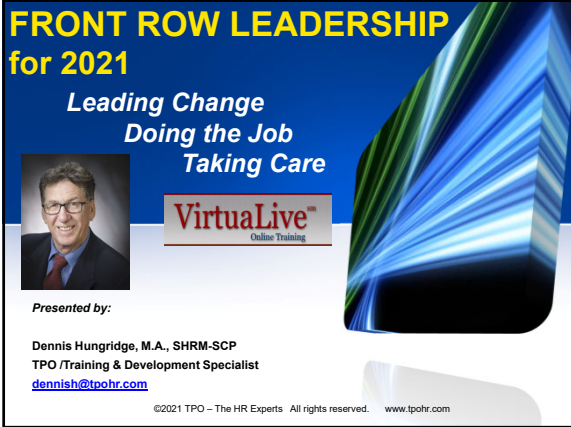



2021 Employment Law & Leadership Conference

Front Row Leadership



FRONT ROW LEADERSHIP
for 2021

*Leading Change
Doing the Job
Taking Care*



VirtuaLive™
Online Training

Presented by:

Dennis Hungridge, M.A., SHRM-SCP
TPO /Training & Development Specialist
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1



REFLECTIONS OF 2020

Note the stylish pants

From "lively" in the past we now come to you VirtuaLive(y) Online ...



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2



WELCOME TO 2021!



This is the year of,
*"How I learned to
Stop Worrying...and
remembered to put on Pants!"*



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HOUSEKEEPING!

- All participants will be on "Mute" and no Video.
- Sound issues? Choose to "listen by phone."
- The program will be 90 minutes.
 - Use the "Question" feature to type questions.
- Block yourself out – be present and limit "multi-tasking."
- Program materials (to the right of your screen).
- Polls will be used during this program.
- Have some paper nearby to jot notes and do exercises.

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2020 – WHAT A RIDE!



No one saw that coming...
World and business leaders
took the front seat on an
involuntary COVID roller
coaster ride.

On the ground, people leaders
encountered individual
personal struggles while
managing massive changes at
work.

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LET'S START WITH YOU

TAKE A MOMENT TO SIT WITH YOUR LEVEL OF WORK/LIFE DISCOMFORT

- Where is your discomfort located? Head? Heart? Chest?
- How do you describe your discomfort? Anger? Sadness? Confusion?
- How would you rate your discomfort? Mild? Moderate? Severe?

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TODAY'S LIST OF TOPICS

LEADING CHANGE

- ✓ It is a Process – Not just an Event
- ✓ Creating Psychological & Emotional Stability
- ✓ Workplace Productivity & Safety

+

DOING THE JOB

- ✓ Leadership Matters
- ✓ Recognition Connects Teams
- ✓ Equip Managers to Listen Actively
- ✓ Seek Clarity – Purpose, Outcomes, Relationships

+

TAKING CARE


- ✓ Mindful Attention to Your Well-being
- ✓ Regain a Sense of Control
- ✓ Forgiveness
- ✓ Gratitude

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7

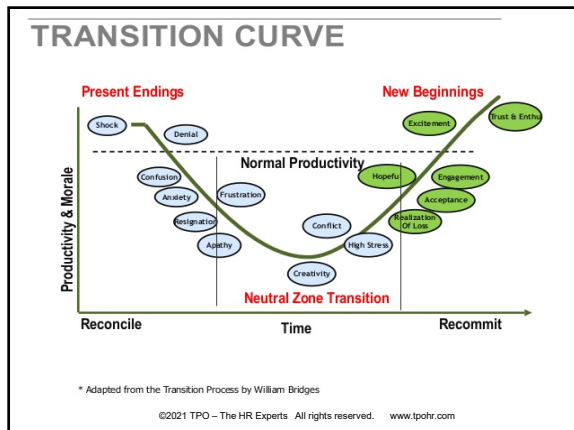
DISRUPTIVE CHANGE PROCESS

- Sudden irreversible changed future
- Cuts across all sectors
- Initiates ongoing and cascading changes



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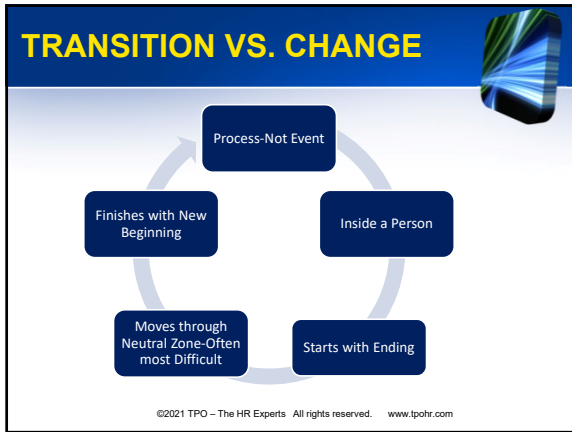
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9

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RESISTANCE TO CHANGE – PREDICTABLE, NOT PATHOLOGICAL

Fear of the unknown	
Lack of Confidence/Loss of Control	
Not Being Consulted	
Poor Communication	
Exhaustion	
Lack of Trust/Poor Relationship w/Leaders	
Past Resentments	

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EMOTIONAL WELL-BEING

- ✓ Creating Psychological & Emotional Stability
- ✓ Having the Courage to Lead
- ✓ Equipping Managers with Listening to Understand
- ✓ Workplace Productivity & Safety

Factors in Employee Engagement

Factor	Percentage
Having a Voice	~55%
Trust in Leaders	~50%
Positive Culture w/o Toxicity	~45%
Growth within the Organization	~40%

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CREATING PSYCHOLOGICAL & EMOTIONAL STABILITY

Enhance Communication

Involve Employees

Train Supervisors

Focus on Wellness

Daily Check-ins

"The World Has Changed"

"Be Prepared With Holistic Approaches that Considers Employee Total Needs"

Physical – Mental – Emotional

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HAVE THE COURAGE TO LEAD!

Be careful of your thoughts, they become words.

Be careful of your words, they become actions.

Be careful of your actions, they become habits.

Be careful of your habits, they become your character.

Be careful of your character, it becomes your destiny...

"Life shrinks or expands in proportion to one's courage."
Anais Nin

Lead with questions, not answers.
– Jim Collins

"You may encounter many defeats, but you must not be defeated."
Maya Angelou

Model the Way.
– James Kouzes, Barry Posner

ALIGN

ENGAGE

EXECUTE

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14

GREAT LEADERSHIP...
It's Not for the Faint of Heart!

- Nurture Respect – Not Fear
- Practice Authenticity
- Put Team First
- Empathize
- Inspire
- Prioritize
- Demonstrate Loyalty
- Show Appreciation
- Focus on the mission
- Communicate Effectively
- Delegate
- Accept failure gracefully

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EQUIPPING MANAGERS WITH LISTENING TO UNDERSTAND

What if you seek to understand but others don't?

1 TEST ASSUMPTIONS & INFERENCES

2 FOCUS ON INTERESTS, NOT POSITIONS

3 FOCUS ON INQUIRY

- ✓ Verifying what you hear generates valid information.
- ✓ Interests are the needs, desires and concerns people have.
- ✓ Ask others and invite questions.

"The ability to hear is a gift. The willingness to listen is a choice". – Stephen Covey

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16

WORKPLACE PRODUCTIVITY

Expect the "Unexpected"

The Unexpected	What to Do
Recurring COVID-19 Exposure	<ul style="list-style-type: none"> ✓ "Split Team" Arrangements ✓ Flexible Work Schedules ✓ Alternate Harvesting Work Streams
Spikes in Absenteeism	<ul style="list-style-type: none"> ✓ Teleworker Options ✓ Cross-Training
Employee "No Show" or "Contact"	<ul style="list-style-type: none"> ✓ Flexible Interim Reporting Policies ✓ Communicate Interim Expectations
Fear of Being at Work	<ul style="list-style-type: none"> ✓ Ensure Safety Protocols in Place ✓ Establish a Culture of "Safety First"
Behavior Changes ... Mood Swings	<ul style="list-style-type: none"> ✓ Train Supervisors on How to Talk to Employees

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Taking Care of Your Team

U.S. Employee Engagement Trend
Annual averages

■ % Engaged ■ % Actively disengaged

Year	% Engaged	% Actively disengaged
'00	18	25
'01	17	29
'02	17	29
'03	17	29
'04	17	29
'05	17	29
'06	17	29
'07	17	29
'08	17	29
'09	17	29
'10	17	29
'11	17	29
'12	17	29
'13	17	29
'14	17	29
'15	17	29
'16	17	29
'17	17	29
'18	17	29
'19	17	29
'20	38	13

GALLUP

Early May, Gallup found the % of "engaged" U.S. workers -- those who are highly involved in, enthusiastic about and committed to their work and workplace -- reached 38%.

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TAKING CARE OF YOUR TEAM

- ✓ Teleworkers...
The New Normal?
- ✓ Flex Policies
- ✓ Returning to Work
- ✓ Recognition



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19

TAKING CARE OF YOURSELF

“Do something every day that is loving toward your body and gives you the opportunity to enjoy the sensations of your body.”
Golda Poretsky



Don't let yesterday use up too much of today.
Cherokee Proverb

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20

WHY AND HOW OF SELF-CARE

What do we mean when we talk about *Self-Care*?

- Self care in essence is the **mindful** taking of time to pay **attention** to *you*, not in a **narcissistic** way, but in a way that ensures that *you* are being cared for.

Source: [Psychology Today](#)

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5 WAYS TO PRACTICE SELF-CARE

Self-Care taps into the neuroscience of Well-being and here's how you can start:

1. **Mindfulness** – The process of withdrawing attention from stressful matters, relaxing and bringing attention to the body.
2. **Refuge** – People, places, memories, ideas and ideals that bring comfort and generate attention to positive emotions.



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22

5 WAYS TO PRACTICE SELF-CARE *cont...*

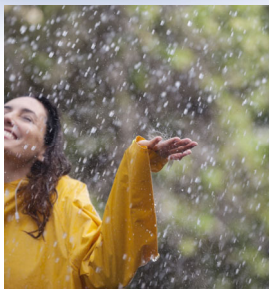


3. **Empathy** – The foundation of all relationships
4. **Imagery** – Activates the right side of the brain to reduce internal, stressful chatter.
5. **Connection** – Stay in touch with people who support you.

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REGAIN CONTROL... IN A HOLE? *Stop Digging!*



1. **Practice Gratitude** – Focus on the positive in your life despite the challenges.
2. **Routine and Productivity** – Set a routine and maintain it as best you can. Allow flexibility for changing events. Do not scold or punish yourself for interruptions in your routine. Return to it as soon as you can.
3. **Breaks and downtime** – This includes movement/exercise; short naps; Yoga and other meditative activities.

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24

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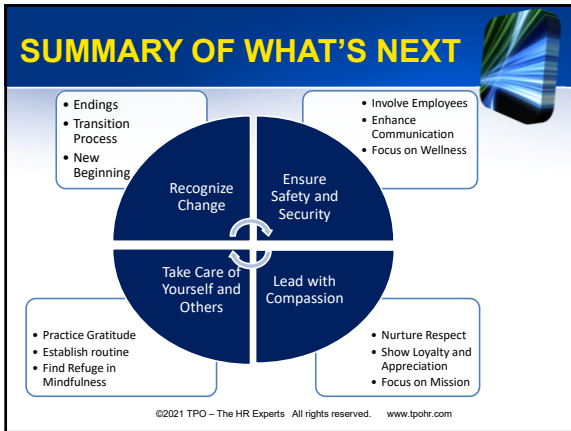
QUESTIONS



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25

SUMMARY OF WHAT'S NEXT



- Endings
- Transition Process
- New Beginning

Recognize Change

- Involve Employees
- Enhance Communication
- Focus on Wellness

Ensure Safety and Security

- Practice Gratitude
- Establish routine
- Find Refuge in Mindfulness

Take Care of Yourself and Others

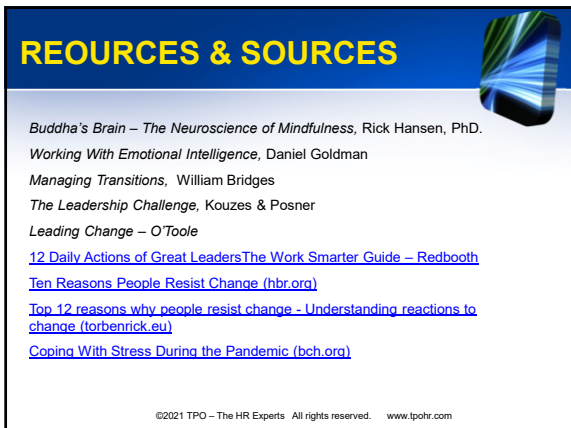
- Nurture Respect
- Show Loyalty and Appreciation
- Focus on Mission

Lead with Compassion

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26

RESOURCES & SOURCES



Buddha's Brain – The Neuroscience of Mindfulness, Rick Hansen, PhD.
Working With Emotional Intelligence, Daniel Goldman
Managing Transitions, William Bridges
The Leadership Challenge, Kouzes & Posner
Leading Change – O'Toole

[12 Daily Actions of Great Leaders](#)
[The Work Smarter Guide – Redbooth](#)
[Ten Reasons People Resist Change \(hbr.org\)](#)
[Top 12 reasons why people resist change - Understanding reactions to change \(torbenrick.eu\)](#)
[Coping With Stress During the Pandemic \(bch.org\)](#)

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27


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Presented by:
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For TPO's Training Calendar,
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Thank You!



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28