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
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?
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!
The Ultimate Test of Leadership
How to help Employees Manage Stress & Navigate Change
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

Cassie Hoag
Senior Consultant
949.300.0316 direct
mchoag@mapconsulting.com

Michael Pezel
Executive Consultant
415.309.4527 direct
mspezel@mapconsulting.com