

The Ultimate Test of Leadership

Today's Topic:

How to Help Employees Manage Stress & Navigate Change

Welcome!

The webinar will start promptly at 11:45 a.m.

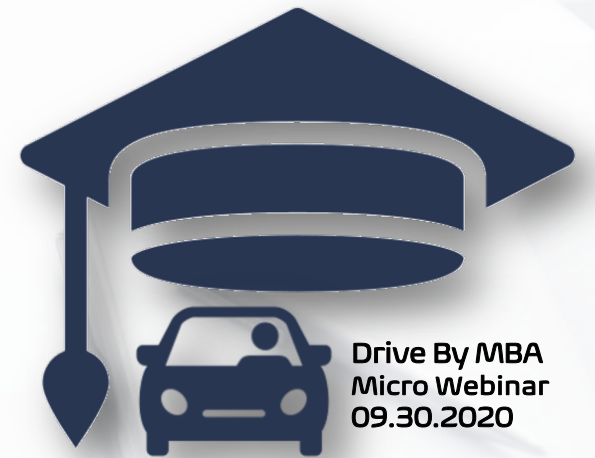
Your Host: Cassie Hoag, MAP Senior Consultant

Your Co-Host: Michael Pezel, MAP Director & Executive Consultant



How this Works

- ▶ Introduction
- ▶ Tech Check | audio + chat
- ▶ Pulse Point Poll
- ▶ Topic What & Why
- ▶ 3 Tips
- ▶ Future Topics
- ▶ Q&A

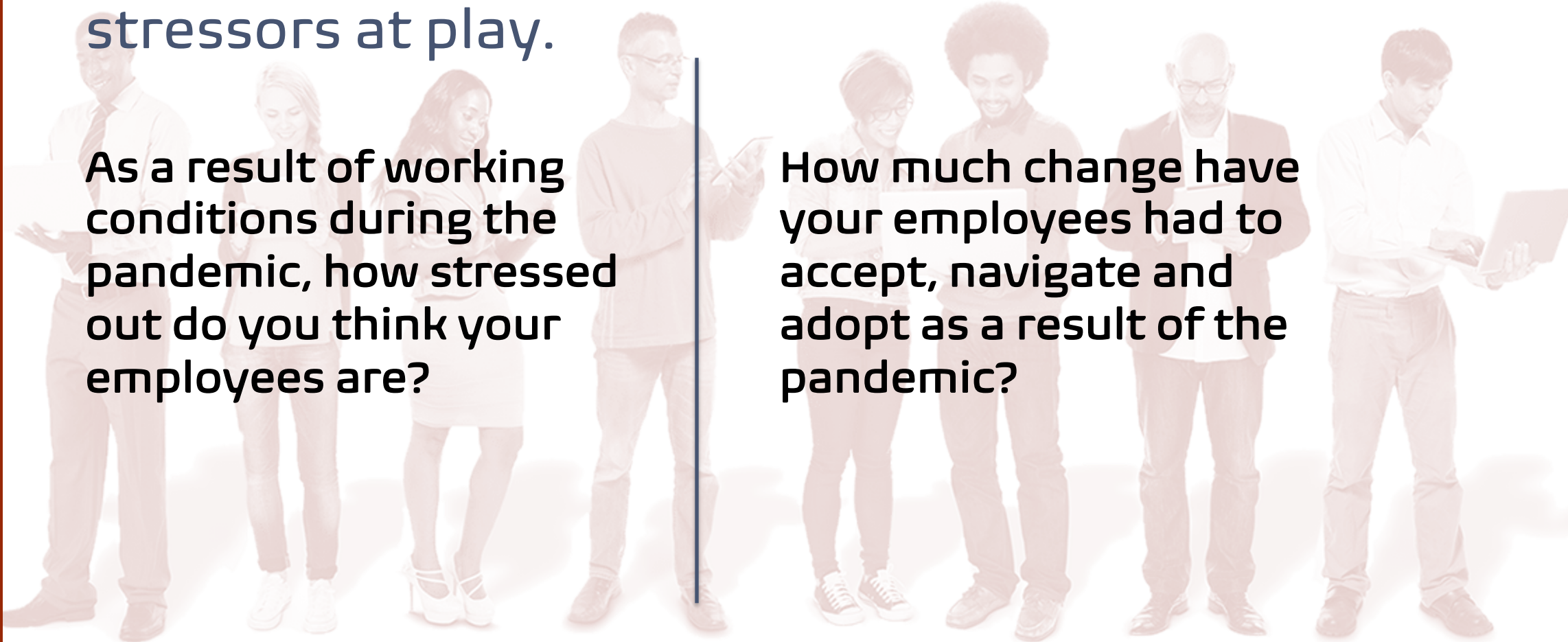


Drive By MBA
Micro Webinar
09.30.2020

The COVID-19 pandemic has caused all of us to change the way we do business. This is particularly difficult, given the profound socio-economic stressors at play.

As a result of working conditions during the pandemic, how stressed out do you think your employees are?

How much change have your employees had to accept, navigate and adopt as a result of the pandemic?



The What

Identify strategies to manage stress and navigate change for every COVID-related decision. *Put them in a Plan or Playbook.*

Also include them in policy documents, instruction sets, talking points, email blasts and other messaging.

Plans can range from long-form, multi-year operating road maps to 1-page outlines

Yet they're often lacking the human element

- ▶ Helping people understand the purpose
- ▶ Overcoming mental barriers
- ▶ Figuring out how to habitualize
- ▶ Preserving standards and what people like
- ▶ Cultivating internal champions
- ▶ Considering the pace of change

The Why

By putting strategies in a Plan/Playbook to reduce stress and manage change:

People recognize and appreciate these considerations

Your plan is more likely to be taken seriously

People will be less resistant and contribute more toward implementation of the plan

You'll stay on timeline and the goals in your plan are much more likely to be achieved!



Quick Tip #1

Know the Effects

- ▶ Avoid general assumptions & speculations
- ▶ Appreciate that people are affected differently
- ▶ Implement stress surveys
- ▶ Consider no-cost or low-cost benefits
- ▶ Build stress relief measures into meetings

Quick Tip #2



Amplify Compassion

- ▶ **Look:** use powers of observation, beyond the spoken words
- ▶ **Listen:** let people be open about how they feel, mentally and physically
- ▶ **Feel:** when concern, sadness, fear, etc. is expressed, acknowledge your understanding
- ▶ **Respond:** give yourself time to answer or follow-up in a kind yet practical way



Quick Tip #3

Measure & Incentivize

- ▶ With significant changes, identify small steps, track progress and celebrate success
- ▶ Keep reinforcing the positive changes that will result; repeatedly share “what’s in it for them”
- ▶ Identify early adopters/influencers and give them more of a role in affecting change
- ▶ Reward people for maintaining standards and satisfying customers while change is underway
- ▶ Have a visual to report progress



Help employees manage stress and navigate change by baking **strategies** into your **Pandemic Plans & Playbooks**

- ✓ Know the effects
- ✓ Amplify compassion
- ✓ Measure & Incentivize





**What are some good topics for future
Drive By MBA Webinars? Choose 3
that should be prioritized.**

***Please use Chat to offer any
additional suggestions!***

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Manage Stress &
Navigate Change**



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Use Chat to pose a question | Take yourself off mute

“The best antidote to stress is
resilience . . . Having the
ability to respond to change
or adversity proactively and
resourcefully”

- Lauren Mackler



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