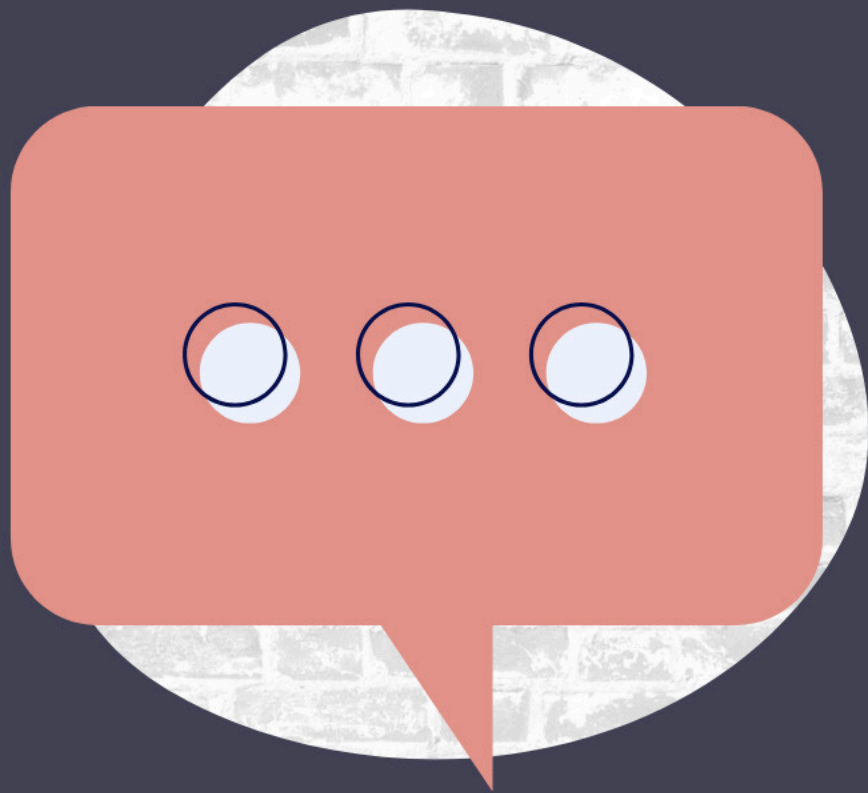


Leadership Redefined

A Critical Shift for the Modern Workplace





I don't think you could
live in this time, go
through it, and not think
differently about work.

LEADER ◦ TECH STARTUP



72%

of people say we need a
new definition of what a
leader is in today's world.

Deloitte, 2020



COMMUNICATING WITH CARE



**The biggest problem with
communication is the illusion
that it has taken place.**

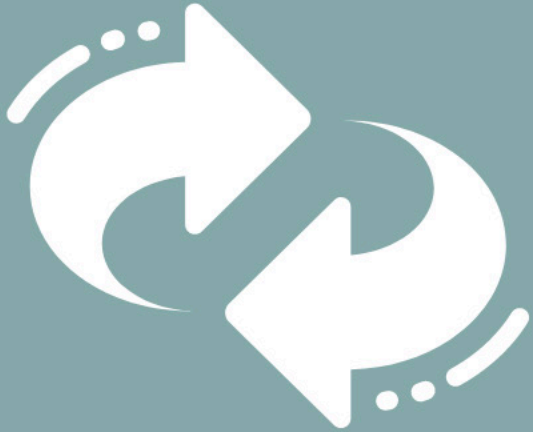
George Bernard Shaw



46%

of employees rarely or never leave a meeting knowing what they're supposed to do next.





MINDSET SHIFT

*Chain of command to
web of connection.*



shift to

platinum rule

communication



Communication Matrix

Communication Matrix


Employee Info	Best Times to Reach	Unavailable Times	Best Way to Reach	Time-Sensitive Requests	Emergencies	Special Requests
Lisa X. Walden	10am - 6pm	7pm - 9am	Text, Slack, Email	Text	Call	Don't leave voicemails please (text instead!)




routinely invite

input & respond

in kind

15 
Minutes to write

5 
Minutes to read





The IBM Work From Home Pledge

During times of COVID-19

I pledge to be **Family Sensitive**.

I pledge to support **Flexibility for Personal Needs**.

I pledge to support “**Not Camera Ready**” times.

I pledge to **Be Kind**.

I pledge to **Set Boundaries** and **Prevent Video Fatigue**.

I pledge to **Take Care of Myself**.

I pledge to **Frequently Check In** on people.

I pledge to **Be Connected**.





create a

psychologically

safe environment



psychological safety

A shared belief held by members of a team that the team is safe for interpersonal risk-taking.

CRAFTING TRUST



“

Your need for attention and connection is as old as the human race. You have prehistoric reasons for not liking to be lonely.

”

Lindsay C. Gibson, Author, Psy



Why You Miss Those Casual Friends So Much

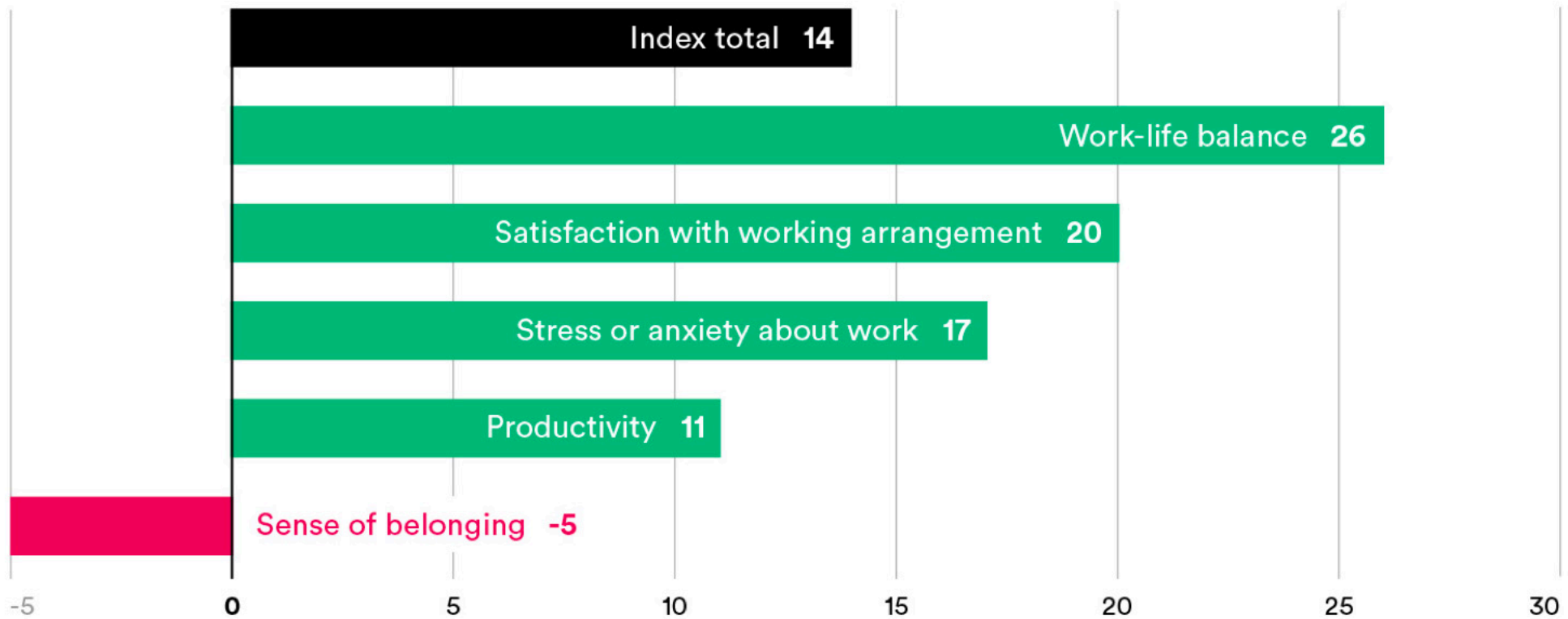
by Gillian Sandstrom and Ashley Whillans

April 22, 2020



Remote Employee Experience Index

The Remote Employee Experience Index measures perceptions of key elements of working life, such as productivity, sense of belonging and work-life balance.





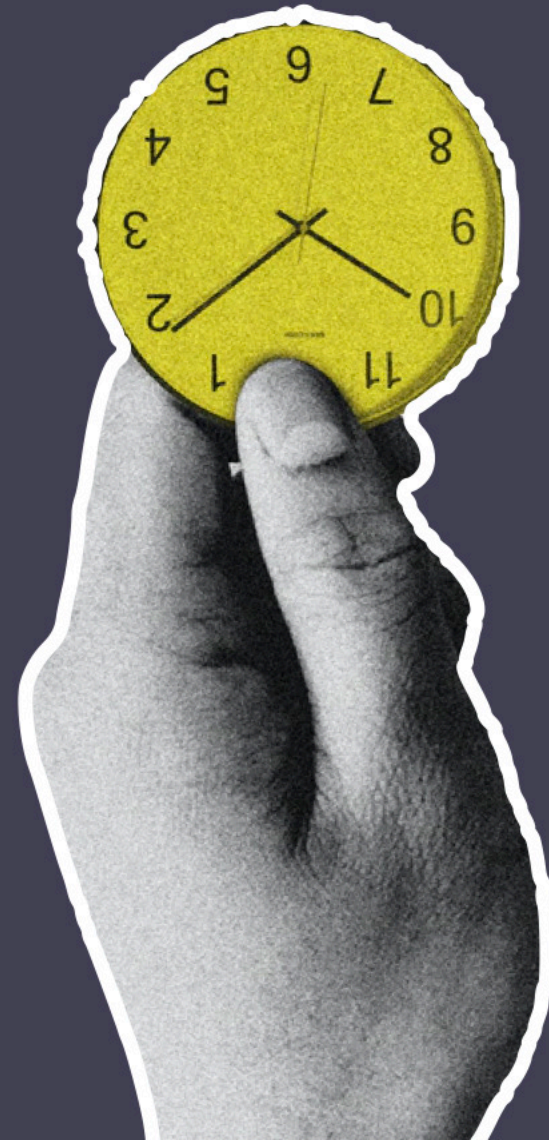
MINDSET SHIFT

*Shift from transactional
to relational.*



**bring intention
to how you start
meetings/convoos**





invest time,

effort, &

available \$

to gathering



extend

grace



COMPASSIONATE LEADERSHIP



**When under pressure,
it is wise to behave like a duck.**



**Keep calm and unruffled on the surface,
but paddle like the hell underneath.**

The COVID-19 pandemic
has negatively affected
the mental health of

78%

of the global workforce.



ORACLE



Why vulnerability will be a key trait for leaders post-COVID-19

By its very definition, vulnerability seems incompatible with leadership. Yet as Merilee Kern notes, "When it's genuine, showing vulnerability can foster a magnificent mélange of respect, admiration, empathy, and loyalty."



The New Normal: A Kinder, More Human Workplace

by **Mark McCormack** ⌚ Thursday, May 14, 2020

Compassionate leadership guiding response to COVID-19

Tuning in, turning outward: Cultivating compassionate leadership in a crisis

May 1, 2020 | Article

How To Be A More Compassionate Leader (And Why It's So Important)

Compassionate Leadership is a Crucial Skill

How compassionate leaders create trusting, thriving teams





MINDSET SHIFT

*Instead of leading to
direct, lead to empower*

Direct

- ~ Leads with rules/regulations
- ~ Seeks to maximize productivity
- ~ Influences by directives
- ~ Spends most of time talking
- ~ Manages time

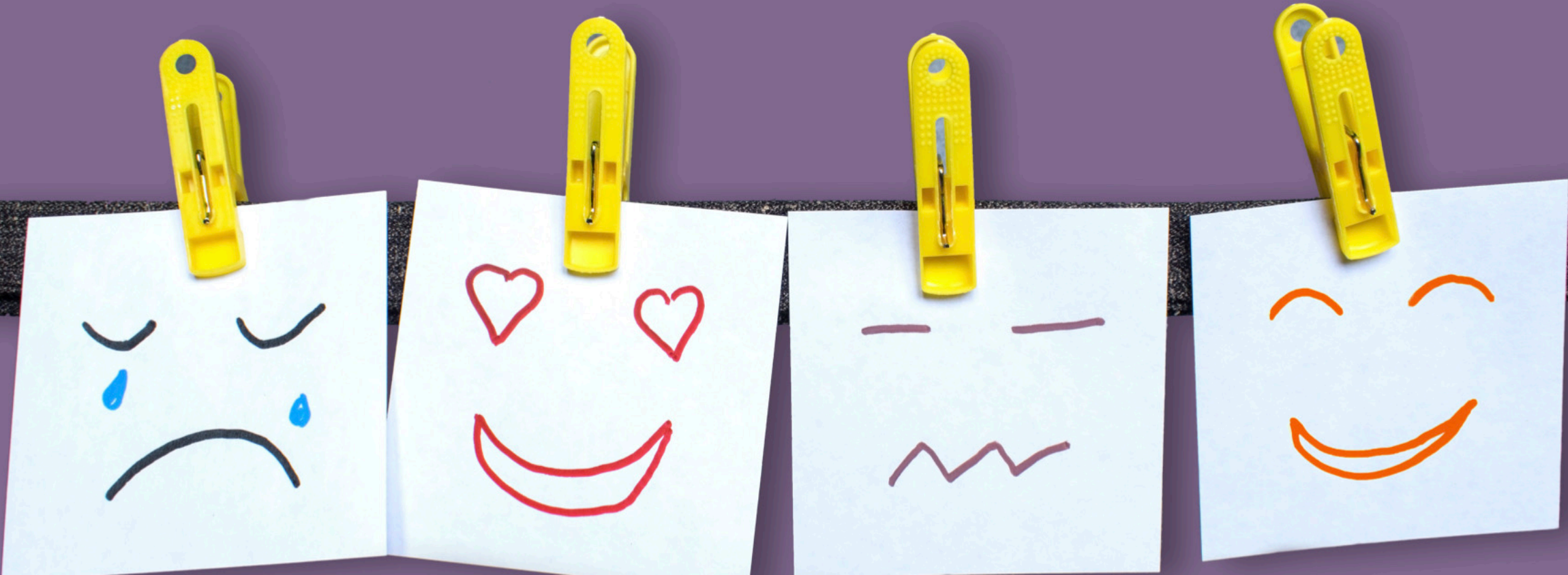
Empower

- ~ Leads with empathy
- ~ Seeks to maximize engagement
- ~ Influences by inspiration
- ~ Spends most of time listening
- ~ Manages trust



normalize conversations about

well-being and mental health





Be the first to reach out.





MENTAL
HEALTH
FIRST AID®



“I’m exhausted.”



“I feel resentful.”



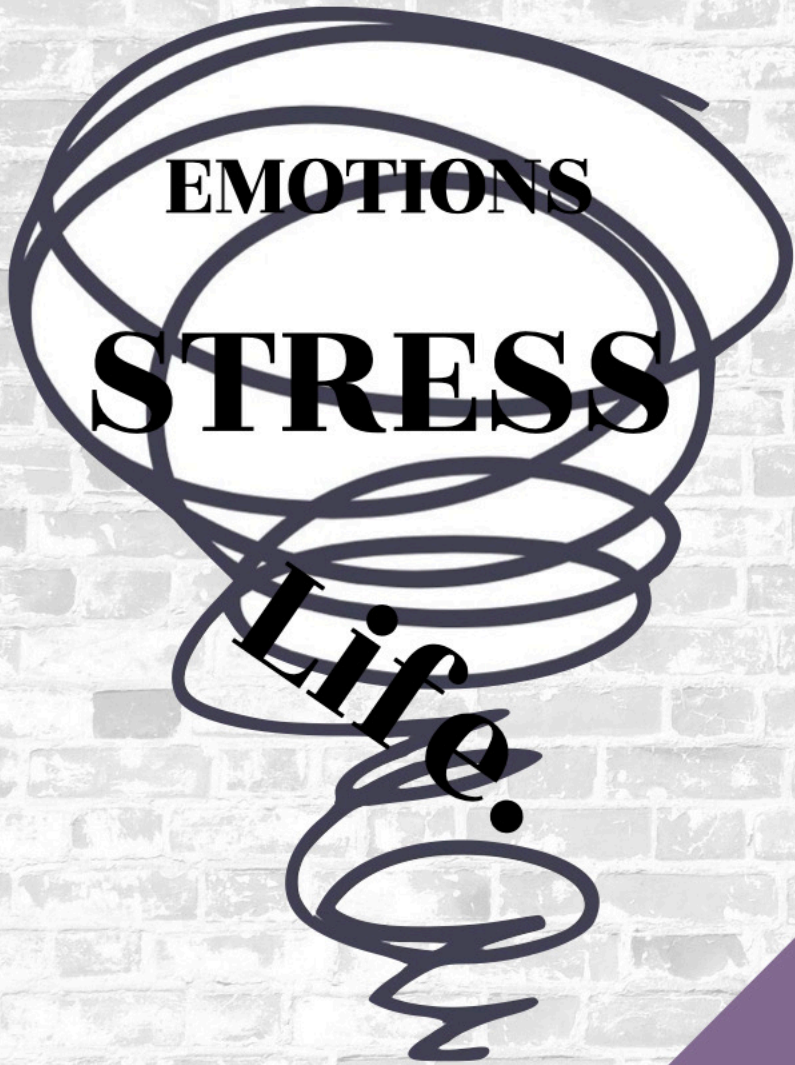
“I feel numb.”





**complete the
stress cycle**

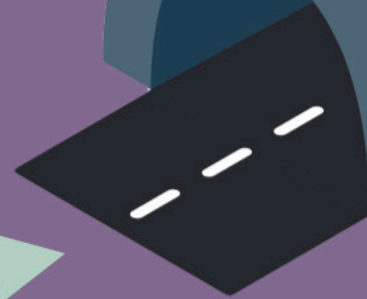




Life!



EMOTIONS



STRESS





make

self-care a

non-negotiable

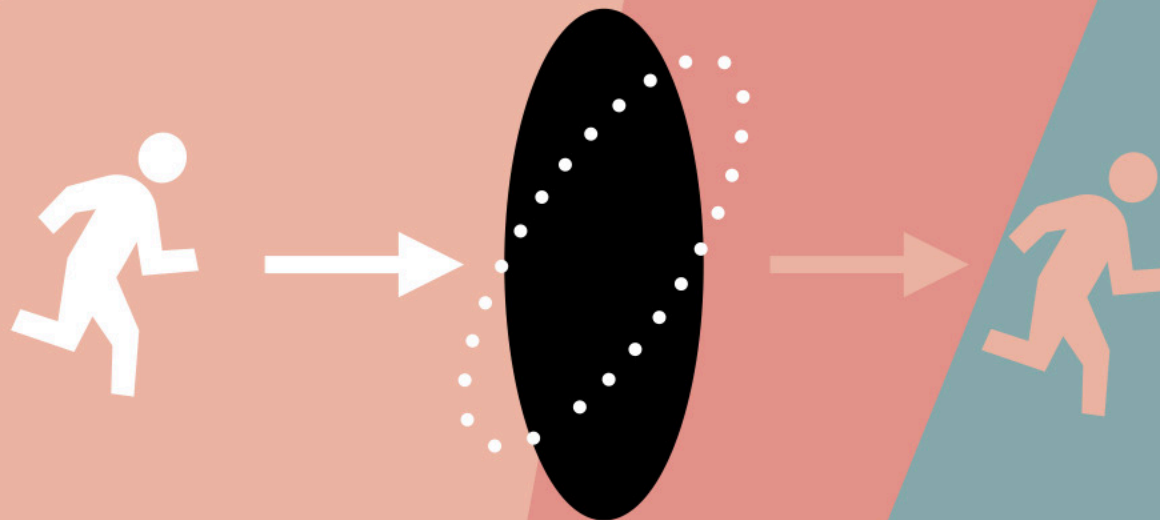


One thing. Once per day. One week.

- Gratitude list
- Text a loved one
- Journal
- Make bed in morning
- Morning stretches
- Prepare a nightly meal
- Glass of water in morning
- Evening review of next day
- Dance to one song
- Go for a walk or run
- Relish the microjoys
- Repeat affirmation
- Say “no” to one thing
- 5 minute meditation
- Tidy or clean for 10 minutes
- One hour tech-free
- Help one person, in one small way
- One piece of fruit a day

“Historically, pandemics have forced humans to break with the past and imagine their world anew. This one is no different. It is a portal, a gateway between one world and the next.”

Arundhati Roy
The Pandemic is a Portal



thanks!

g^{cc}

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