

# Having hard conversations with empathy when working virtually



# Good Zoom etiquette

- 1. Use gallery view**
- 2. Mute unless speaking**
- 3. Videos on when talking**
- 4. Let's be as interactive**



**Mel Rowsell**  
**Coach | Consultant |**  
**Facilitator | Speaker |**  
**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.**



- 1. Prepare**
- 2. Be clear**
- 3. Be real**
- 4. Act by your values**
- 5. Expect defensiveness**
- 6. Listen**



# Prepare

- 1 Get your facts straight**
- 2 Consider their communication style**  
**Talk to people the way THEY want to be talked to**
- 3 Be calm and centred**
- 4 Choose the right time and channel**

# Be Clear

**1 Clear is kind | Unclear is Unkind**  
**No mixed messages**

**Beware throw away remarks**

**Beware introducing a second topic**

**Beware being ambiguous**



# Be Real

- 1 Don't be “Robo-Mel”**
- 2 Acknowledge that it is a shitty situation**
- 3 Empathy = feeling **with** is helpful;  
sympathy = feeling **for** is unhelpful**
- 4 Practice Self Compassion**

# Act by your values

- 1 Your personal values**
  - 2 Your business values**
- All eyes are on you!**





# Expect defensiveness

It means they indeed a human being. Stay calm.



# Beware the vacuum and the evil logic

They will be thinking the worst.



# ListZen

**Pretend Listening**  
**Surface Listening**  
**Active Listening**  
**Zen Listening**



# There is a lot going on

ListZening helps you see more of the full picture





# Follow up

Check in, demonstrate your values in action



- 1. Prepare**
- 2. Be clear**
- 3. Be real**
- 4. Act by your values**
- 5. Expect defensiveness**
- 6. Listen**
- 7. Follow up**



**People will forget what  
you said, forget what you  
did, but they will never  
forget how you made  
them feel**

**Maya Angelou**



# Next up: Coming out of lockdown





# Thank you

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

**[mel@wisdomatwork.co.nz](mailto:mel@wisdomatwork.co.nz)**

