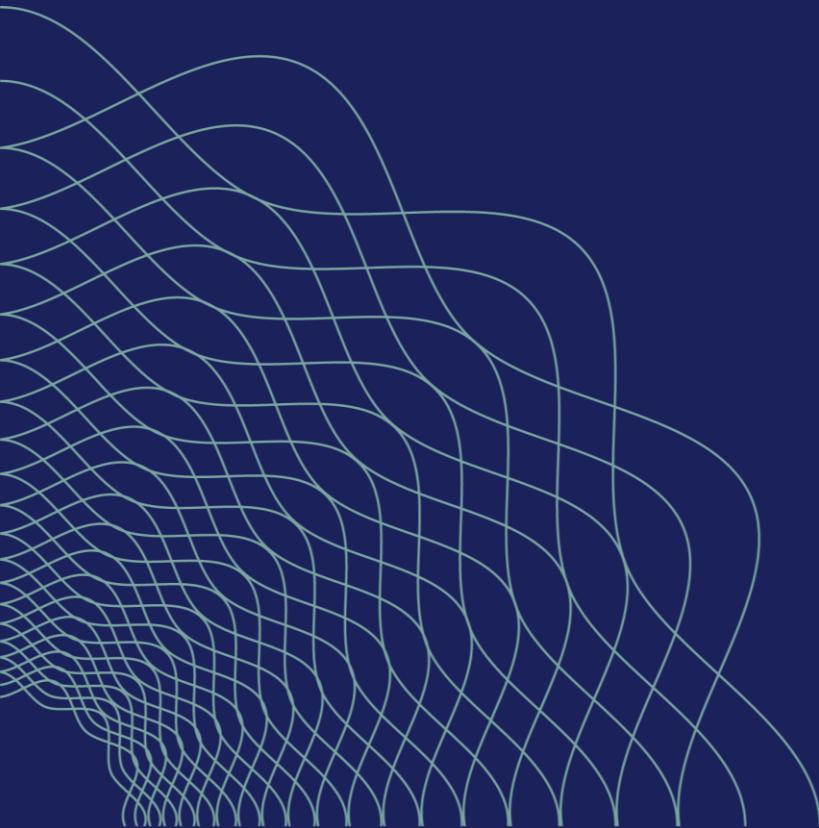


Moments that Matter

Elevating the Employee Experience

Greater Madison Area SHRM Professional Development Summit

January 20, 2026

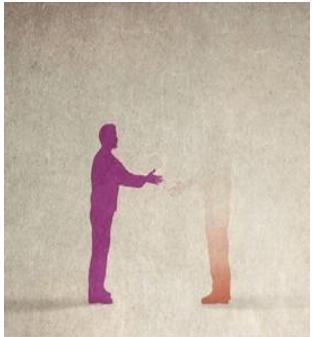


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SECONDS

Bringing People into Focus





-  Talent Discovery
-  Strategic Planning
-  Teamwork
-  Communication
-  Performance Management
-  Leadership Development
-  Transition & Change
-  Belonging

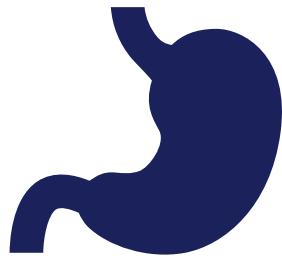
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ryone learns · everyone thrives · everyone matters · everyone
everyone's unique · everyone believes · everyone connects

everyone believes

Organizational & Personal Values

core
values

What are GREAT core values?



“Gutsy”

The real, authentic
you

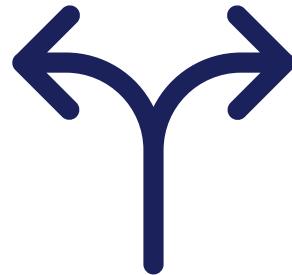
Unique

Unlike anyone else

Active

Something you can
do

The Value of Values



Sets an expectation
for how you interact
with (everyone)

Differentiates you
and connects you
with (anyone) who
shares your values

Guides your
decision making
and tells what you
will... and won't do

**LEAD WITH
LOVE**
GROW WITH US
**BE BETTER
TOGETHER**
DO WHAT IT TAKES
BE PRESENT

Penfield Children's Center, Milwaukee, WI



Miron Construction, Neenah, WI



The City of Sun Prairie, WI

personal values

If you know my core values, you know...

1. What matters most to me
2. What you can expect from me
3. What my strongest relationships are built on
4. The basis for the decisions I make



Step 1

Answer:

1. What is important to you?
2. What makes you unique?

Tips:

- If you get stuck, try asking yourself the opposite.
- Try to get 20-25 at least

Step 2

Make an “affinity map”

1. What belongs together?
2. Put ALL answers into 5(ish) groups

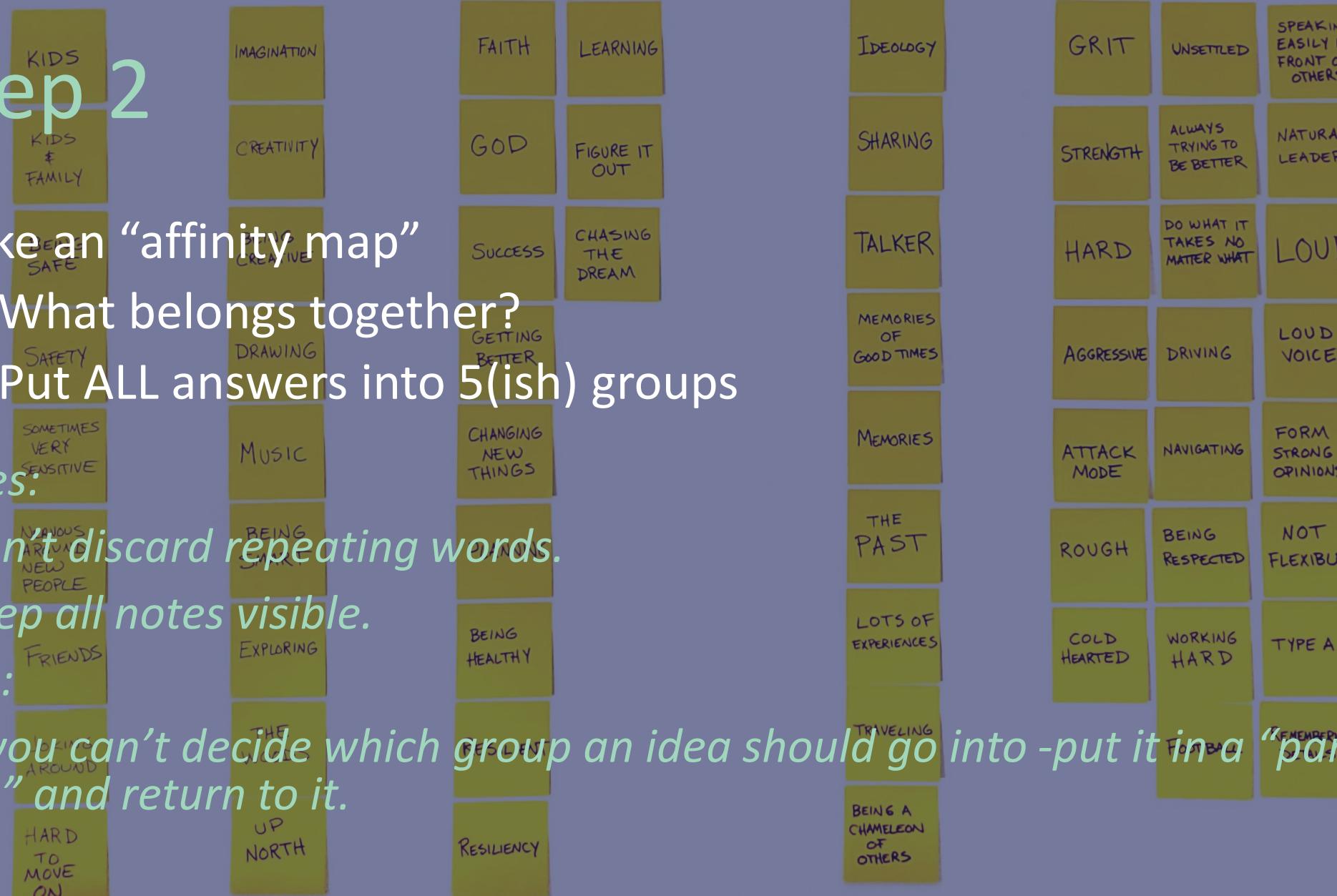
Rules:

- *Don't discard repeating words.*

- *Keep all notes visible.*

Tips:

- *If you can't decide which group an idea should go into - put it in a “parking lot” and return to it.*



Something about...

Something about...

Something about...

Something about...

Something about...



Step 3

Define the main idea or thought behind each affinity group:

1. Boil each list down to the most important idea
2. Start with “Something about”
3. Write 1-2 sentences describing the main idea

Tips:

- *Ask yourself: Why did you put these things together? What does this list represent?*

Step 4

Author core values phrases:

1. Choose words or a phrase that summarize each list
2. Make it something you can do. Use an actionable phrase in the present tense.

Tips

- Choose words you love – that mean something to you
- LIVE RESILIENTLY
- DONT QUIT
- SOMETHING AROUND THE IDEA OF PERSEVERANCE + not giving up
- BE RESILIENT
- CHOOSE THE NARROW WAY
- TALK IT OUT
- MAKE YOUR MARK
- LOVE YOUR BROTHER
- FEED LAMBS
- TRUST GOD
- GO THE SECOND MILE
- NOT CHANGING
- BE STILL
- BE A SAILOR!
- EXPLORE (WONDER)
- SAY IT
- TELL IT
- VERBAL
- TALK IT OUT
- EXPLAIN IT

Shawn's Core Values

Friends & Family Are Foundational, Being There, Help, Empathy, Laughter, LGBTQ+, Love, Bonds

Stay Close

Hiking, Travel, Water, Order & Organization, Cats

Nourish In Nature

Arts, Writing, Reading, Create , Collections

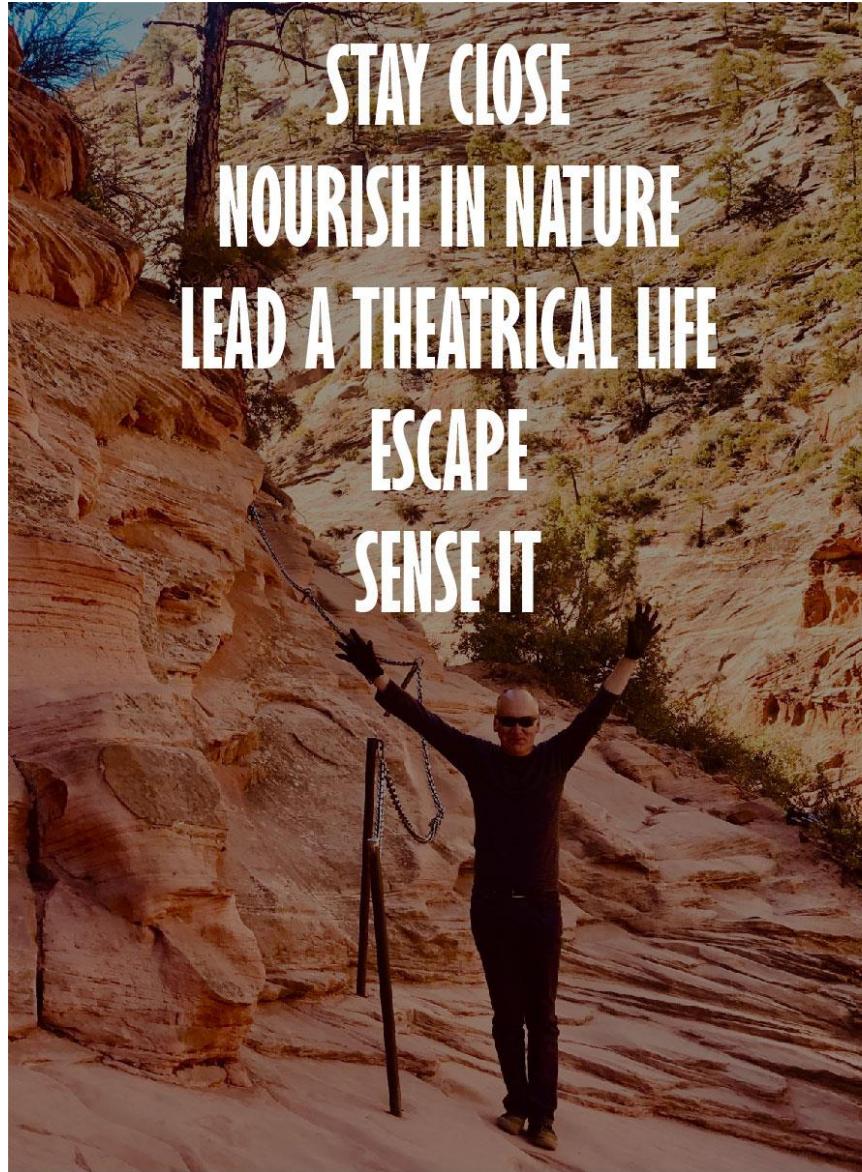
Lead A Theatrical Life

Calm, Peace, Do Nothing Time, Wine \ Martinis, Fearless

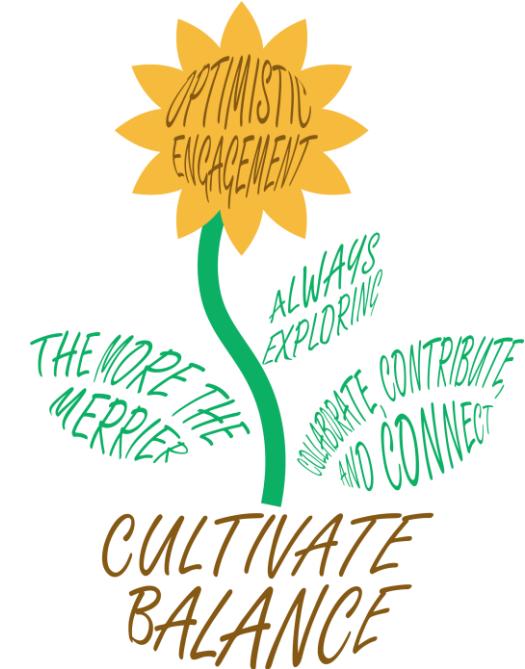
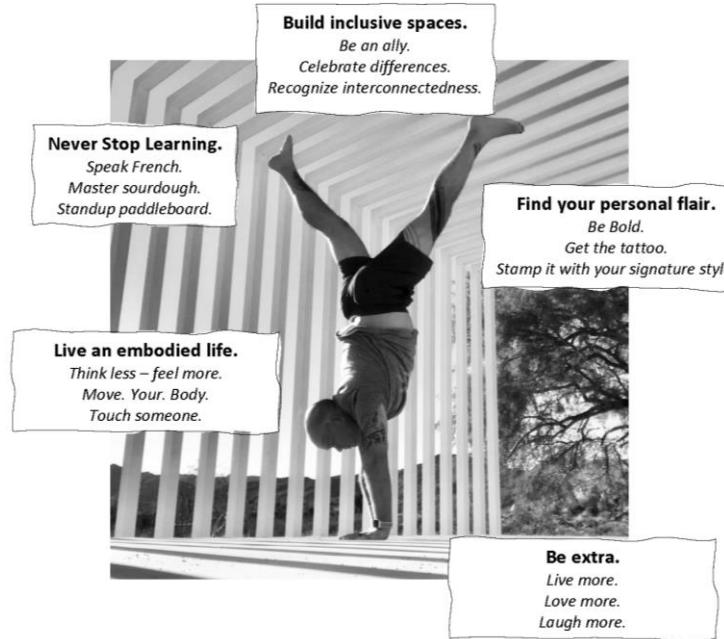
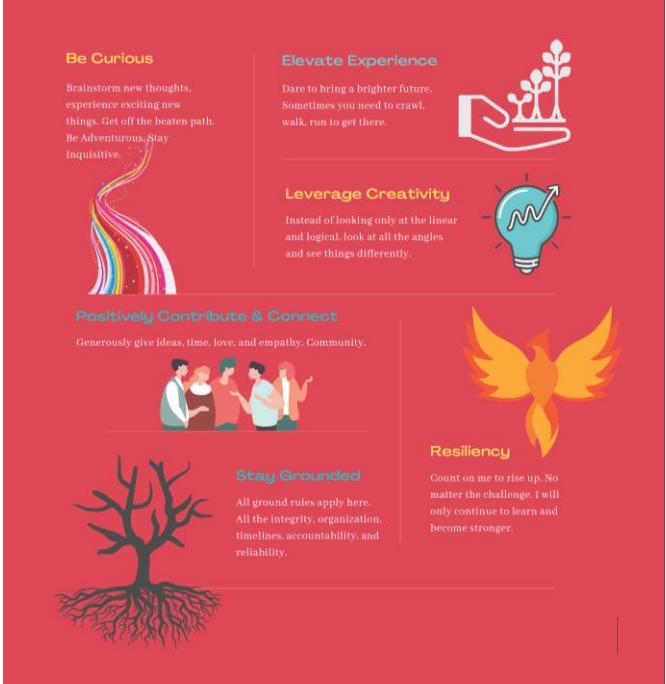
Escape

Believe / Belief, Feelings, 5 Senses – Texture, The History of an Object – Antiques, A-ha, Insight, Understanding, Drive, Reason for Being, Non-Competitive

Sense It



STAY CLOSE
NOURISH IN NATURE
LEAD A THEATRICAL LIFE
ESCAPE
SENSE IT



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everyone learns

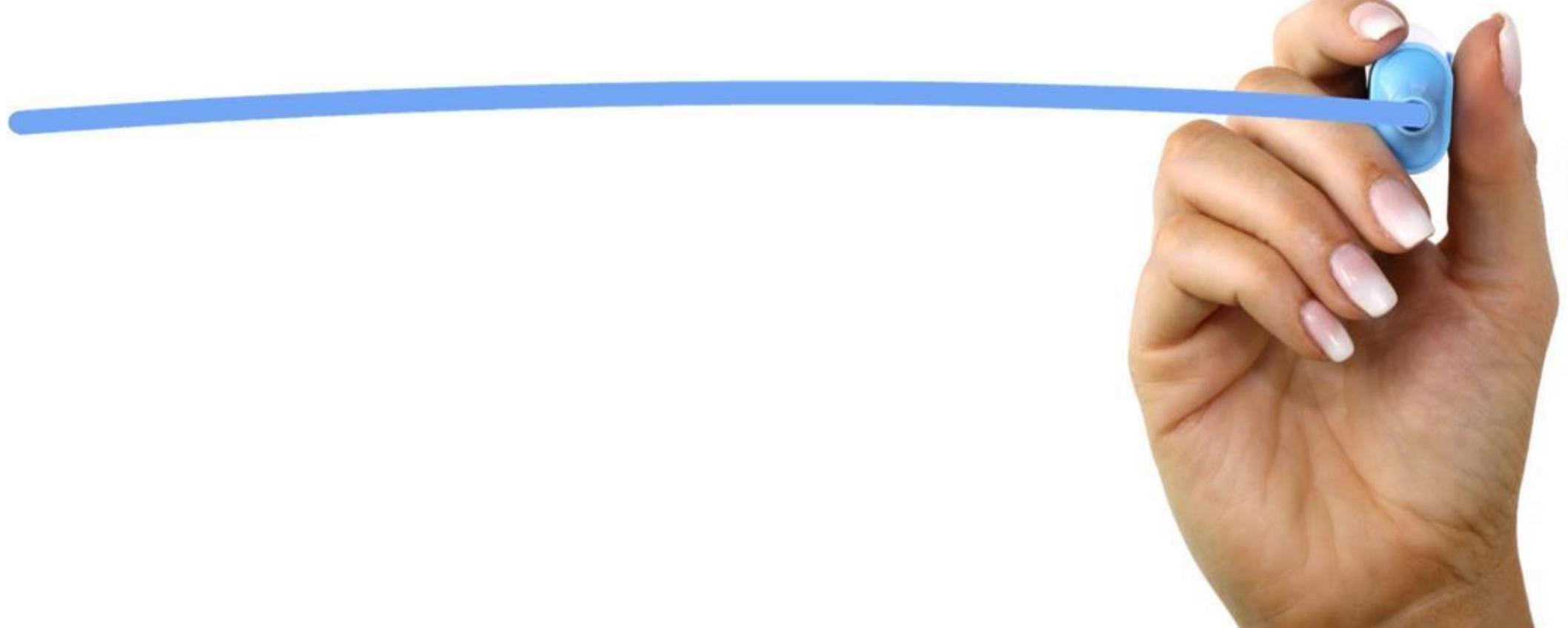
Gratitude



Gratitude

Gratitude is an internally generated capability that allows an individual to create and discover unlimited meaning and value in every situation and relationship in life.

APPRECIATE



Benefits of Gratitude



PHYSICAL

- Stronger immune systems
- Lower blood pressure
- Better & longer sleep, more refreshed upon waking
- Tend to exercise more
- Less bothered by aches and pains

Research shows...higher levels of activity in the hypothalamus and increased levels of dopamine

What happens when you are stressed?



PSYCHOLOGICAL

- Higher levels of positive emotion
- More joy and pleasure
- More optimism and happiness

Research shows...letters of gratitude improved mental health for individuals suffering from depression and anxiety

Who should receive your next letter of gratitude?



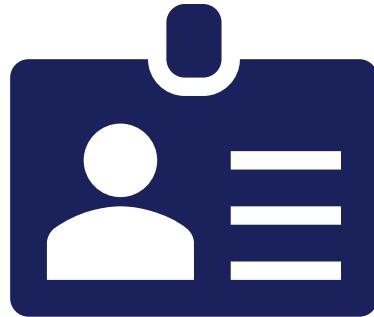
SOCIAL

- More helpful, generous & compassionate
- More forgiving
- More outgoing
- Feel less lonely and isolated

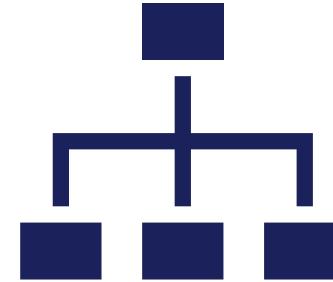
Research shows...couples who expressed gratitude for their partner felt more comfortable expressing concerns about their relationship

What do you appreciate about the person sitting next to you?

Benefits of Gratitude at Work

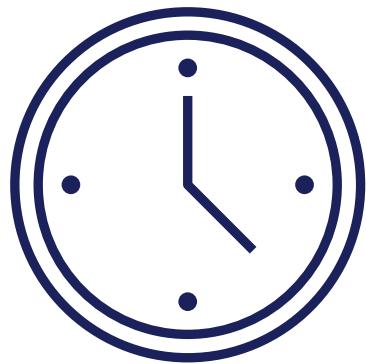


- Job Satisfaction
- Reduced Burnout
- Increased Productivity
- Stronger Relationships
- Increased Confidence
- Improved Collaboration
- Greater Trust



- Increased Retention
- Enhanced Customer Satisfaction
- Stronger Teamwork
- Improved Reputation
- Higher Efficiency
- Attraction of Top Talent
- Brand Ambassadors

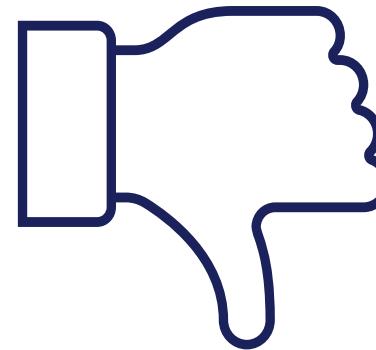
Obstacles:



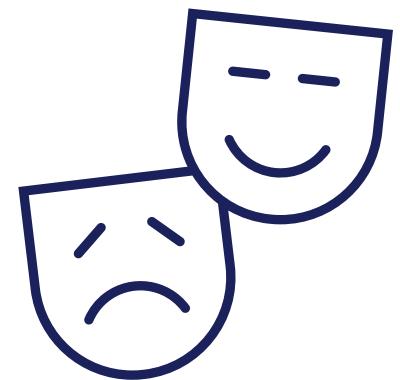
Time



Energy



Bad > Good



Vulnerability

1. Embracing the “Get to”

Have to
Obligation, burden, lack of control

Get to
Opportunity, privilege, choice



“We can complain because rose bushes have thorns, or rejoice because thorns have roses.”

Alphonse Karr

2. & Grateful

Busy & Grateful

Tired & Grateful

Proud & Grateful

Excited & Grateful

Nervous & Grateful

Frustrated & Grateful

Accomplished & Grateful

Overwhelmed & Grateful

3. The Grateful Moment

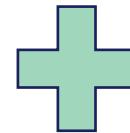
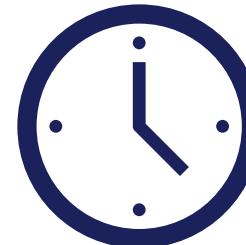
What's the difference between react and respond?

How can you respond in gratitude?

“Between stimulus and response, there is a space. In that space lies our freedom and power to choose our response. In our response lies our growth and our happiness.”

Viktor Frankl

Habit Stacking



Getting Started: 30 Days of Gratitude



Focus on the person you'll be, not the 30-day checklist.



Commit to sharing your progress with a friend.

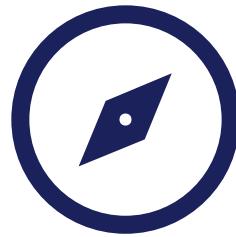


Find the joy in gratitude. If it's not fun, adjust.

Bringing Gratitude to Life at Work



Core Values



Ground Rules



**People
Touchpoints**

Where are gratitude opportunities built-in?

Where does your organization need more gratitude?

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Belonging

Moments of Belonging



- It's hard to read the label when you are inside the jar.
- What experiences can you curate for your life to evaporate ignorance and biases?

Bursting Bubbles



You Matter Here Conversations

humanworks YOU MATTER HERE CONVERSATION PLANNER

LEADER NAME: EMPLOYEE NAME: YEAR:

Use this planner on an annual basis to increase engagement with each of your direct reports during your one-on-one meetings.

PRE-MEETING REFLECTION

What is a specific attribute you are grateful to them for bringing to your team? Express gratitude.

How have they added value this week? Recognize and share feedback.

What's going on in their personal life? Reflect on celebrations, heartaches and everyday life.

YOU MATTER HERE QUESTIONS

1. What keeps you working here at our organization and in your role?

How will I ask it? When will I ask it? Q1 Q2 Q3 Q4

Discussion Notes & Follow Up Actions:

2. What is something in your current role you wish you had more/less of?

How will I ask it? When will I ask it? Q1 Q2 Q3 Q4

Discussion Notes & Follow Up Actions:

3. Have you been given the freedom to be yourself and do things your way in your role?

How will I ask it? When will I ask it? Q1 Q2 Q3 Q4

Discussion Notes & Follow Up Actions:

4. Which of your skills are you not using in your current role?

How will I ask it? When will I ask it? Q1 Q2 Q3 Q4

Discussion Notes & Follow Up Actions:

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1. What keeps you working here at our organization and in your role?
2. What do you want to have happen in your role?
3. How do your personal values align with our corporate values?
4. What is something in your role that you wish you had more/less of?
5. Have you been given the freedom to be yourself and do things your way in your role?
6. Which of your skills are you not using in your role?
7. How can I make your work more enjoyable/fulfilling?
8. What is an area you would like to learn and grow in?
9. What opportunity would interest you enough to step away from your role?
10. Where or who would you like to mentor with or learn more about at our organization?
11. If you were going to coach me on one thing to make me a better leader, what would it be?
12. What is the single most meaningful action I could take as your leader?

Magic in the Moments





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*Wondering Wednesdays on LinkedIn

