

# Fixing The Foundation:

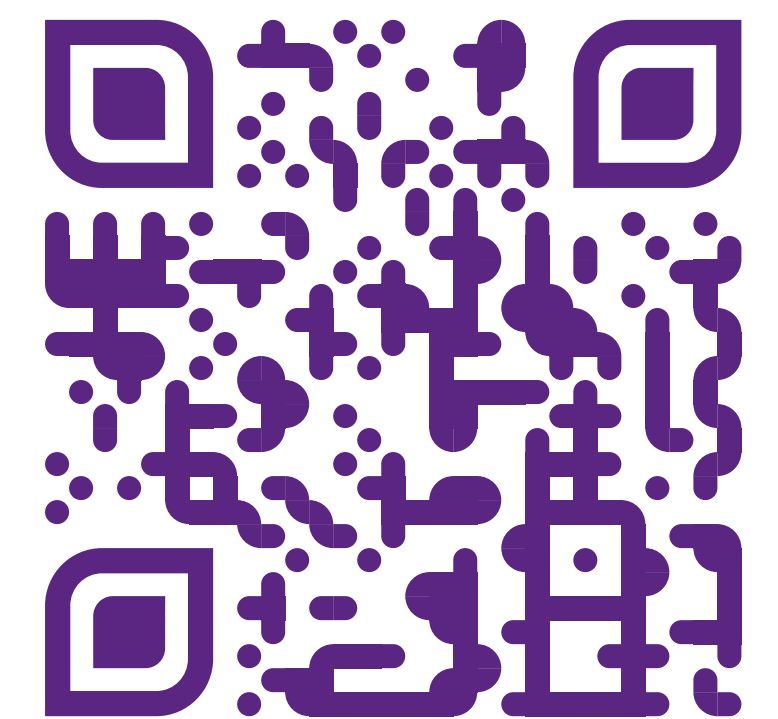
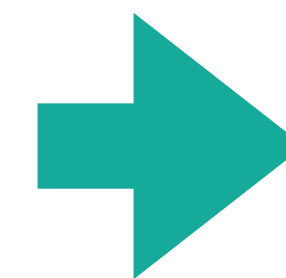
## A Three-Step Framework to Repair Toxic Workplace Culture

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Download Class Materials Here



# Trinidad Media Reports

“More people are becoming stressed, leading to more disagreements at work, anger and aggression issues, and substance abuse.... **and upon questioning, it becomes apparent that it’s work-related stress.**” TT 2024 article.

# Erica, a millennial case study:

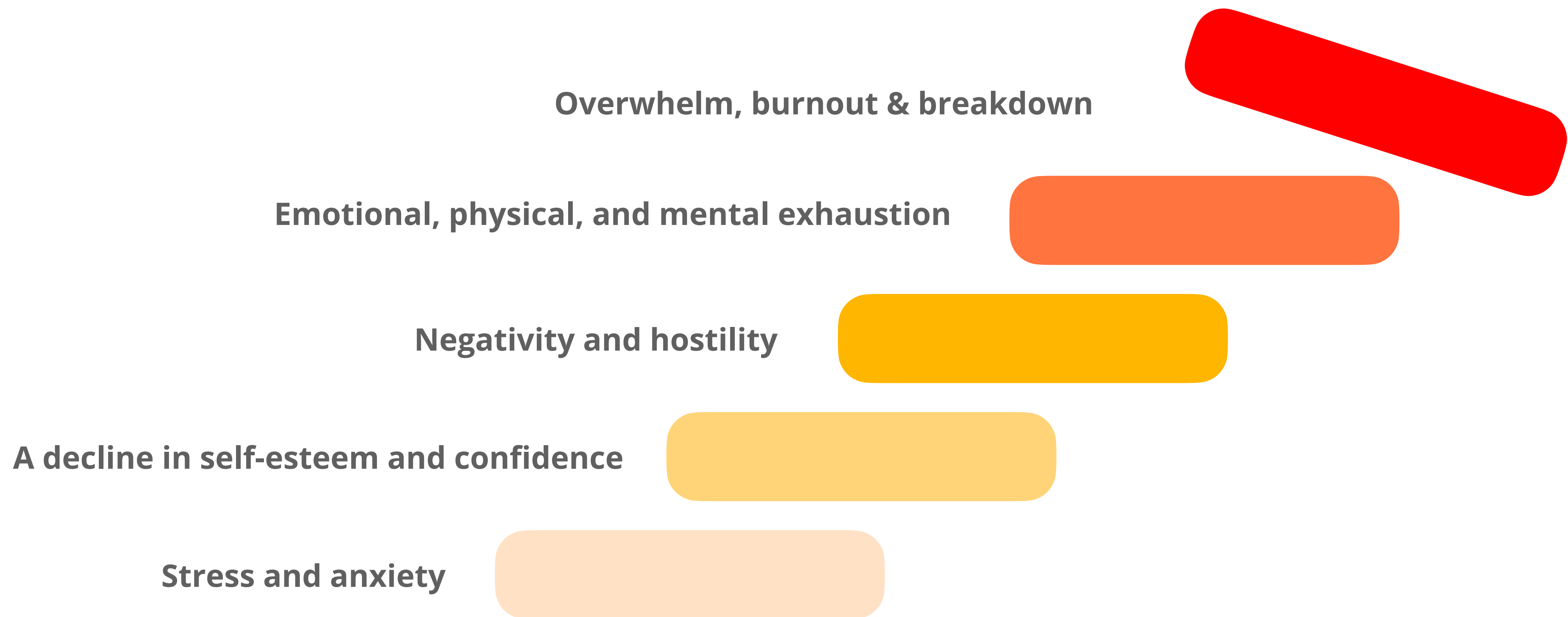
- Very, very smart.
- Is controlling but does not share knowledge.
- Takes it all on but complains that there is too much work to handle.
- VERY moody, grumpy, and openly curses.
- Thinks most people (except herself) are stupid.
- No one wants to work with her or even be around her.
- Excluded from important meetings due to her attitude.
- Has been approached numerous times with acknowledgement, but no changes have been made.
- Unpleasant demeanor.
- She says she does not need help; these idiots do!

# A Toxic Workplace Culture is

“characterized by harmful behaviors, attitudes, and practices that negatively impact a workplace’s well-being, morale, and productivity.”



# A Toxic Work Culture Leads To An Emotional Toppling Effect





# The Financial impact of an unhealthy workplace culture

Poor reputation

Increased absenteeism

High turnover

Sick leave

Job burnout

The good people leave

Higher litigation risks

Increased health care costs

Overwhelm

Mental health issues

**\$777 BILLION**

(American Psychiatric Association)



# Who Does Your Staff Blame For The Toxicity?

1

Poor, unethical,  
unsupportive, and  
unaccountable Leaders

2

Poor communication

3

Unfair treatment

4

Burnout, overwhelm  
(2025)



As a leader,  
you can completely  
redesign your workplace  
culture by addressing the  
following three pillars.



# Pillar A



1. **Assess your culture:**
  - Conduct employee surveys.
  - Utilize assessment tools.



## Warning Signs of a ***toxic*** workplace

- Blame culture
- Poor communication
- High staff turnover
- Unrecognized efforts
- Endless office gossip
- No support from bosses
- An environment of fear
- Negativity is the norm
- Disrespectful behavior
- A feeling of constant fatigue or burnout
- Lack of professional development
- Dreading the return to work on Monday

careerimprovement.club

Take our Toxic Workplace Culture Survey







A **huge** factor in  
toxicity

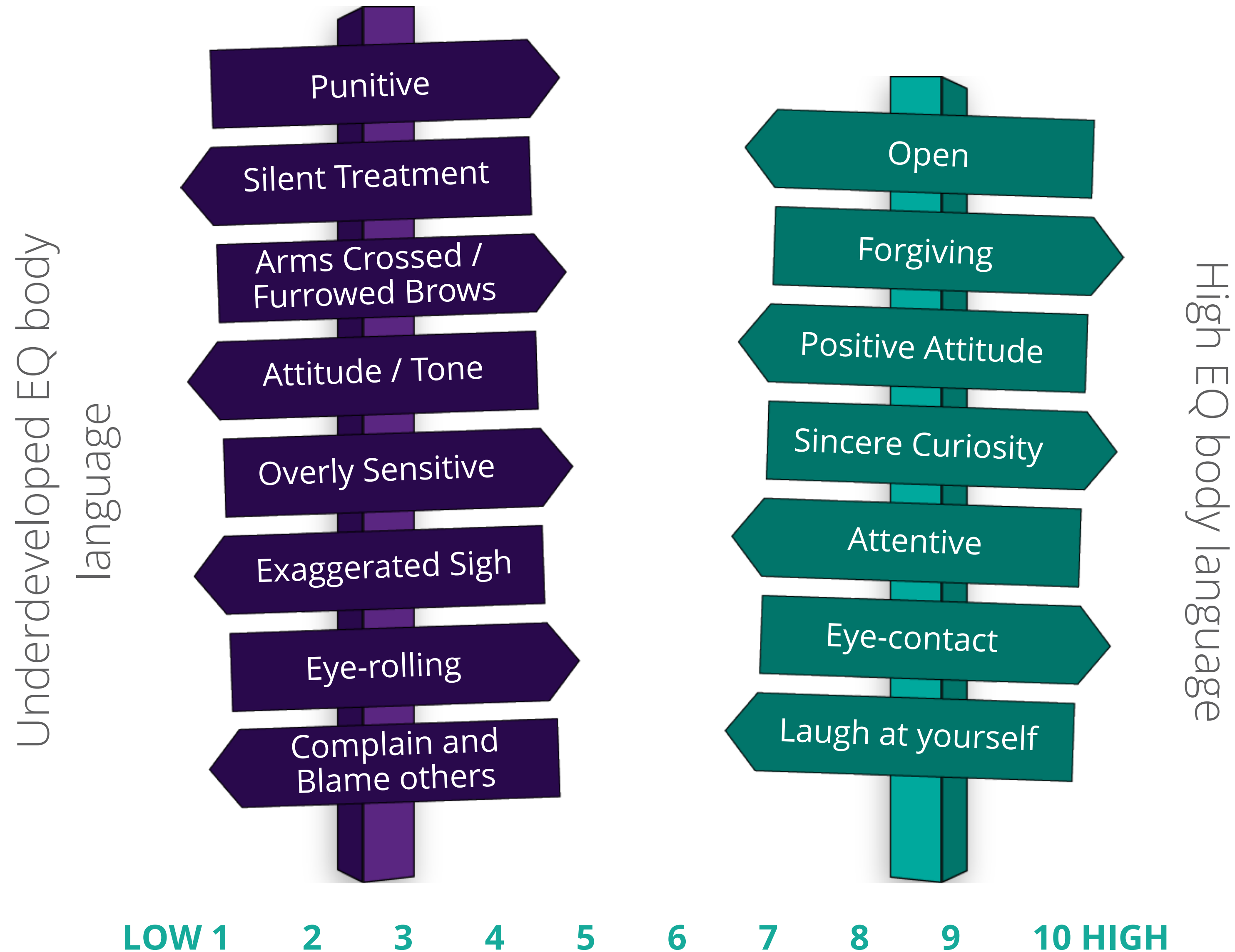
**Underdeveloped**  
Emotional Intelligence  
or EQ







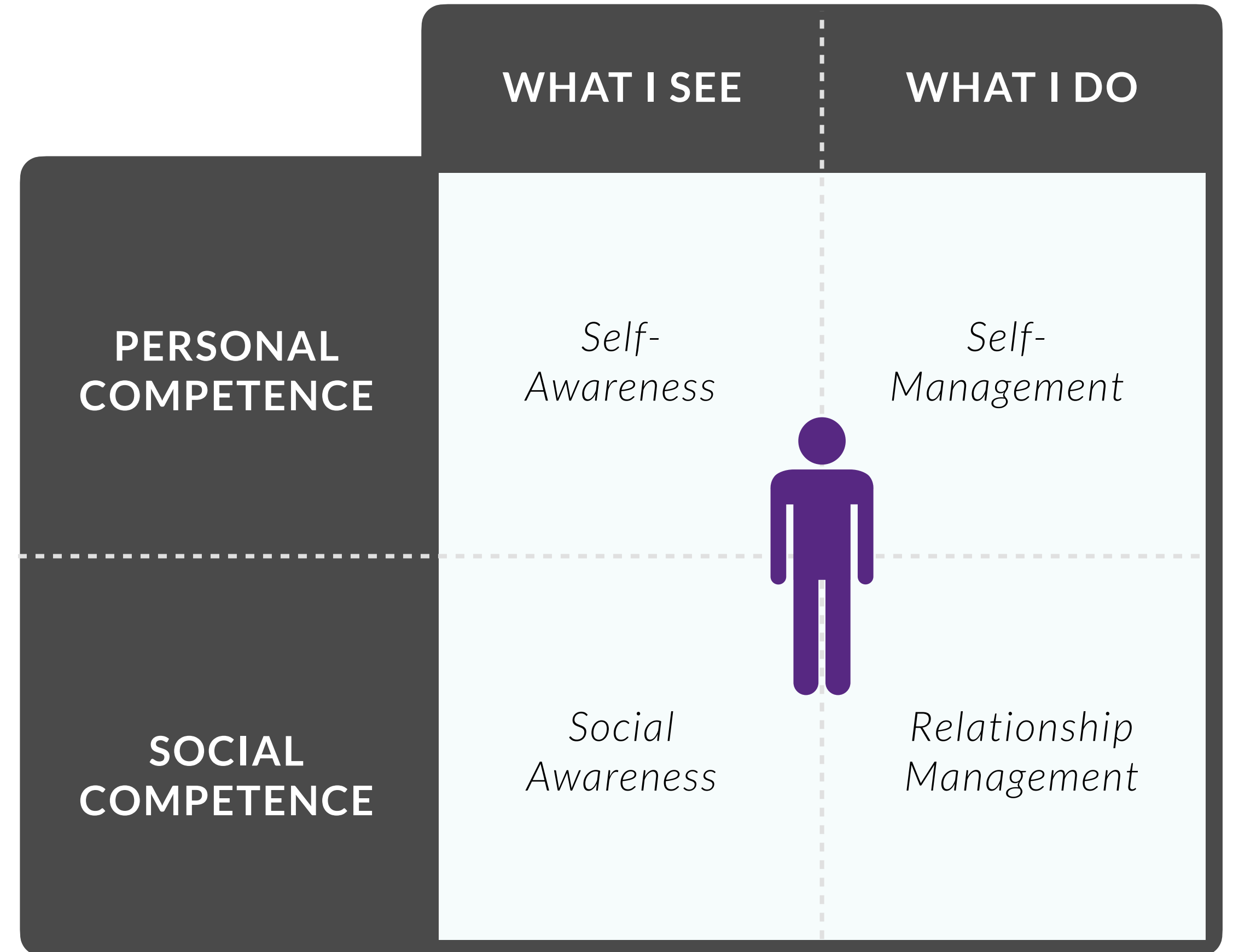
# Where Would You Rate Your Own Display of Emotional Intelligence?

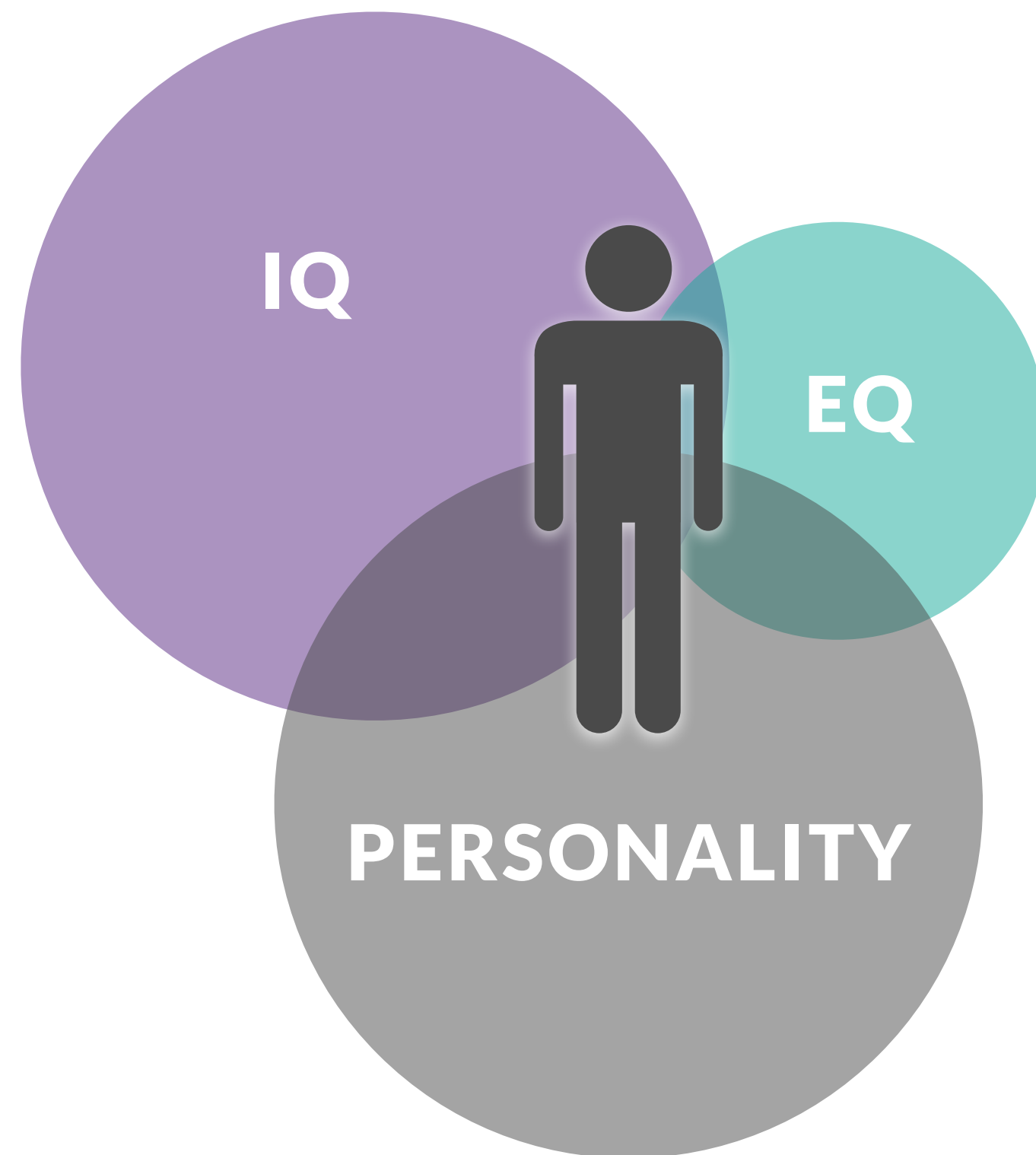






# The Four Core Fixable Skills that Make Up EQ





EQ, not IQ makes the difference  
in a healthy workplace culture

EQ is an essential part of the  
whole person, and it's often  
missing

*TalentSmart tested over 500,000 people,  
and **only 36% were able to accurately  
identify their emotions as they  
happened.***



## IQ is not a predictor of EQ

### EQ Can Predict Performance

- 90% of top performers are high in emotional intelligence.
- 80% of bottom performers have low or underdeveloped emotional intelligence.

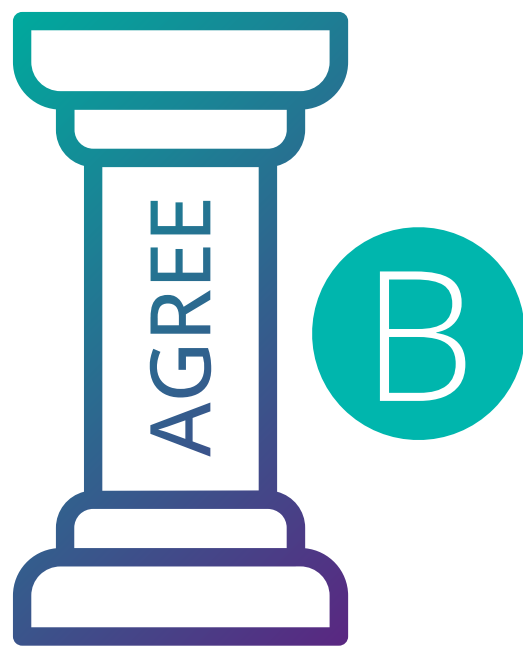


# Pillar B



2. **Build a plan to fix the culture**
  - This is done with your leadership team.
3. **Gain agreement and commitment from your leadership team**
  - Your leadership must agree to model what they want to see.
4. **Establish Clear Values and Expectations**
  - Define expected behaviors and decision-making protocols.
5. **Seek External Expertise for Serious Issues**
  - Consider mediation or consulting when beyond your proficiency.





# Leadership Assessment

Are your leaders willing to get on board with the assessment and plan of action?

What would prevent your leadership from buying into fully supporting a culture by design?

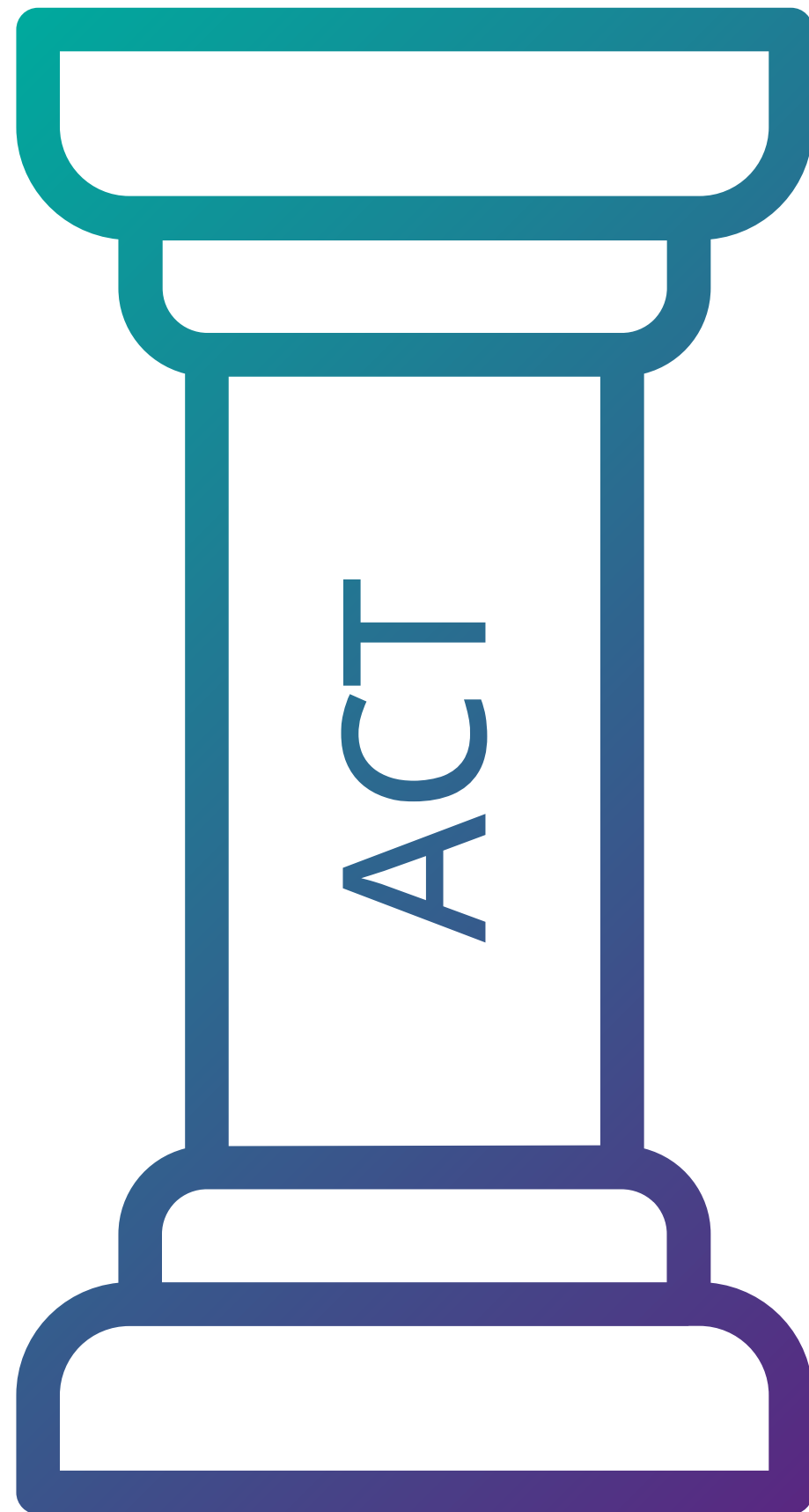


# Pillar C



6. **Promote frequent communication and implement reporting channels:**
  - Encourage transparency, active listening, and prompt two-way feedback between employees and leadership.
  - Establish clear and accessible channels for reporting concerns.
7. **Provide leadership and staff training & coaching:**
  - Equip leaders with the skills to manage conflict, give difficult feedback, support teams, and foster inclusivity through training.
  - Offer private and group coaching sessions to address individual and team development needs.
8. **Address specific toxic behaviors and hold individuals accountable:**
  - Identify and consistently address issues such as bullying, favoritism, gossip, and a lack of recognition.

# Pillar C



## 9. Lead by example:

- Demonstrate the desired behaviors and values to create a culture of respect and accountability.

## 10. Recognize and reward positive behavior and teamwork:

- Highlight and appreciate employees who demonstrate teamwork.



## Leading With Emotional Intelligence Looks Like...

- An upset employee or coworker finds an active listening and compassionate ear, rather than judgment.
- You recognize and regulate your own emotional triggers.
- You inspire teams by setting a positive example, recognizing others' achievements, and promoting growth.
- You are adaptable and readily adjust to changing circumstances and new situations.
- You are resilient; you bounce back from setbacks.
- You laugh at yourself.





Why Most Culture Initiatives  
Fail Before They Start

They wear too  
much Velcro®,  
not enough  
Teflon®





# WE DISCUSSED

- What constitutes a toxic workplace culture, and what is happening in your workplace?
- *How to Build a Healthy Culture by Fixing The Foundation: A Three-Step Framework to Repair Toxic Workplace Culture. Those three steps were: Assess, Agree, and Act.*
- Ensure your leadership is on board and agrees with the plan.
- *What culture clean-up steps work, and why cultural initiatives fail.*

# My Challenge to You

Write one thing you will assess tomorrow to start your culture clean-up in the chat



# Full Circle

Whatever happened to Erica?

