Member Event

dcm THE LEARNING EXPERTS

Leading a Post Pandemic Workforce

About Me

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Your Programme Trainer

Leading a Post Pandemic Workforce Programme Overview

1 — The Great Management Shift

- ✓ You were born to be resilient
- ✓ Normalising Change
- ✓ Identifying and overcoming challenges
- ✓ A growth Mindset

📅 10th May 2023
🕐 10am - 12pm
💻 Zoom

2 — Get Reconnected

- ✓ Nurture a positive and supportive culture
- ✓ Develop and adapt exceptional communication skills
- ✓ Increase psychological safety
- ✓ Dealing with aggressive behaviour

📅 17th May 2023
🕐 10am - 12pm
💻 Zoom

3 — Making Long Distance Work

- ✓ Effective virtual meetings
- ✓ Delegation skills
- ✓ Giving effective feedback
- ✓ Creating and maintaining professional etiquette, standards and boundaries

📅 24th May 2023
🕐 10am - 12pm
💻 Zoom

4 — Keeping Up With Change

- ✓ Reassess and realign
- ✓ Cultivate your agility and adaptability
- ✓ Adopt a curious and courageous attitude
- ✓ Supporting yourself with sustainable methods

📅 31st May 2023
🕐 10am - 12pm
💻 Zoom

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The Great Management Shift

70% of change management programs fail to achieve their goals, largely due to employee resistance and lack of management support.

Embracing our new BANI world

Developing your resilience

Overcoming hybrid/remote working challenges

Taking positive action

Current Challenges

Unstable economic climate causing uncertainty

Mass redundancies within certain sectors

Staff recruitment/retention issues

Changes in work environment - remote/hybrid -

Ineffective communication, disconnection

Increase in staff reporting stress and poor mental health

Limited resources

Change fatigue

Change Report found that 43% of employees believe their employer is not prepared to effectively manage workplace change.

73% of employees affected by change say they're suffering from moderate to high stress levels

The biggest reason for change resistance is a lack of trust in leadership

70% of employees choose their supervisors as their preferred senders of messages during change

Transformation is 5.8 times more likely to be successful when CEOs communicate a compelling story

75% of transformation efforts don't deliver the hoped-for results

74% say leaders need to do more to understand why people are change resistant

46% of CIOs think culture is the biggest barrier to change

31% of CEOs are fired for not managing change well enough

Nearly 1 in 5 would consider leaving their job if a big organisational change occured

Frontline employees taking initiative to drive change elevates the success by whopping 71%

Redesigning Your Role
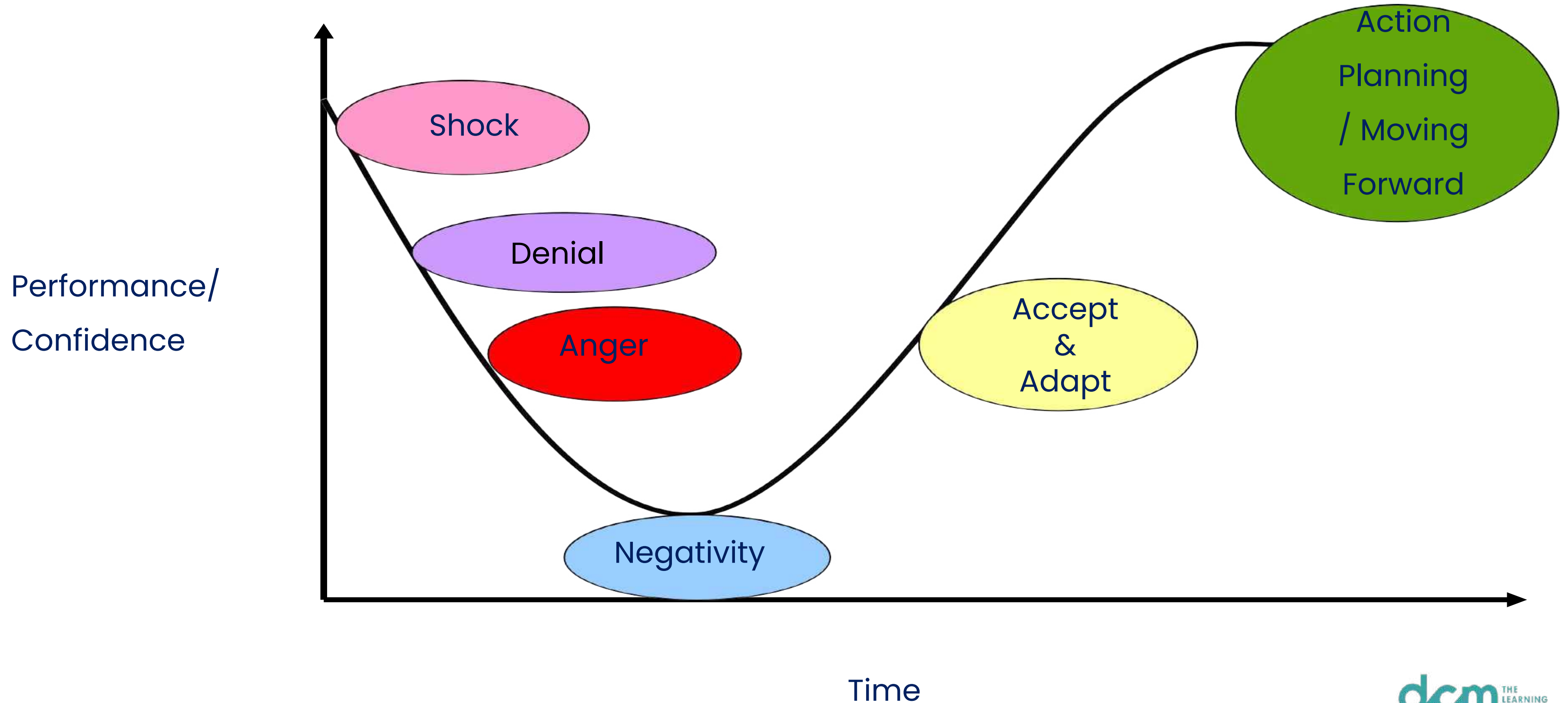
Shift from Delivery to Consultative Managerial Style

Executive sponsorship - values driven and demonstrated behaviours

Dedicated resources and funding - ongoing training, support

and development

Employee involvement - buy in

PEOPLE DON'T
CARE
HOW MUCH YOU
KNOW,
UNTIL THEY KNOW
HOW MUCH
YOU
CARE

- JOHN MAXWELL -
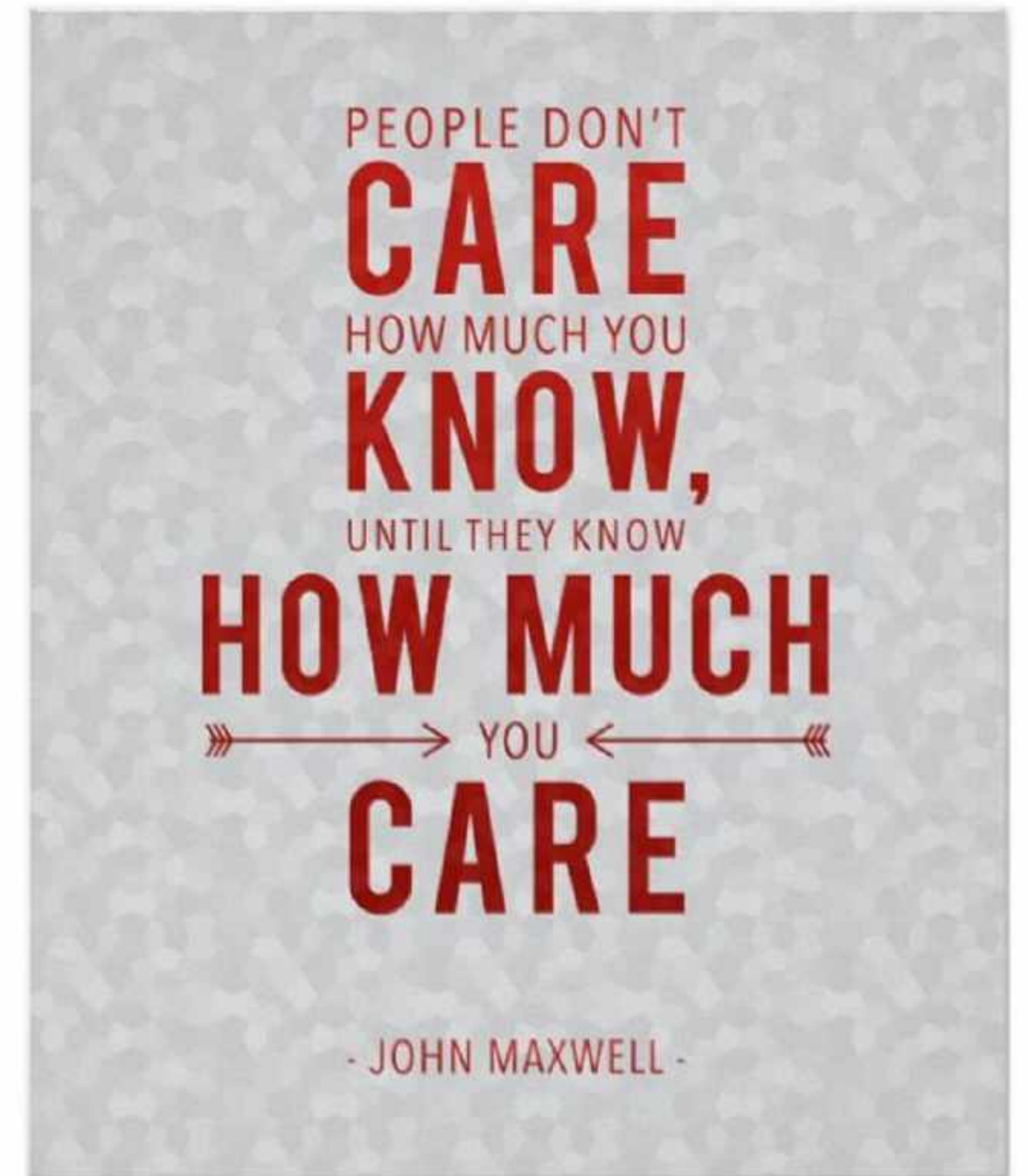
Kubler-Ross Change Model

Overcoming Resistance

Expect resistance

Uncover root causes

Take action - Invest in people development - Seek out resources/support required

Create new meaningful goals - short term wins

Regular Check ins

Challenge and upgrade your mindset and attitude to view disruption and change as an opportunity for innovation and growth

Become curious and courageous about what is possible

Focus on what you can control

Adopt a 'can do' attitude

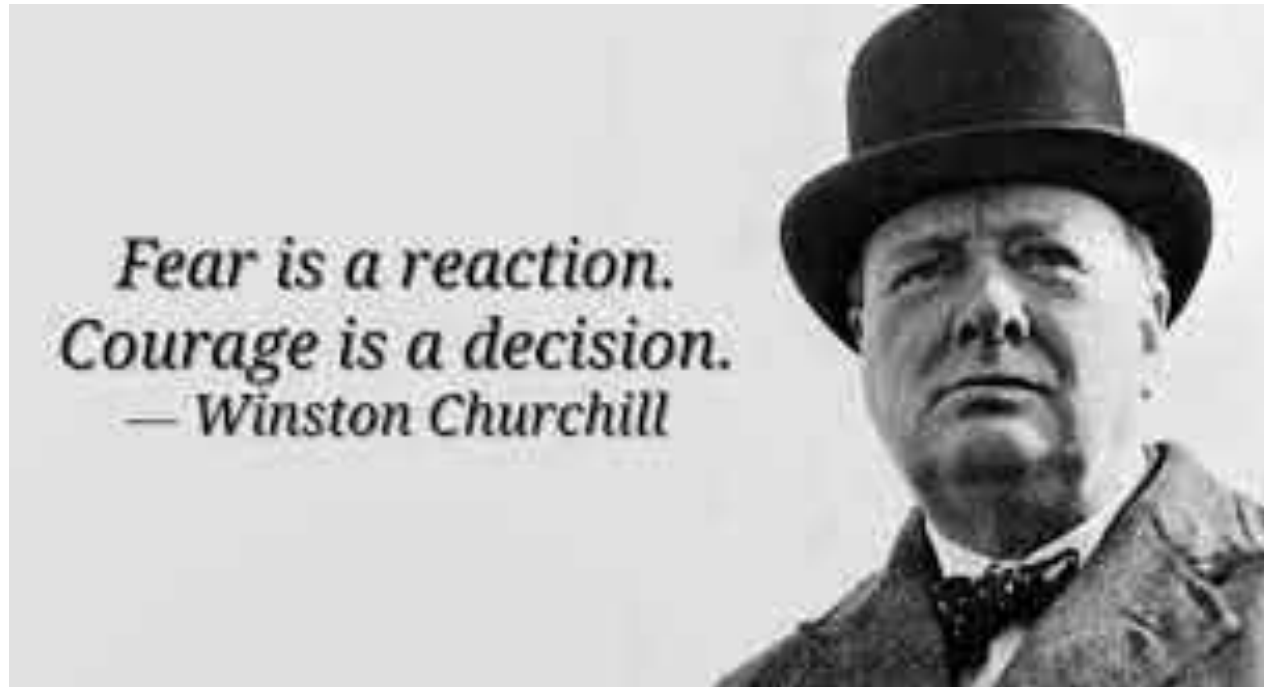Increase self belief and confidence in your ability and adaptability

Bring highest values to life in daily actions

Get comfortable with being uncomfortable - challenge and stretch yourself.

Become A Champion Of Change

Fear is a reaction.
Courage is a decision.
— Winston Churchill

Mckinsey reports that frontline employees can elevate the success of change programmes to 71%!

Developing Greater Resilience

Resilience

Your capacity to continually change and adapt in
our challenging world by
utilising your strengths and available resources
to assist in times of stress.

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Learned to cycle/climb a tree

Started new school

Became skillful at a sport

Gained proficiency with

musical instrument

Learned to swim

Made new friends

Became a confident driver

Sat and passed exams

Started a new chapter at college

Succeeded in job interviews

Mastered new job roles

Bounced back after relationships

Overcame family challenges

Coped with loss

Relocation/new beginning

Recovered from health issues

Job restructuring after COVID 19

Persistent

Curious

Optimistic

Positive

Focused

Inspired

Determined

Fearless

Confidence

Ambition

Desire

Challenge

You're Already Resilient!

Your why

was bigger than

your fear

Why Increase Resilience?

Reduce mental/emotional impact of challenge

Increases ability to cope, let go and move on from adversity

Helps us remain calm, maintain objectivity and perspective

Enables us to be open, think more creatively and become solution focused

We become more flexible and adaptable

Increases optimism and wellbeing

Boosts confidence and self belief

You're Already Resilient!

Times I was proud of myself/achieved/overcame challenge	How I felt/What I thought afterwards	Positive Impact/Benefit

Grow Your Strengths

Explore, Identify, Develop

My top strengths	How I use my strengths daily	What I could do to use my strengths more

Which will you focus on today?

How would doing this make you feel?

What difference will that make in your life?

To Be
Happy, Healthy And Well

What Do You Need Daily?

Mentally I need	Emotionally I need	Physically I need	Spiritually I need

Learn To Let Go

What went well/what worked

What I could do better/differently next time

How will I do that

Choose to move forward

Resilience Self Audit

Sleep hygiene	
Nutrition	
Exercise	
Outdoors	
Fun/humour	
Connection to others	
Downtime	
Gratitude	
Presencing practices	
Recognise wins	
Limit technology	
Connect to your why	
Challenge yourself	
Develop your strengths	

Create and adapt your own list to suit your abilities

On a scale 1-10

Is it where you want it?

What will you do differently to invest in your resilience?

Embracing Challenges & Concerns

Eliminating Unconscious Bias

Promoting Equity and Inclusion

What Are People Feeling?

Isolated

Forgotten

Disconnected from teams

Waning morale

Pressurised to work longer hours

Judged by others

Technology challenges

What else?

How do you know?

What do they need?

How can you support them?

Share **your** thoughts

Challenging Your Perspective

Practice role reversal

Many different views (all at least 10% right)

Challenge your thought and behavioural patterns/bias/assumptions/judgements/values/beliefs

Helps eliminates/mitigate unconscious bias and blind spots

Equality v Equity

Equality

When everyone is treated equally they are given the same equal rights regardless of existing barriers they face.

Equity

Individuals are unique, have different circumstances, needs and their specific requirements are taken into account.

Ensuring policies and processes are fair and appropriate resources available for equal opportunity to reach potential and achieve highest outcome
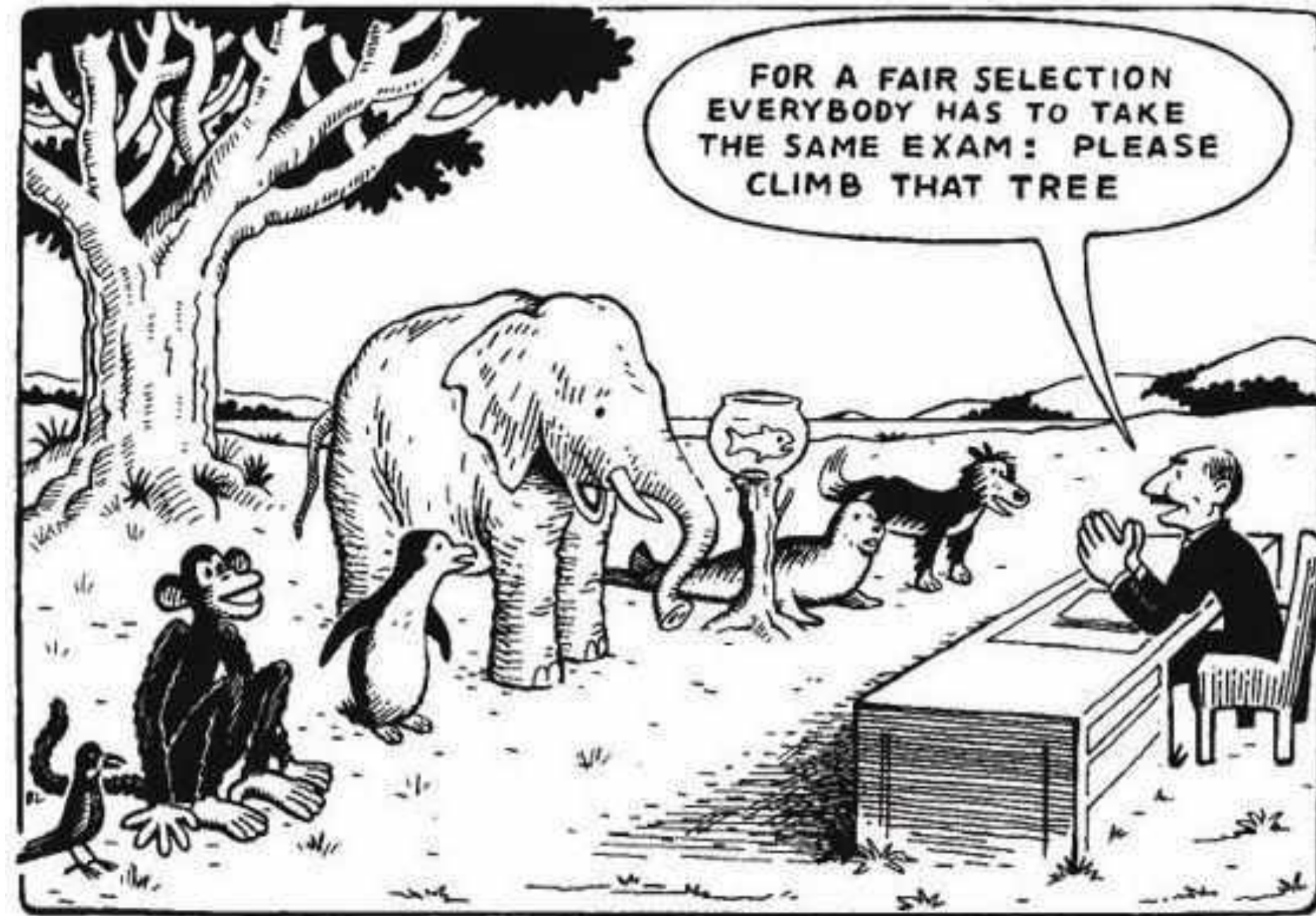
Inclusion

Integration of diversity and equity in action where individual needs taken into account

People are actively included and valued for their different perspectives

Individuals feel like they belong, can equally engage and participate by being their authentic selves

Recognising and encouraging inclusion:

fuels creativity

increases performance

brings people together

promotes and encourage collaboration

DIVERSITY IS A FACT.

EQUITY IS A CHOICE.

INCLUSION IS AN ACTION.

BELONGING IS AN OUTCOME.

Unconscious Bias

Unfair prejudice for/against someone or something

Inclination towards one way of thinking – or people most like us

Normal natural to function in complex social environment

Brain shortcut and fills in gaps based on experience, helps us make sense of world

Can't eliminate but can become aware of

Categorise people on basis of social status, job titles, gender, age etc

Clouds judgement/can make false assumptions

Need to adjust – impacts how we think, feel and act towards people -

job promotion, projects, time off, workload, social events.

Blind spot Take care

Proximity Bias – favour those we see more often – in person/remote

Attribution Bias – giving credit/blame for mistake

Affinity Bias – gravitate towards people like us

Maternal Bias – less committed or skilled

Likeability Bias – personality

Performance ability Bias – over estimate men's ability to women – impacts hiring/promotion decisions

Negativity bias

Confirmation bias – Find evidence to support what we think

Availability bias – Information/People

Negate Bias by supporting

In office days

Productivity logs v Hours worked

Clear expectations and boundaries

Social/cultural events

Weekly check ins

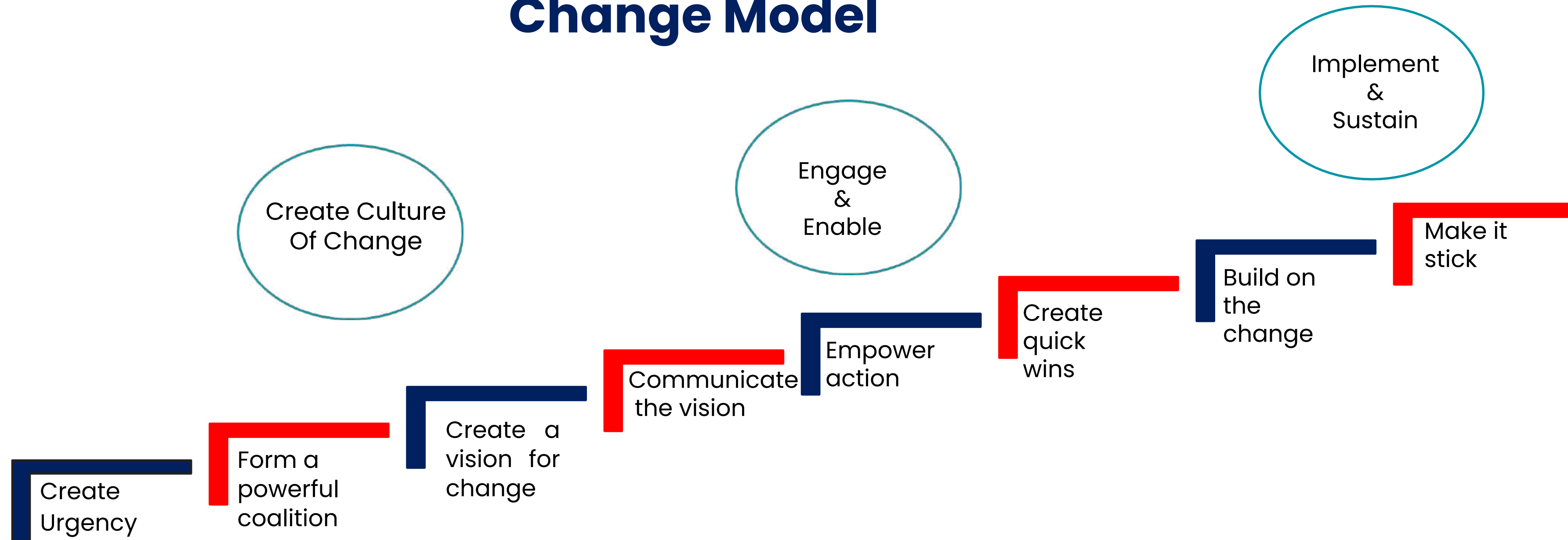Perspective taking at meetings

Ask what they need and want

<3%   Of people don't recognise bias when they see it

Promoting Change

John Kotter's 8 Step Change Model

Implement & Sustain

Engage & Enable

Create Culture Of Change

Make it stick

Build on the change

Create quick wins

Empower action

Communicate the vision

Create a vision for change

Form a powerful coalition

Create Urgency

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Questions To Ask

What do we need to achieve?

Why?

How?

When?

Where?

Who will be affected?

How will they react?

Do we have the resources to manage the change?

How do we communicate change and facilitate buy in?

How do we deal with resistance?

What part of the change do we need help with?

How do we know what success is and how is it going to be measured?

After the change, then what?

Introducing Change

1 Build trust – be open and honest

2 Build a compelling logical case for organisational change

3 Match what you say with action

4 Involve the people affected from as early as is possible

5 Communicate a sense of confidence in the change

6 Repeat your main messages and be consistent
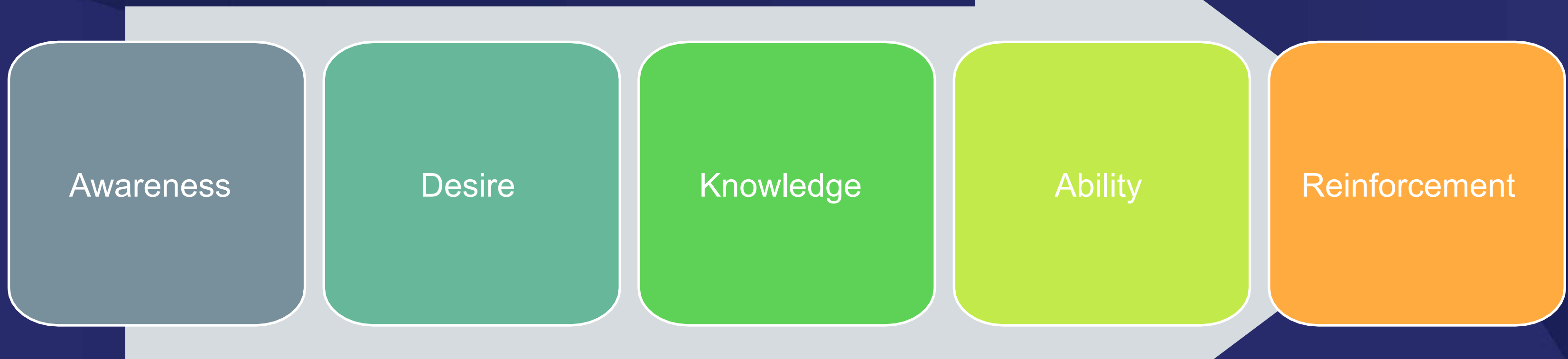
Managing Remote/Hybrid Teams

Remote Teams

Often temporary

Geographically dispersed

Temporally dispersed

Culturally diverse

Multilingual

Remote Team Management

Communicate & collaborate work schedules

Encourage an "us" culture

Explore and set most effective modes of communication

Think about how you will measure performance/productivity

Create occasions to bring people together

Get to know your teams and their needs – check in often

Refine and redefine your company's mission and vision

Hire wisely, quiet hiring

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Remote Team Management

Clear rules to uphold professional behaviour

Clarity on tools, processes and resources, shared workspaces

Chain of communication and command

Ongoing training, mentoring, coaching

Lead to engage, motivate and inspire

Identify and brainstorm issues early

Provide timely, non-judgmental feedback

The Mindset - The Attitude - The Motivation - The Clarity - The Commitment

To confidently lead and empower your team

through all seasons of change and uncertainty

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Reflection

My top take away from today is

The main areas I will level up my management skills are

I will do this by (action steps)

This will benefit me and my team by

Summary
&
Questions