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Rebrand Your Workplace Woes

How to Clarify Your Strengths, Optimize Your Team, and Grow Your Joy and Productivity

Karmen Horton, Target Continuum



Goalposts. Where we're heading.

Level set on the purpose of work.

Clarify Your Strengths.

Optimize Your Team.

Grow Your Joy + Productivity.

Resources + tools to help you better lead, communicate, and improve your experience of work.



What is the purpose of work?

Is it unrealistic to optimize for joy?

- Means of creating + exchanging value
- Expression of human creativity + collective good
- Cultivation + stewardship
- Source of dignity
- Calling, mission + purpose
- Duty + service

Your work is your love made visible.

-Kahil Gibran





What is the purpose of work?

Is it unrealistic to optimize for joy?

- Toil
- Burden
- Struggle
- Survival
- Necessary evil

They call it work because it isn't supposed to be fun.

-Karl Pilkington





The emotions of work

Work can be an incredibly complex, deeply emotional experience

- The first question we're asked
- Intertwined with our identity
- Feelings of value + worth
- Measure of judgement + comparison
- Cultural + societal expectations





Poll Everywhere

What word(s) describes your BEST experience at work?

(%) Inactive













Poll Everywhere

What word(s) describes your WORST experience at work?

(%) Inactive









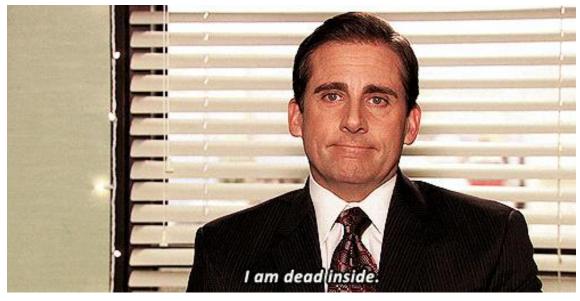




Ideal vs. Reality

Depending on the season we can live in two extremes





• No matter which season you're living in today, I'm hopeful this workshop can help you own that season of joy and help others find it, too, or find a compass to guide you out of the struggle and into a better experience.



Our Goal Today

- 1. Clarify Your Strengths
 - Help you discover what can unlock MORE seasons of joy + fulfillment
- 2. Optimize Your Team
 - Help you better communicate, lead, and support your team in finding their best fit
- 3. Grow Your Joy and Productivity
 - Redesign your role + achieve more individually and as a team





Clarify Your Strengths

Help you discover what can unlock MORE seasons of joy + fulfillment



Lens of the Working Genius

Productivity Assessment from Pat Lencioni

- What do we mean when we say "work"?
- How others see work differently than we do
- Adopt a shared language
- Prevent miscommunications + misunderstandings
- Increase efficiency + work better as a team
- Guide to where we should be spending our time
- Roadmap to a more fulfilling career

My hope is that nobody ever ... feel[s] any sense of guilt or frustration in work because they think that there's something wrong with them. But more that they realize, 'Oh no I'm just meant to do something else.'

-Pat Lencioni



Limits of the Working Genius

What the Working Genius is NOT

- Deep dive on your history, upbringing, and all the nuances and distinct features that make you "you"
- End all, be all that will solve every challenge
- A box that limits what you can do and how you contribute

*It's a compass, not comprehensive.

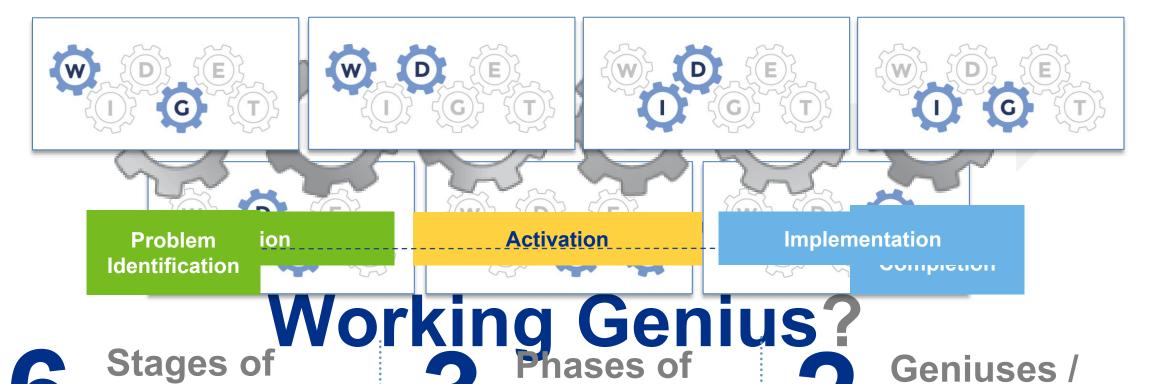
*It's a shorthand and a shortcut to better work, not a strict set of constraints.

Knowing your Working Genius helps you spot where your real talents lie - and where you shouldn't waste your emotional energy trying to fit in. It's a powerful tool for reducing burnout and increasing fulfillment."

-Liz Fosslien







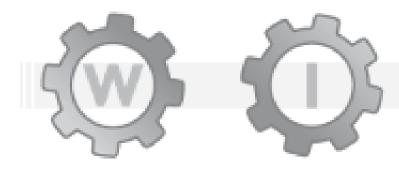
Stages of Work

All required to take us from start to finish. Ideally occurs in a linear path, and skipping stages is a key source of tension and frustration.

We think of work as onedimensional – "get stuff done!" – but successful work has three complete phases.

Geniuses / **Preferences**

We are naturally talented in and drawn to 2 stages of work, have 2 competencies and 2 frustrations











Ideation

Wonder
natural gift of
pondering the
possibility of
greater
potential and
opportunity in a
given situation

Invention
natural gift of
creating original
and novel ideas
and solutions

Activation

Discernment
natural gift of
intuitively and
instinctively
evaluating
ideas and
situations

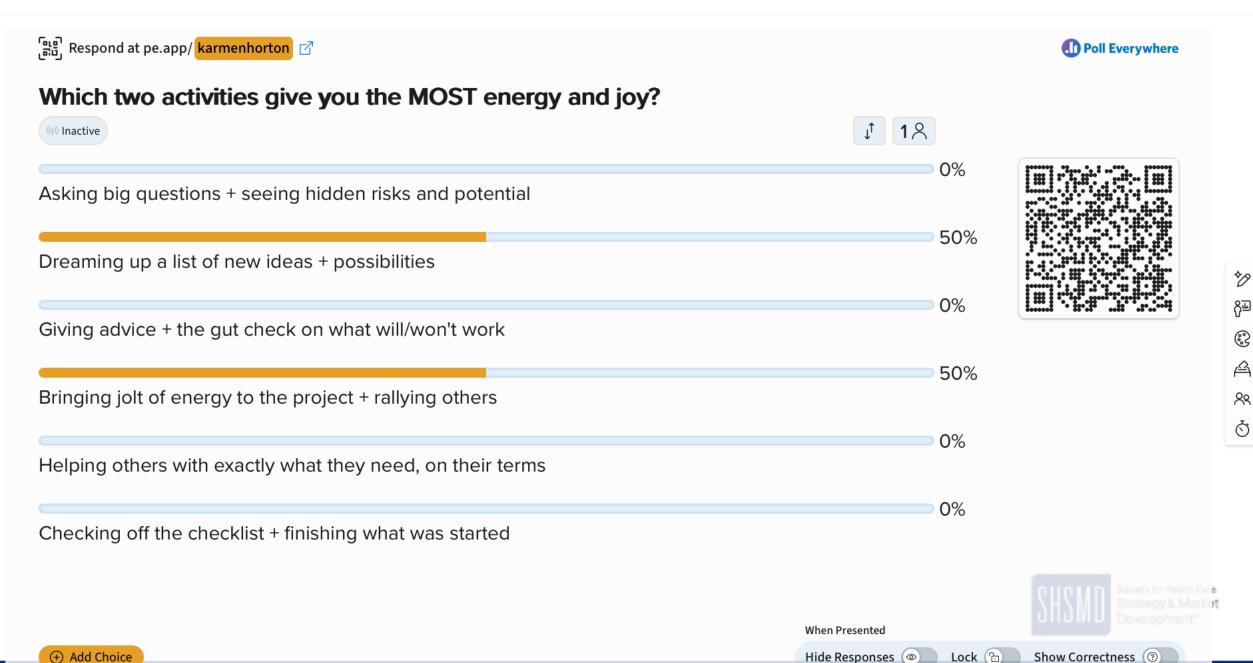
Galvanizing
natural gift of
rallying,
inspiring, and
organizing
others to take
action

Implementation

Enablement
natural gift of
providing
encouragement
and assistance
for an idea or
project

Tenacity
natural gift of
pushing
projects or tasks
to completion to
achieve results







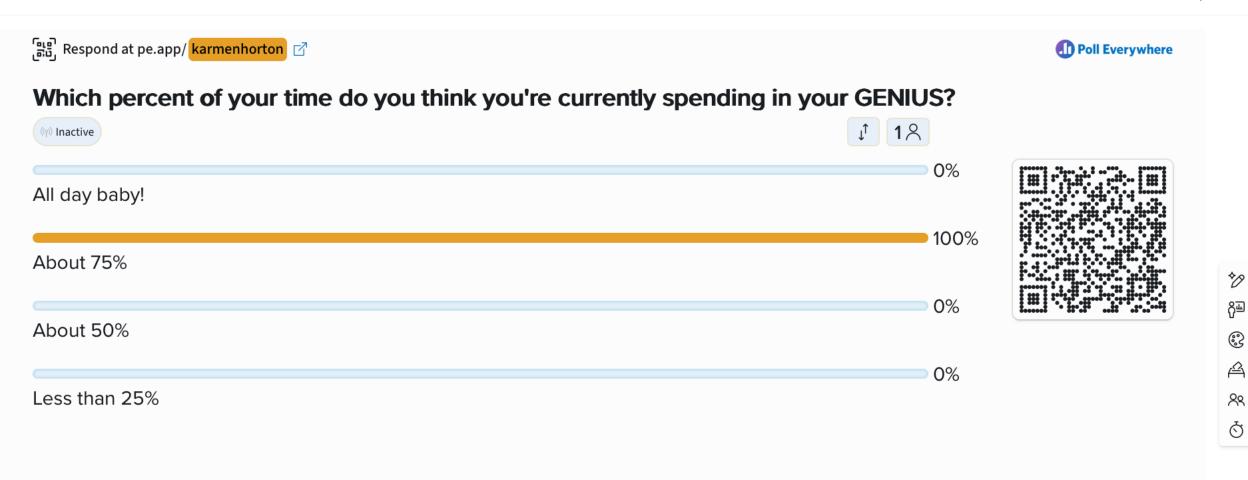
Confident + Contributing → Resentment Red Alert







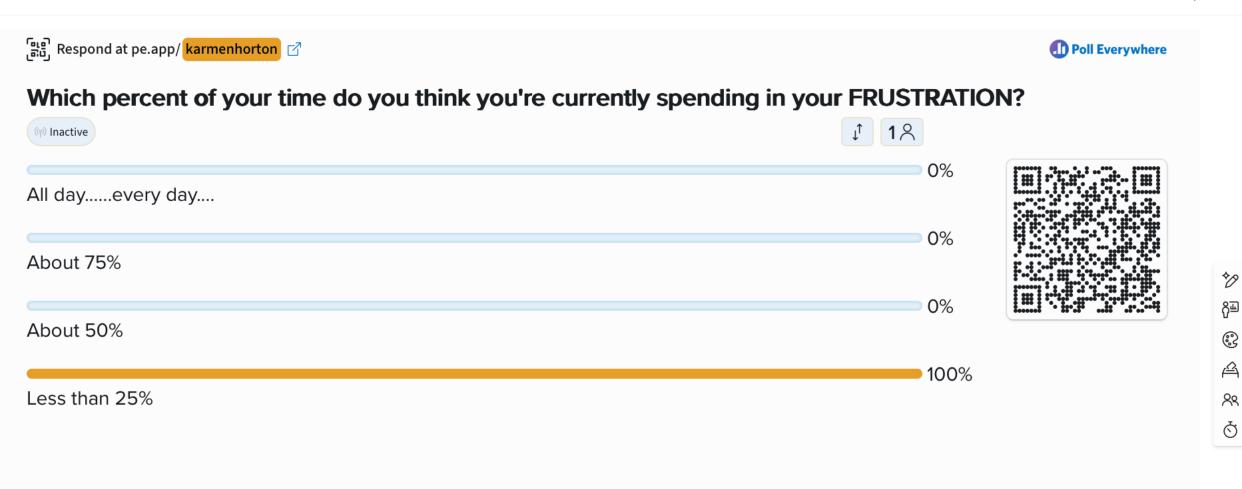














Ideal vs. Reality

Should we expect a job that's at > 80%?

- Luxury only for bigger teams?
- Capable + competent vs. thriving
- MOST valuable to the organization
 - Working at the "Top of Your License"
- Greatest opportunity for personal gain
- Leaving room for others to shine
 - Being a "team player" can hinder your team
- Invitation to reorder your role + approach

If it doesn't light you up, you're not the right person for the job.

-Danielle LaPorte





Reflection + Discussion

Tasks

What are the main functions I'm currently responsible for in my role?

Genius

Which genius do they require?

Is that a fit with my top geniuses?

Ideal

Which tasks would I love to stop doing?

Which tasks would I love to do instead?



Warning About Competencies

Why good enough isn't good enough

- Battery runs out very quickly
- Easier to get frustrated
 - With frustrations, of course we're not good there!
 - With competencies, easier to be fooled
- Working harder to get less results

Would you rather be sufficient or masterful? Bright or a freaking super nova? Well rounded, or on your own leading edge?

You didn't sign up for good enough in this lifetime, you signed up for awesome.

-Danielle LaPorte





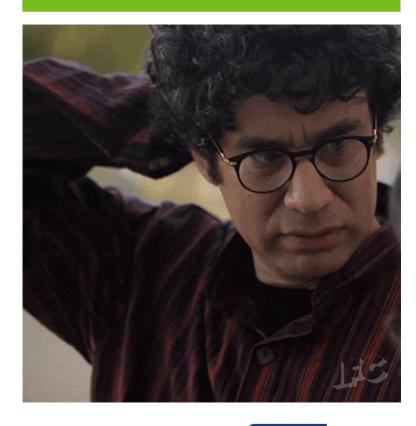
Breaking the Tie

How do I decide between two geniuses?

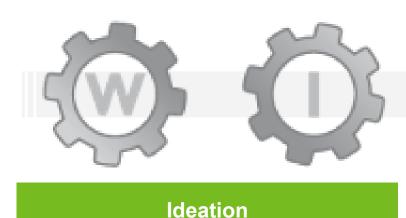
- Look for the joy!
 - Joy in the process vs. relief from completion
- Energy vs. drain
- Natural + instinctive vs. trained
 - Which were inherently doing before gaining formal skills training and career experience?
- What do others consistently come to you for?
- Easy to do on-demand, without warmup, and even under pressure
- If you weren't ever allowed to do one, which loss would be the most disappointing?
- What do you crave?
- Responsive vs. disruptive

No joy, no genius!

-Patrick Lencioni









Freedom

"Who Cares"

Consideration

Wonder

Constraint







Activation

Discernment

Trust

"Prove It"

Galvanizing

Reaction/ Engagement

Apathy/ Indifference **Implementation**

Enablement

Appreciation

Unneeded/ Overlooked **Tenacity**

Clarity + Permission

Ambiguity

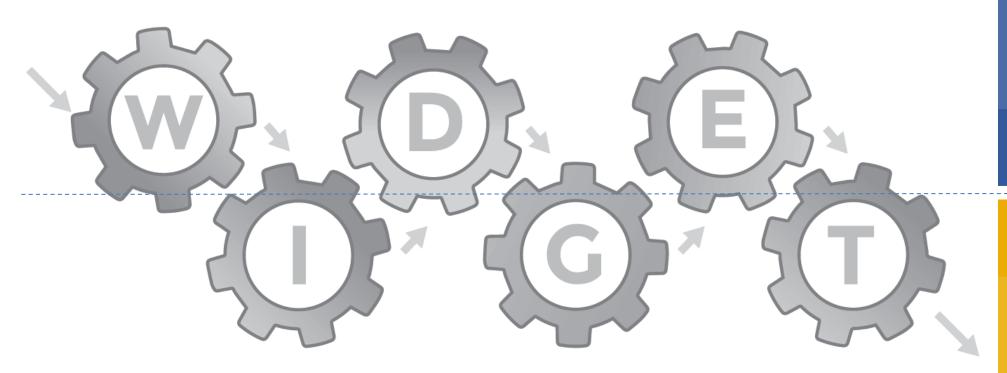
Share your experience: How do these resonate?



Wonder

Discernment

Enablement



Invention

Galvanizing

Tenacity

Responsive

Stability + Consistency
Maintaining + building
steady progress.
Championing an

Responsive

Disruptive

Shake Up + Move Quick Getting things off the ground. Pushing through obstacles. Making something out of nothing.









Share Your Experience

Double Responsive

How have you seen your double responsive nature affect your work?

What feedback are you getting from those on your team?

Double Disruptive

How have you seen your double disruptive nature affect your work?

What feedback are you getting from those on your team?



Working Genius Assessment

If you haven't yet taken the assessment and would like to know your official results, the test takes about 10 -15 minutes.



workinggenius.com/about/assessment

15:00







Welcome back!

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Optimize Your Team

Help you better communicate, lead, and support your team in finding their best fit



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Why Working Genius

vs. Standard Personality Tests

- Simple only six steps
- Immediately implementable, highly actionable
- Productivity vs. personality based made for work
 - Not about us it's about the work
 - Takes the emotional barbs out of conflicts
- New layer of understanding to break the stalemate

Nowhere does this tendency toward artificial harmony show itself more than in mission-driven nonprofit organizations... People who work in those organizations tend to have a misguided idea that they cannot be frustrated or disagreeable with one another. What they're doing is confusing being nice with being kind.

-Pat Lencioni



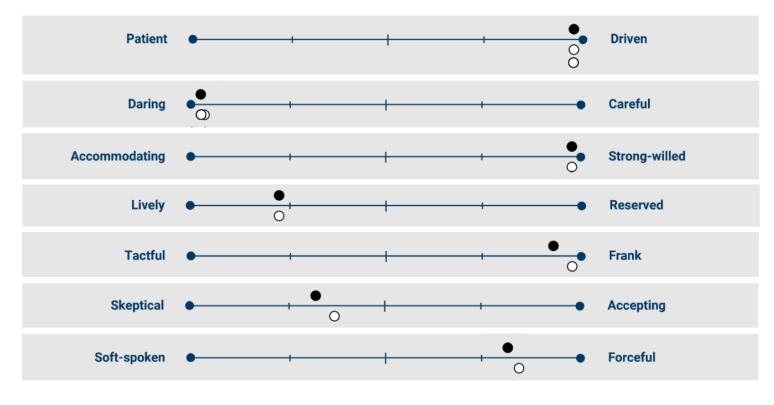
Why Working Genius

A Tale of Two Di's



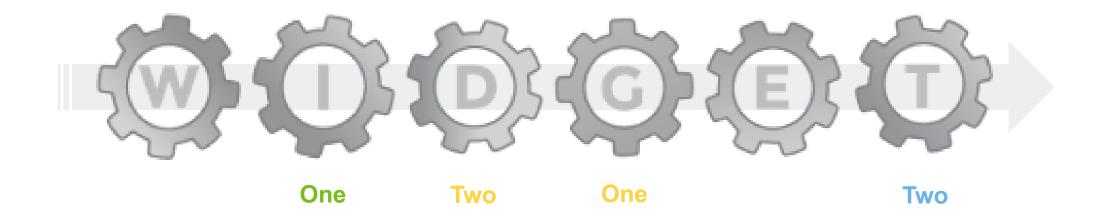
True belonging doesn't require you to *change* who you are; it requires you to *be* who you are.

-Brené Brown



Why Working Genius

A Tale of Two Di's





^{*}Enablement was a frustration for both!



Breaking the Stalemate

Illuminating - Not Alleviating - Problems

- Unlocking conversation + dialogue
- Starting point for discussion
- Workflow adjustments + working "in order"
- Language to set boundaries + ask for needs
- Identifying the wall you know you're going to hit –
 even if you can't fix it
- Establishing baseline goodwill + respect

Suddenly, people are discussing one another's deficiencies openly and without hesitation because they have vocabulary and permission.

-Pat Lencioni



Tips to Avoid Conflict

Establishing Role + Process Clarity

- Protecting incubation period
- Big "I" vs little "I"
- Working in order
- Align processes + workflows by phase
- Assign WG goal of each meeting
- Express your geniuses at the right stage
 - Be mindful of "altitude"
 - Know when to hold back to not derail the project

Just get as many people in your organization to know what they are.

The language, the vocabulary, and the way people work together is going to change.

-Pat Lencioni



Altitude of Geniuses – Navigating Turbulence



The Genius of Wonder: 50,000 feet. Should we land the plane? Asking the question.

The Genius of Invention: 25,000 feet. I think we should land it in that airport down there. Coming up with the solution.

The Genius of Discernment: 20,000 feet. Is that really the right place to land? Is the fuel okay for that? Let's talk about this more (back to *Invention* until we're sure).

The Genius of Galvanizing: 15,000 feet. If that's really where you want to land, I'll get everyone ready.

The Genius of Enablement: 5,000 feet. I'm ready to help, whatever you need from me. I'll call the airport and get everything set.

The Genius of Tenacity: 1,000 feet to 10 feet. Landing the plane.

Altitude of Meetings



Ideation



Wonder: 30,000 feet.



Invention: 25,000 feet.

Visioning Brainstorm

> **Decision Making** Solutions Oriented

Activation

Implementation



Discernment: 20,000 feet.



Galvanizing: 15,000 feet.

Kickoff Launch

> **Progress** Busting Roadblocks

> > **Tactical** Finalization



Enablement: 10,000 feet.



Tenacity: 5,000 feet to 10 feet.

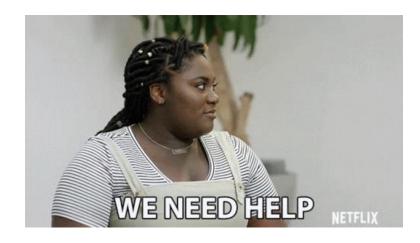


Mapping Your Team

Understand Your Gaps + Strengths

- Where are you overrepresented?
- Where are you lacking strengths?
- Where are team members being forced to over index on a competency?
- Who is stuck working in frustrations?
- Where is our org at risk because of what we're missing?

They had nobody on the executive team with Invention ... They were frustrated. For 10 years, they hadn't had a new idea.



SHSMI Society for Health Care Strategy & Market Development*	Ideation Bias toward creation		Activation Bias toward motivation		Implementation Bias toward action	
	Wonder	Invention	Discernment	Galvanizing	Enablement	Tenacity
Working Genius	One		Two Four Five	Two	Three Six One	Three Six Four Five
Working Competency	Three Six Five		Three	Six One Four	Two Four Five	One Two
Working Frustration	Two Four	Three Six One Two Four Five	Six One	Three Five		

Society for Health Care Strategy & Market Development**	Ideation Bias toward creation		Activation Bias toward motivation		Implementation Bias toward action	
	Wonder	Invention	Discernment	Galvanizing	Enablement	Tenacity
Working Genius	One		Two Four Five	Two	Three Six One	Three Six Four Five
Working Competency	Three Six Five		Three	Six One Four	Two Four Five	One Two
Working Frustration	Two Four	Three Six One Two Four Five	Six One	Three Five		

Shall Society for Health Care Strategy & Market Development	Ideation Bias toward creation		Activation Bias toward motivation		Implementation Bias toward action	
	Wonder	Invention	Discernment	Galvanizing	Enablement	Tenacity
Working Genius		Two	One Three Two Five	Six Seven	One Four Six	Three Four Five Seven
Working Competency	Four Two Five	One Three Six	Four Six Seven	Three	Five Seven	One Two
Working Frustration	One Three Six Seven	Four Five Seven		One Four Two Five	Three Two	Six

Leadership

Shall Society for Health Care Strategy & Market Development*	Ideation Bias toward creation			vation d motivation	Implementation Bias toward action	
	Wonder	Invention	Discernment	Galvanizing	Enablement	Tenacity
Working Genius		Two	One Three Two Five	Six Seven	One Four Six	Three Four Five Seven
Working Competency	Four Two Five	One Three Six	Four Six Seven	Three	Five Seven	One Two
Working Frustration	One Three Six Seven	Four Five Seven		One Four Two Five	Three Two	Six



Filling the Gaps

Compensating for a Missing Genius

- Borrow geniuses from other teams
- Empower "junior" team members to step in
- Tech + automations
 - Reminders, PM software, ChatGPT as a "thinking partner"
 - What are we missing? What are the risks?
 - Idea generation + prototyping
- "I'm galvanizing!" / Magic Fingers

I found someone who had the Genius of Galvanizing, but who didn't feel experienced enough or senior enough to do that for the team. I gave him permission and responsibility - for doing much of the Galvanizing on the team. His joy and enthusiasm at work went up. Mine did, too, as I was freed up to do more of my genius. And most important of all, the team started getting much more work done in less time."

Hiring

Evaluating a Candidate

- What gaps do you have on your team map?
- HOW do you want the role to be done?
 - Marketers: analytical + data vs. creative + design
- What is the supervisor's genius profile?
 - How about immediate team + direct reports?
- What could a fresh pairing bring to this team?

*Still want to prioritize cultural fit.

*Never use a personality or productivity assessment to discriminate. Let it inform but not inhibit a hiring decision.

One person's executive assistant is different than another's ... [as is] one person's head of marketing ...

These titles are the same but needs are different based on team genius gaps.



Share Your Experience: "Non-Traditional" Profiles

- Project Manager with Wonder + Enablement
- Accountant with Wonder + Discernment
- CEO with Enablement + Tenacity
- President who's Double Responsive
- Marketing VP without Invention

If you think about your team, is anyone in a role that might be unexpected?

Do YOUR geniuses differ from the traditional norm for your role?

What does your unique genius bring to the team?



Delegating as Leaders

What are you really asking for?

- What are your unspoken expectations?
- What type of hire am I looking for on this project?
 - Creative Director vs. Creative Director
 - Project Manager vs. Project Manager
- How is my leadership style blinding me?
 - Bias toward our geniuses
 - Impatience for our opposites
 - Assumption teams should fill the gaps

What We Mean vs. What They Hear

Mow the Yard

Make a Creative Brief

Get the Project Done





Delegating as a Gift to Your Team

Why it's better to stick to your geniuses

- Hesitant to delegate, "It'd be mean to pass this on if it's such an awful task"
 - What's drudgery to you might be pure joy to someone else
- When we get out of the way we make room for others to step up and shine
- Our team is ultimately more effective + productive
 - Doing more, better work which is best for our org, our patients/customers, our bottom line
- Can see the true gaps + hire the RIGHT fit

One man or woman's trash is another man or woman's treasure. The very things I love, other people are like, 'please don't make me ever do that.'



Tips for Best Fit

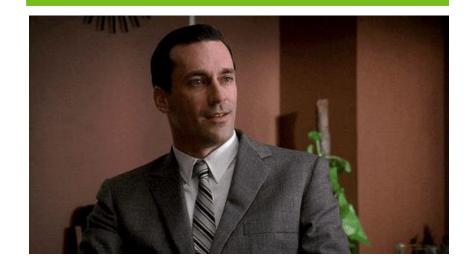
Are their any geniuses that *can't* work together?

- Goal is that all types can work together with the right language, processes, and role clarity
- May have rub with people who have the same genius as you
 - Who gets the final say?
- Invention + Discernment can clash
- Space between geniuses can create tension
- Disruptive can feel very disruptive

*When hiring an assistant or second in command, you may prefer one letter of overlap, as long as authority + final decision-making structure is clear.

When you understand that about each other, we actually start ... reducing the guilt and judgment that we feel with other people that we work with.

-Patrick Lencioni





Rebranding "Poor Performers"

You're not broken ... and neither is your team

- From getting called in to be fired...to getting promoted
- "She can't create this marketing plan. She must not be strategic, I'm going to have to let her go"
- He never "does" anything, he's always got his head in the clouds
- Before rushing to judgement:
 - Is there a lack of WG + JD fit?
 - Could we "borrow a genius" to supplement?
 - Does it really have to be done my way?

They're not lazy, stupid, bad hires or failed leaders. They're just better at some kinds of work than others...

Understanding the gifts (and frustrations) of everyone on the team ... can be transformative.

-Patrick Lencioni



Reflection + Discussion

Where might you have assumed a team member was unfit for their role, but really were just being asked to do work outside of their geniuses?

Where have others counted you out and assumed you were unfit for a project or role because they didn't fully understand your geniuses and strengths?





Grow Your Joy + Productivity

Redesign your role + achieve more individually and as a team



Redesigning Your Role

- Review your JD vs your WG
 - Where are there inconsistencies?
 - What can be reevaluated?
 - How could you show up differently?
- Make a gameplan with your leader to increase time spent in your geniuses
 - Team support, tools, genius time
- Audit your calendar weekly
 - Keep tasks that energize you
 - Automate or delegate those that drain you

Don't ask yourself what the world needs. Ask yourself what makes you come alive, and go do that.

Because what the world needs is people who have come alive.

-Howard Thurman



Realigning Your Team

- Hold a monthly or quarterly strategy session to assess project vs. genius "fit"
- Problem solve together to be sure every team member is able to contribute at the "top of their license"
- Add Working Genius stages to project plans
- Make room for everyone to express their geniuses at the appropriate stage
- Use WG language in staff meetings
 - "We need some Tenacity here"

Something that helped me put this all together was really thinking about the working geniuses as the recipe to actually complete a project.

-Hala Taha



Redefining Growth

- Increasing our productivity isn't about doing more it's about doing more of what fuels you
- As you + your team living more into your geniuses, you'll see:
 - Productivity and output quality and quantity will increase
 - Quicker decisions, smoother workflows, less rogue detours, maximizing resources
 - More joy, energy, and vitality
 - Better communication
 - A workplace you want to go to



The team map gives any group of people a real sense of what their collective strengths, weaknesses, are. And, right away they're going to go, 'Oh, no wonder we have conflict when we do that because none of us want to do it.'

... And so, the team map allows you to ... reorganize and really restaff a project or your work to fit people's geniuses.

Rebuilding Retention

- Working solely in competencies and frustrations is the surest path to burnout
 - Employees are far more inclined to leave
- Our teams will stay where they're valued and energized
- As a leader, become accountable to building an environment where your team can work in their geniuses
 - Create opportunities for more individual growth, expansion, and development
 - Coach your team with "what they crave"
 - When it has to happen, honor + appreciate the sacrifice of working outside their genius

It's a tragedy when we lose good people because they're just wired differently and we attribute it to something else.



Restructuring with Strategic Hiring

- Fill gaps on your team strategically
- Evaluate all new roles through a WG lens
 - Which genius is missing?
 - What might this role require?
- What pairing would best compliment the leader's and direct reports geniuses?
- Stay open minded and flexible
 - "Non-traditional" pairings can become your secret weapon
- Culture still counts
 - "Hungry, humble, and smart"



Working Genius can be used as a way of matching people to roles that will provide them with energy and joy.

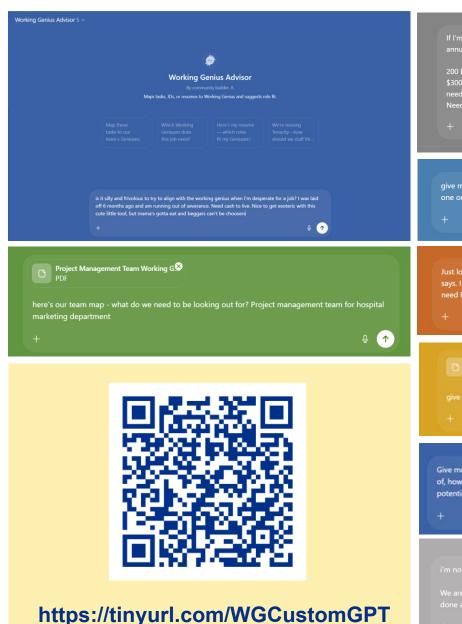
The simplest way to accomplish this is to list the most important tasks associated with the role you need to fill, and then identify which Geniuses will be most necessary to perform those tasks.

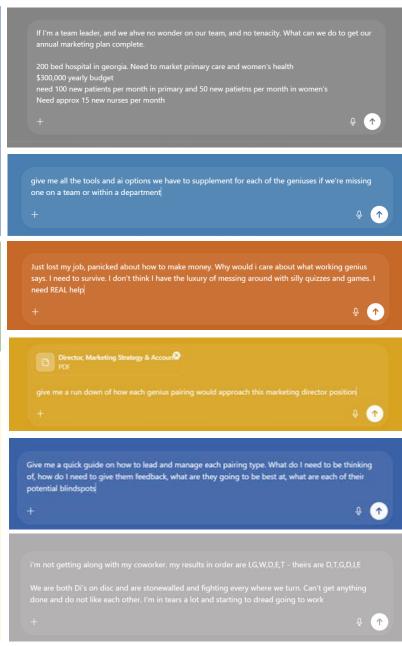


Custom GPT

Working Genius Advisor

- Assess team map + determine gaps
- Review JD vs. resume vs. WG profile to determine fit for potential job
- Get tailored questions to interview potential candidate based on job vs.
 WG fit
- Map project tasks to team geniuses
- Troubleshoot conflict + communication







Resources

Team Mapping + Pairing Profiles

- Download as an editable PowerPoint
- Fill in your team map
- Customize for an "all-in-one guide"
- Add pictures for greater connection
- Share with all team members + leadership





Resources

10 Steps to Reclaiming Your Joy at Work

- Quick guide for implementing what we've learned today
- Reminders to keep on hand
- Framework to share with team



10 Tips to Reclaiming Your Joy at Work

Name Your Geniuses

- · Write down your top 2 Working Geniuses.
- Keep them visible as your compass for what energizes and fuels you.

Audit Your To-Do List

- Mark each major responsibility as Genius, Competency, or Frustration.
- Ask: "Am I spending at least 70–75% of my time in Genius zones?"

Work in Order

- Run projects through the 6 steps of Wonder → Invention → Discernment → Galvanizing → Enablement → Tenacity.
- Don't skip stages; tension usually shows up where something is missing.

Set Meeting Altitudes

- Start meetings by naming the WG stage you're in ("We're in Discernment mode today").
- This reduces derailment and keeps the right geniuses at the right time.

Create Genius Time

- Block (at least) 2–4 hours per week for work in your Genius zone. Aim for that block every day.
- Protect this time like any other strategic meeting.

Spot Your Drains

- · List your 2 Working Frustrations.
- Flag tasks in your week that fall here—they're your biggest risk of burnout.

Map the Whole Team

- Use the WG framework to chart everyone's strengths.
- Identify over-representation, missing geniuses, and people stuck in frustrations.

Delegate as a Gift

- Pass off tasks that drain you to teammates who light up doing them.
- Remember: what feels like drudgery to you might be someone else's sweet spot.

Redesign Your Role

- Adjust your job description and daily rhythm with your leader.
- Prioritize Genius work, automate or delegate drains.

Honor Sacrifices and "Taking One for the Team"

- When you or teammates must work outside your Genius, call it out.
- Express gratitude! It will build morale and acknowledges the extra energy required.

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Three Key Take-Aways

Clarify Your Strengths

Audit your work and find ways to live in your geniuses more (> 75% of the time)

Optimize Your Team

Map your team gaps and realign and reassign tasks and roles accordingly Grow Your Joy + Productivity

Use the WG-GPT to optimize your work and make better strategic decisions



Discussion + Questions

Questions

What questions do you still have about applying the Working Genius?

Understanding Your Results

How can we help you better understand your results and/or understand gaps on your team?



Karmen Horton | Invention + Galvanizing

Target Continuum





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Bibliography/References

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