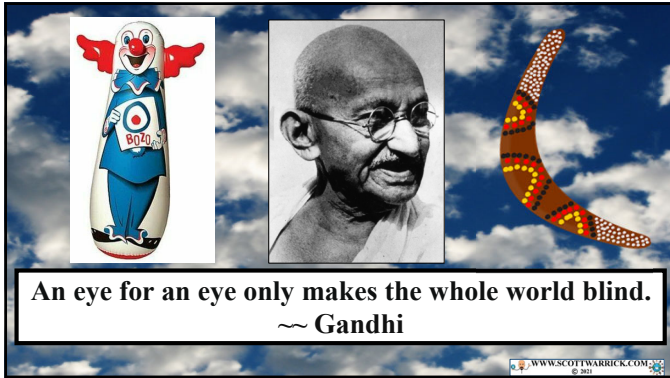


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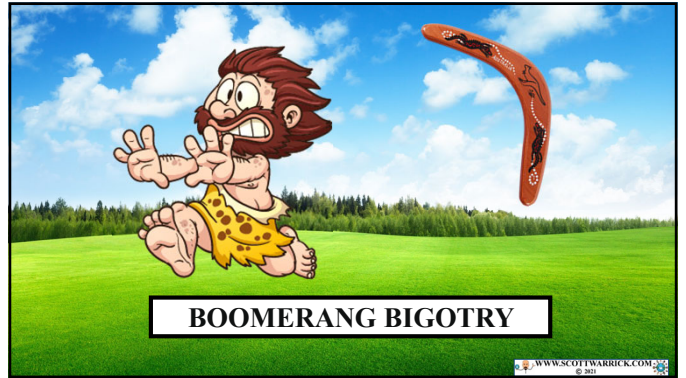


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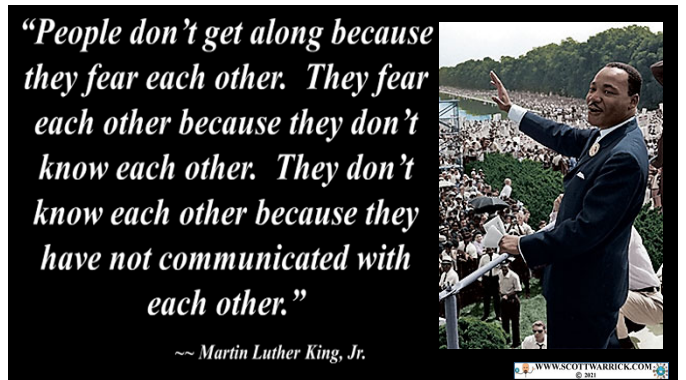
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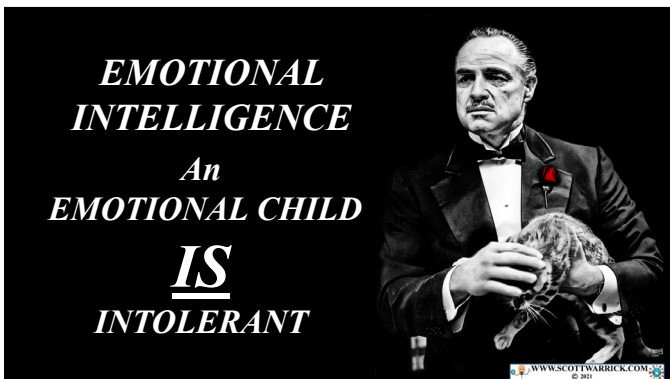
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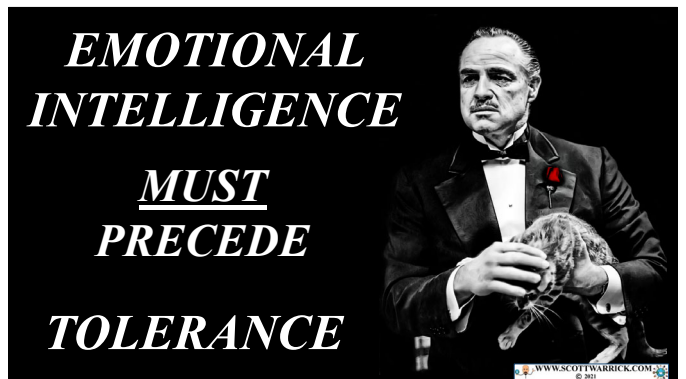
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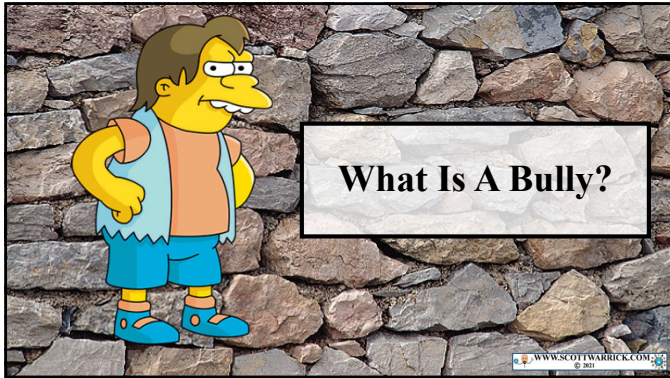
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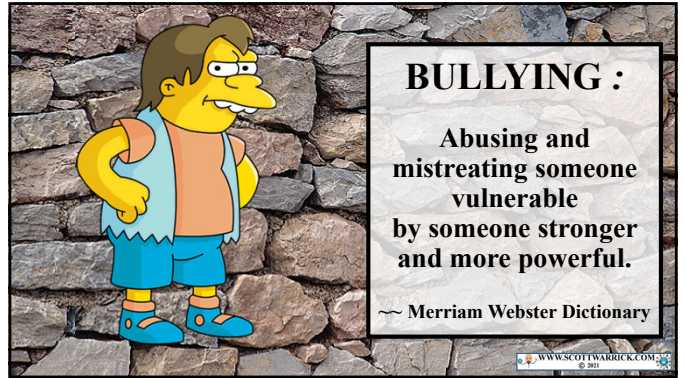
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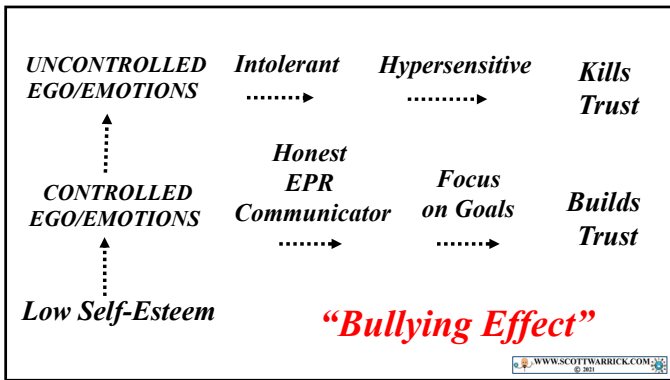
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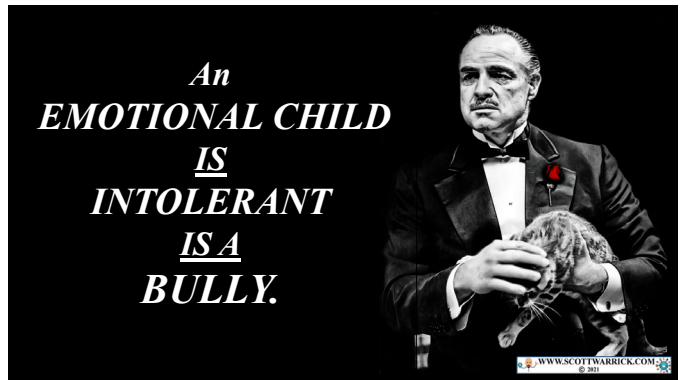
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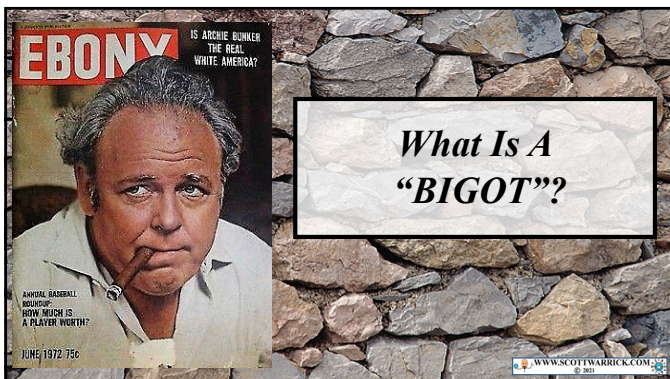
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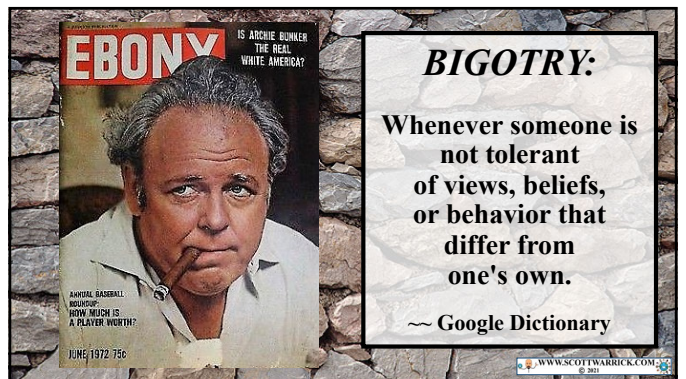
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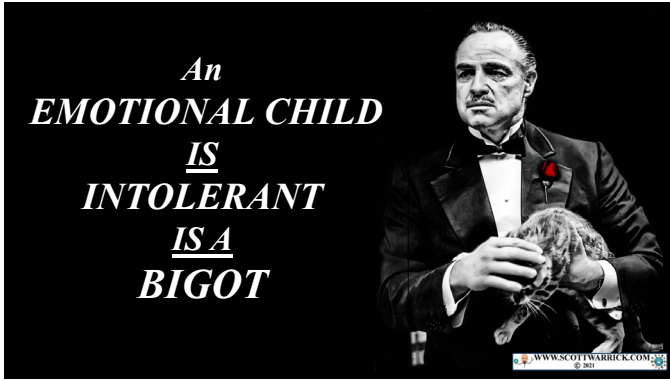


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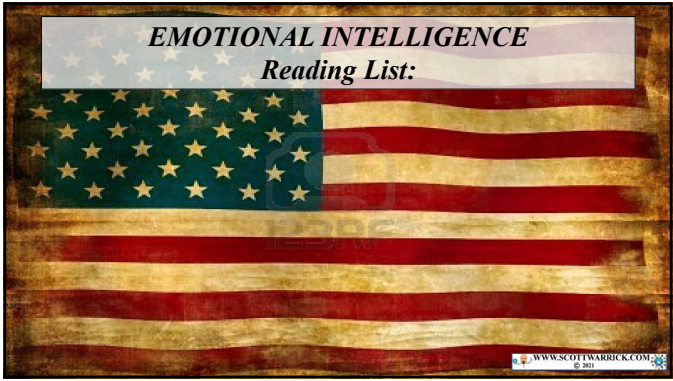


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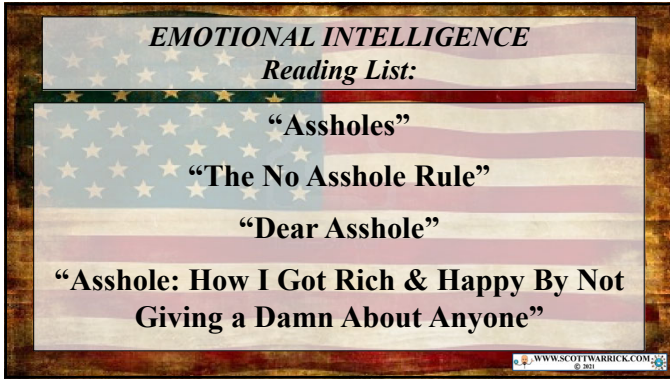




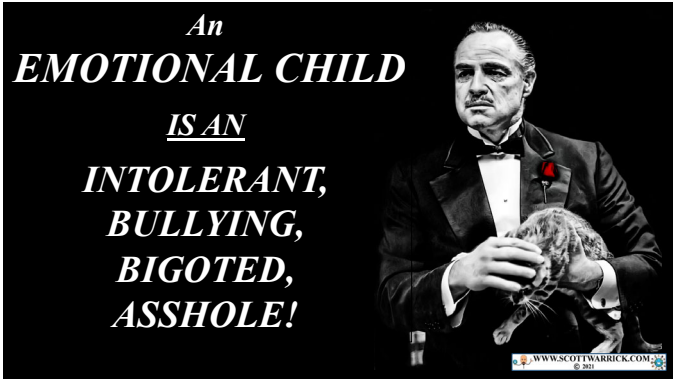
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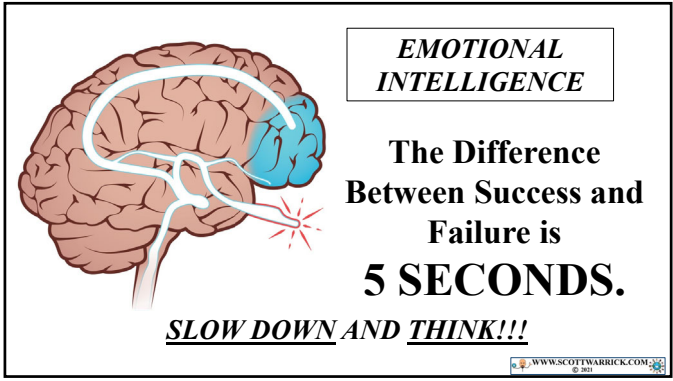
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***SELF-REGULATION***  
*Is Key.*

“You always think your hair looks good until you look in the mirror.”

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**TRUST:**  
**Is**  
**It**  
**SAFE?**

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**HRCI Program ID: 584891**

**Emotional Intelligence & Building A “SAFE” Culture**

**Start Date: 3/2/2022**  
**End Date: 12/31/2022**

**1.5 Recertification Credit Hours: General**




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**SHRM Activity 22-PXNCM**

**Emotional Intelligence & Building A “SAFE” Culture**

**Start Date: 3/2/2022**  
**End Date: 12/31/2022**

**1.5 Recertification Credit Hours: General**



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Scott Warrick’s Employment Law Services.  
scott@scottwarrick.com

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