

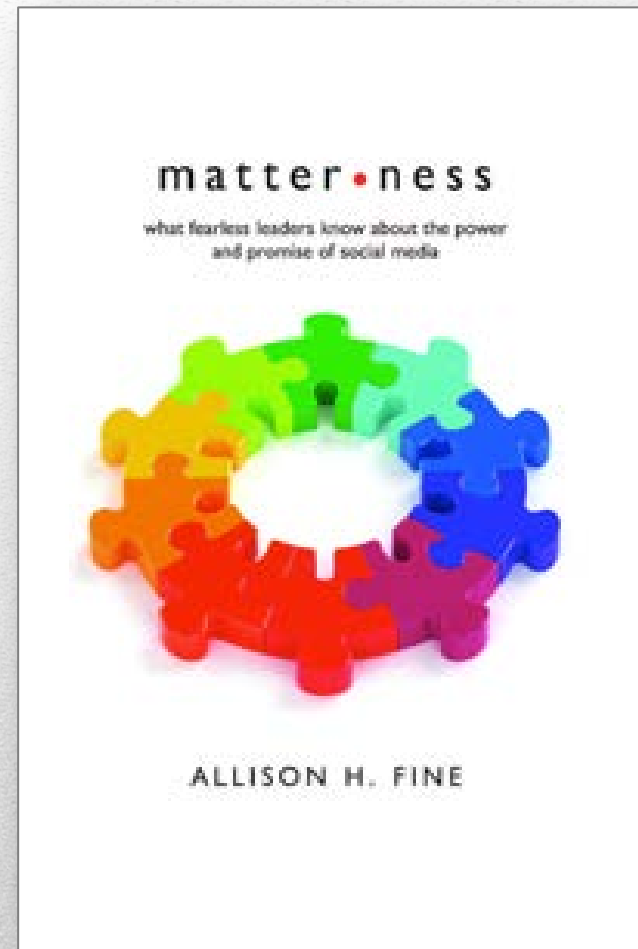
Matterness




Fearless Leadership in a Social World A Webinar for NTEN

Allison Fine

January 29, 2015



Allison Fine



“I Never
Got a Thank
You for My
Donation.”

“I’ve Been a
Customer
Here for
Years!”

“Why Can’t
I Use
Facebook at
Work?”

“You Keep
Misspelling
My Name.”

You Don’t Matter

When Have You Felt
Like You
Don't Matter?

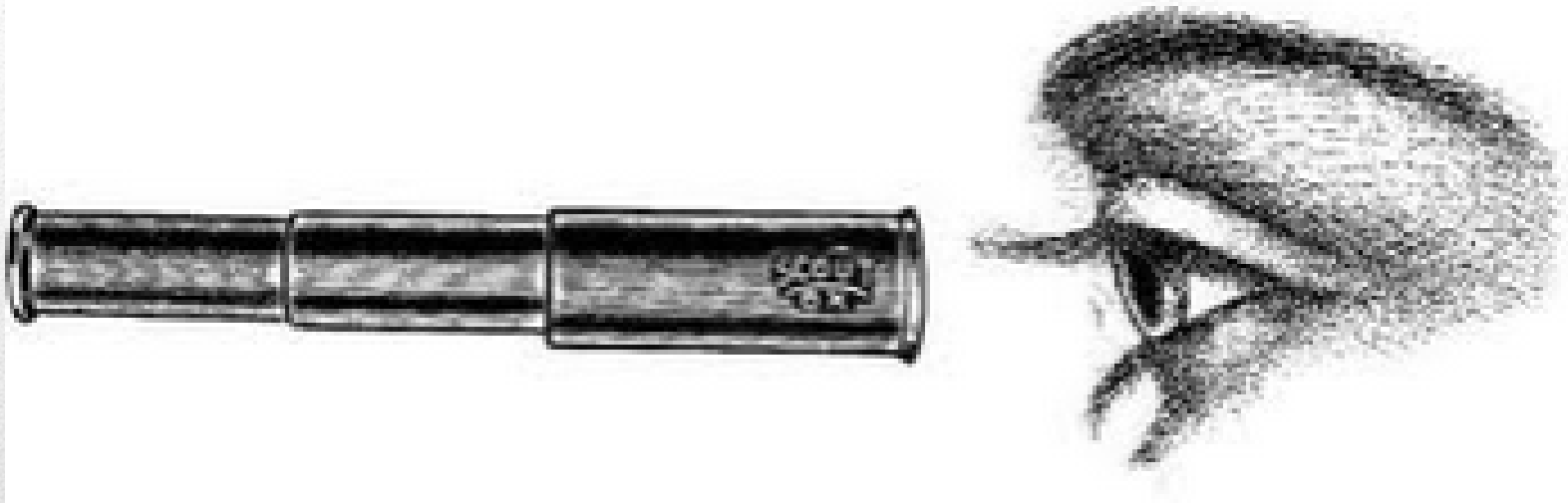
Question

- People are Mean and Greedy
- Social Media Are Making Us Less Civil
- The World is Uncontrollable

Outsized Fears Create
Fortresses



Creates the Churn



Fearfulness is a Choice



When Has an Org or Person
Made You Feel Like You
Matter?

Question



Matterness = People Are
Smart, Generous & Kind



Greg from Chicago, IL

I'm a single father learning the welding trade. I need equipment for my job search

Providing for my kids' needs is the #1 priority in my life. So I need a skilled job to provide for them. Welding gear will get me that job. [More](#)

Validated by Dan from Jane Addams Resource Corporation

People (& Their Stories) Matter

SeeClickFix

ISSUES



Lights are not coming on at Dusk • Open

Madison Avenue Albany, NY - Albany

All of the street lights on Madison Ave between Eagle St & the Plaza are not coming on at dusk. This is a busy area at the end of the workday and it is difficult to see State workers who are walking to their cars.

1
vote

FIX IT!

about 2 hours ago • Reported by Casey (Guest) • [Share](#) • [Flag](#)

Public Problem Solving



AARP

January 14 at 1:30pm · 🌐

We picked the top 15 films of the year, but need you to choose which one deserves the Movies for Grownups' "Reader's Choice Award."

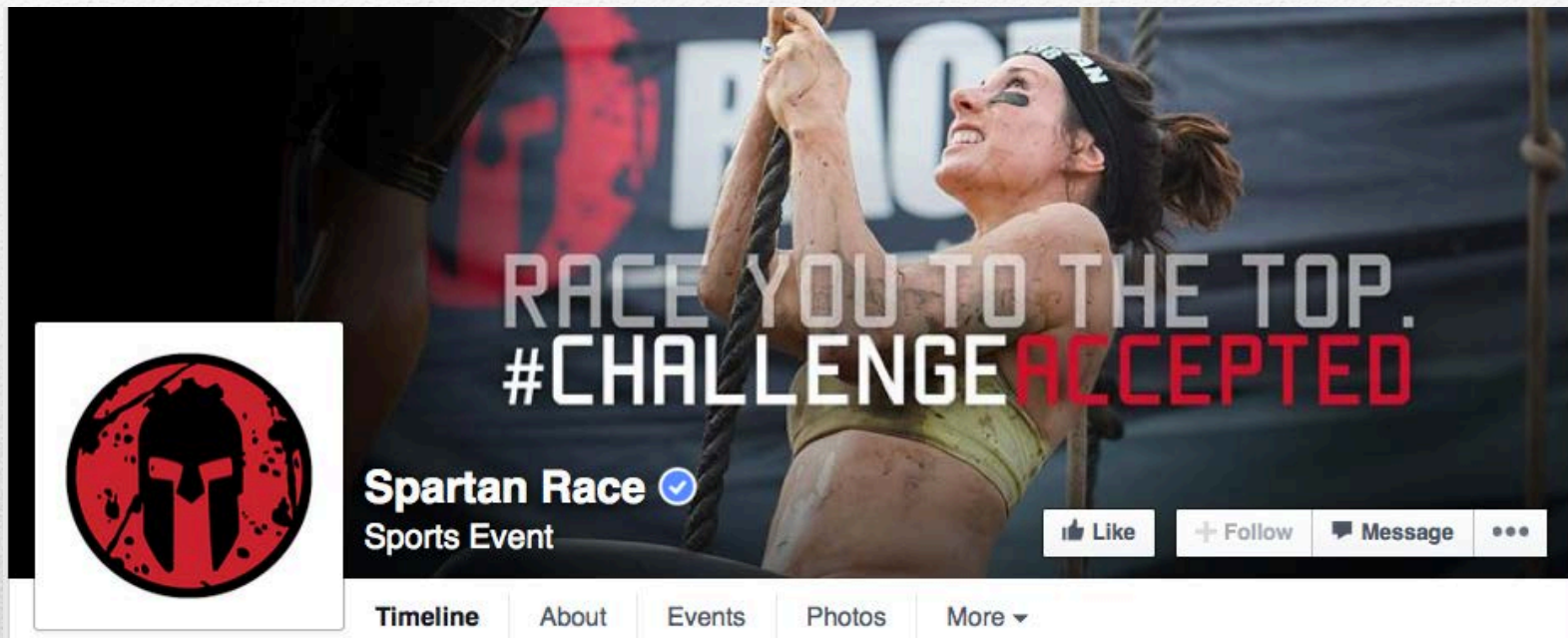


Poll: What Is Your Favorite Movie of 2014?

Vote for which movie you believe was the best of 2014.

WWW.AARP.ORG

Be Conversational



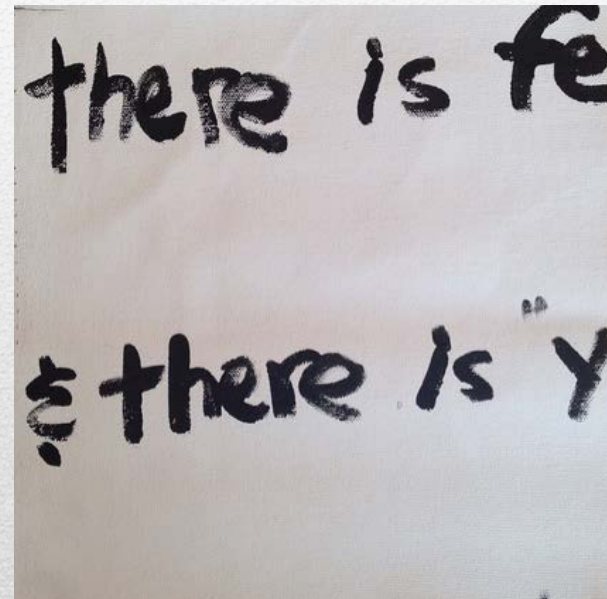
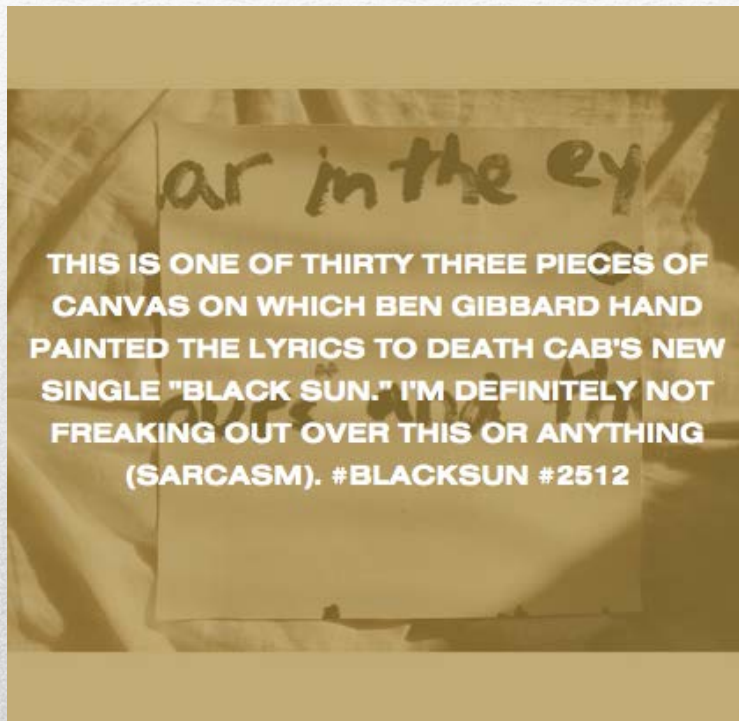
Work *With* Not *At* People



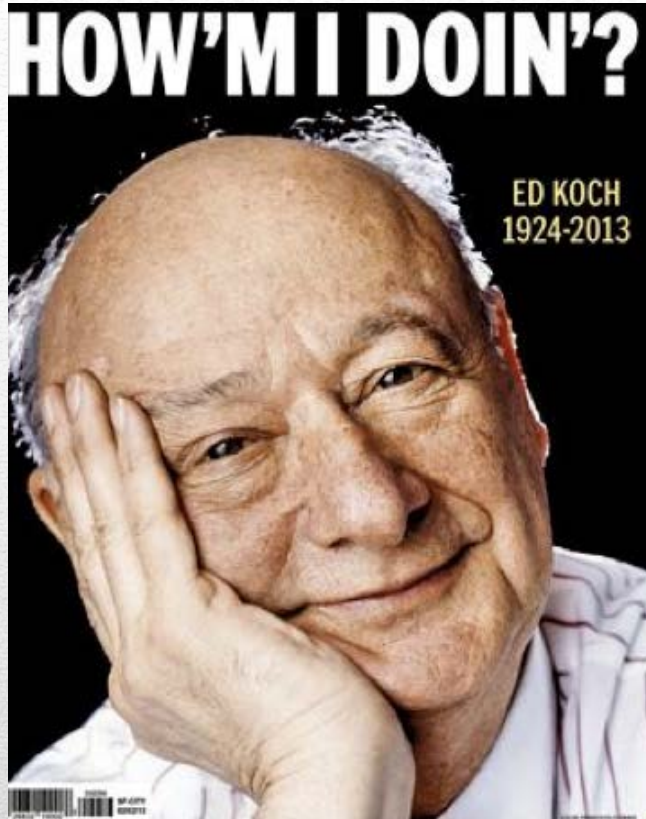
Be Thankful

DEATH CAB FOR CUTIE

#BLACKSUN



Have Fun



Do We Send Too Many Emails?

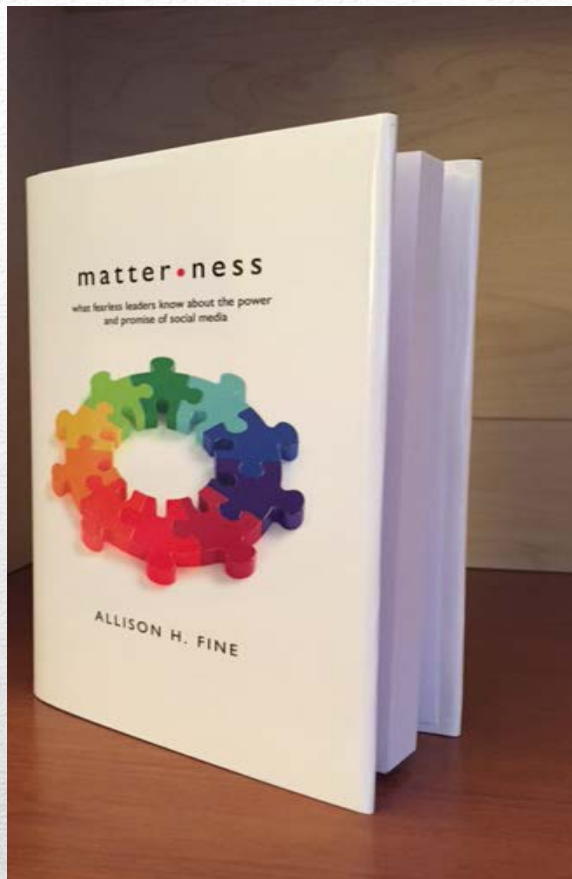
Why Didn't You Come?

Do You Matter to Us?

Measure What You Value

- Identify Your Default Settings:
 - Are We More Open or Closed?
 - More Afraid than Fearless?
 - Make People Known or Unknown
- Use Scenarios to Create Conversation Starters Not Stoppers
- Try 3 New and Fun Ways to Thank People This Year
- Enable People to Tell Their Stories

Steps Towards Matteredness



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Be Different to Do Different
