

# healthy pour

helping you pour from a full cup

## Masterclass for Managers: Mental Health Communication

### *Key Points to Remember*

**Emotional Intelligence** *the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.*

**Psychological Safety** *"a shared belief held by members of a team that the team is safe for interpersonal risk-taking. It describes a team climate characterized by interpersonal trust and mutual respect in which people are comfortable being themselves." – Amy Edmondson*

**Empathetic Management** *a style of management that integrates empathy and emotional intelligence into team communication and decision-making processes. Also known as "vicarious introspection" this form of management prompts the leader to consider emotional, social, and environmental factors.*

**Fixed & Growth Mindsets** *our mindsets dictate how we learn, approach problems, and challenges. A fixed mindset is the internalized belief that personality, skills, and systems are inherently unchangeable. A growth mindset is the internalized belief that we are capable of changing and learning regardless of who we are, where we come from, or what's come before.*

### *Further Reading*

*Dare to Lead* by Brené Brown

*The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth* by Amy Edmondson

*HR From the Outside In: Six Competencies for the Future of Human Resources* by Dave Ulrich, Jon Younger, Wayne Brockbank, and Mike Ulrich

*Mindset: The New Psychology of Success* by Carol Dweck

*Problem Solved: A Powerful System for Making Complex Decisions with Confidence and Conviction* by Cheryl Strauss Einhorn

*Thinking, Fast and Slow* by Daniel Kahneman

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