

Providing certainty to your team in uncertain times



Good Zoom etiquette

- 1. Use gallery view**
- 2. Mute unless speaking**
- 3. Videos on unless bandwidth issues**
- 4. Let's be as interactive as we can**
- 5. Be kind to the facilitator :-)**
- 6. menti.com code**

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Author

- **An expert in balancing the the human connection at work and commercial realities.**
- **Cofounded Vend and grew it from 0-250 people in 6 countries in 4 years.**



Overwhelm and Chaos

the numb feeling of desperation that we experience when [everything] seems to be spinning out of control [all at once].



What I'm hearing

1 I have to be strong but I'm not feeling it

2 Everyone expects me to know what to do

3 People are worried about their jobs - so am I!

4 I just sort out what's happening, then it changes

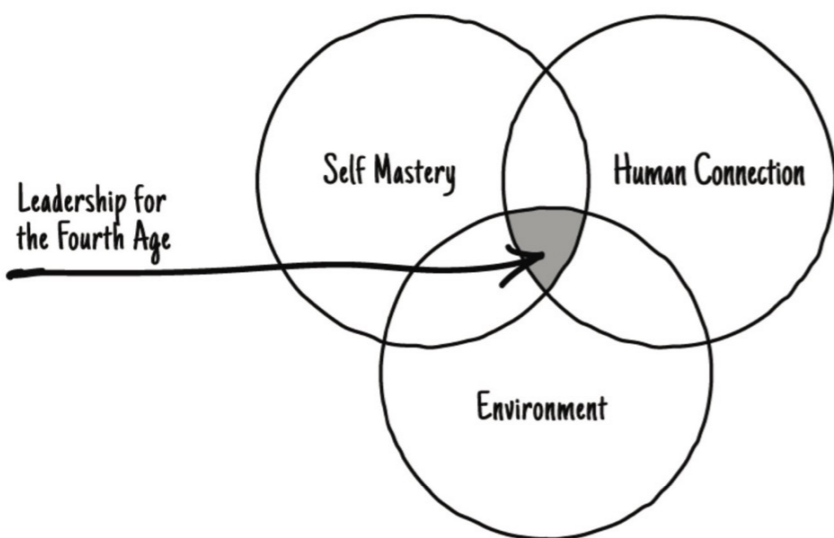


Leadership for the Fourth Age

Master your thoughts & emotions

Communicate with clarity and empathy

Foster a positive WFH environment



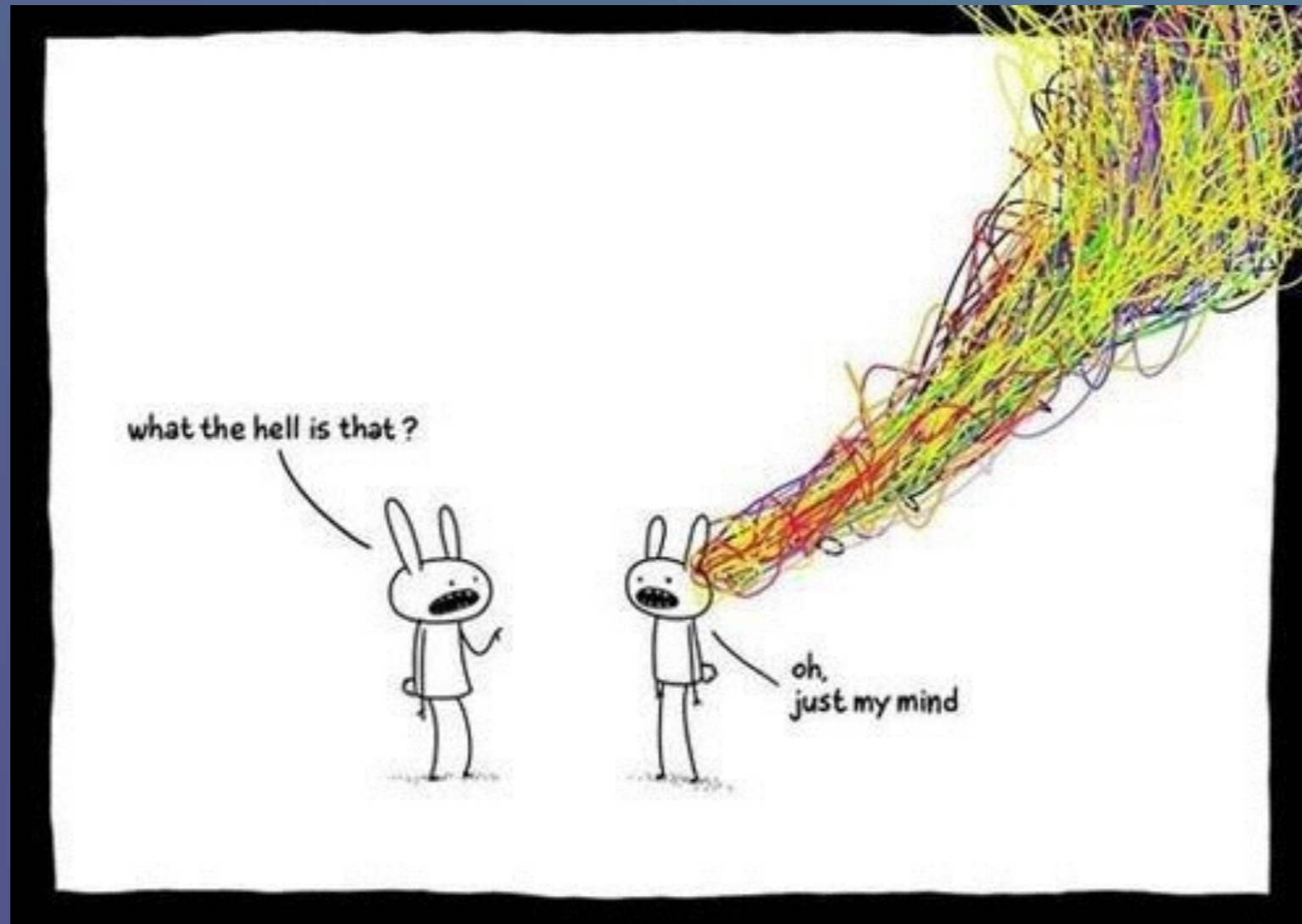
MASTER YOUR THOUGHTS & EMOTIONS





**Put your own mask on first,
before helping others.**

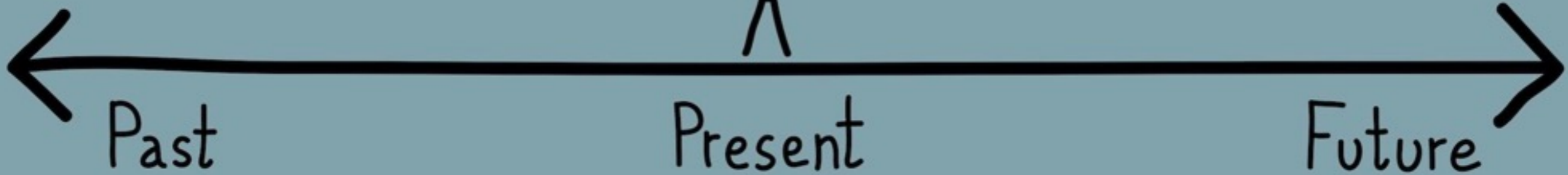
It's OK to be not OK



Your body is present.



Is your mind?



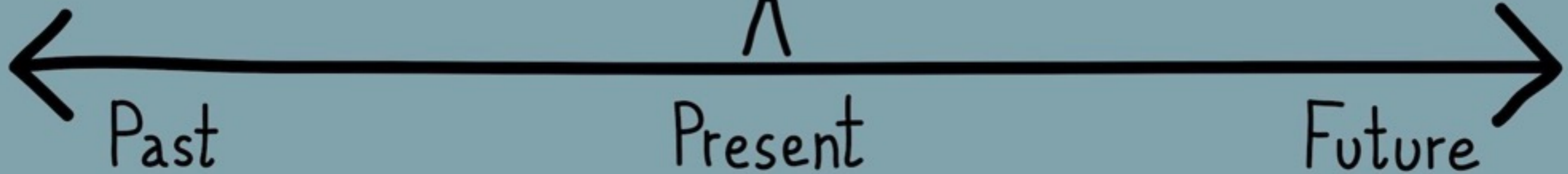
DOUG NEILL



Your body is present.



Is your mind?



DOUG NEILL

- 1. Feel the feelings (tune into your body)**
- 2. Be curious about them**
- 3. Realise they are passing**
- 4. Let them go**
- 5. Get on with your day**

Reduce cognitive load

and tame your brain

What is known?

What is not known?*

What is unknowable?

Reduce cognitive load

Get everything on paper & apply the 5 D's:

Do

Defer

Diarise

Delegate

Drop

Reduce cognitive load



**It's OK to be
in the drama, and then
get out of it.**

To get out of the drama:

Go back to your vision.

Go back to your plan.



COMMUNICATION



There is a lot uncertain,
even more so for people in your team

Focus on what is certain



What is certain?

**We may not know what will happen,
however we do know that at all times we will
do our best to balance**

- **the needs of the team, with**
- **the needs of the business,**
- **to act with integrity,**
- **in line with our values, and**
- **keep you informed, always.**



Over-communicate

What I am seeing working:

- More regular leadership meetings
- Daily Covid-19 emails (esp for essential bus)
- Ask Me Anything sessions ([mentimeter.com](https://www.mentimeter.com))
- Shorter 1:1s more frequently
- Being super clear (clearer than normal)



Focus on wellbeing

Check in with people:

- How are you on a scale of 1-5?
- Are you green, amber, red?
- What are your favourite WFH moments?
- What is taking you by surprise with WFH?
- What practical ways can I support you?
- What is keeping you up at night?



Plus:

- **Be super clear on expectations**
- **Ensure people know who is doing what**
- **Get face to face time frequently**
- **Deal with any misunderstandings on video**
- **Assume people mean well**
- **Don't forget the fun**

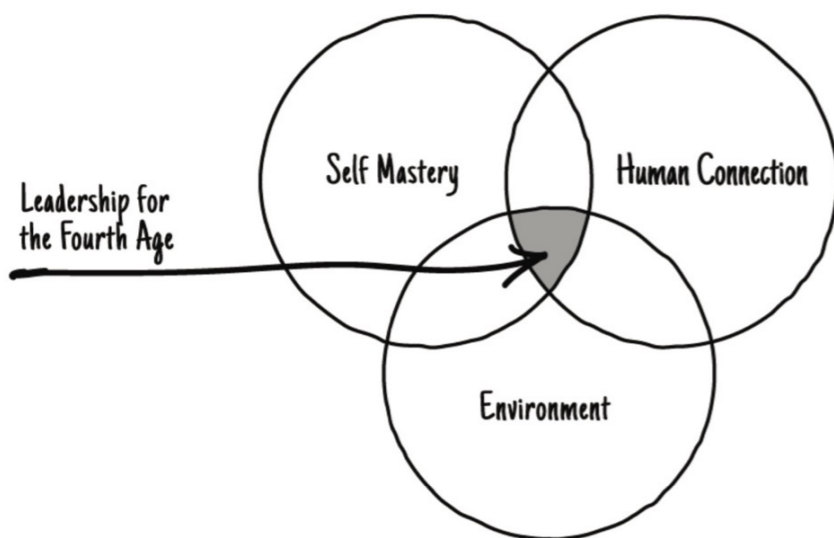


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What would be helpful next?



Thank you

**I am offering free, completely no obligation
30 minute phone calls if you want specific
advice or a coaching conversation.**

www.calendly.com/melrowsell

