

WEBCAM & CHILL

Leading with empathy & heart

TOOL TIP
OF THE DAY

1

UNDERSTAND THE COVID CURVE

We're processing COVID-19 the same way we process major change, grief and loss. Use the Kubler-Ross model to understand how emotions evolve during major change events. **Ask others how they're feeling.** Listen carefully, map their location on the curve, and **tailor your interactions** to help shorten the cycle and accelerate arrival at agility and acceptance.

2

INVITE THE ELEPHANT

Expose the elephants in your room (Zoom or otherwise) right up front - don't try to pretend "we're all OK" and don't dive right into your agenda. Instead, carve out time to **acknowledge the challenges**, compare personal struggles and discuss feelings. Be brave & vulnerable ... set the tone for your team. **Because the more normal we make it, the less weird it will be.**

3

EMBRACE HUMANITY

Now's not the time to play boss. Now's the time to let your guard down and relax formality. **Be human** and invite others to do the same. Kick ego to the curb and turn that webcam on, even on a bad hair day. Invite background guests - two and four-legged - into the conversation and embrace "distractions" as opportunity to **connect on a more personal level.**

4

LET THE "YOU" SHINE THROUGH

Not all communication methods are created equal. Written communication is great for sharing information. But, if you desire to inspire, involve or influence others, you need a communication method that allows you to **express emotion.** Experiment with voice memos, video messages, video chat and video conference - cameras on! - to make a lasting impression.

5

APOLOGIZE, FORGIVE & MOVE ON

None of us know exactly how to navigate this challenge. All we can do is experiment with new ways of leading, learn, try again, and support each other along the way. We'll all slip up at some point. So remember to be kind to others ... and to yourself. Embrace the **power of apology.** And when someone apologizes to you, **forgive freely** and move on.

