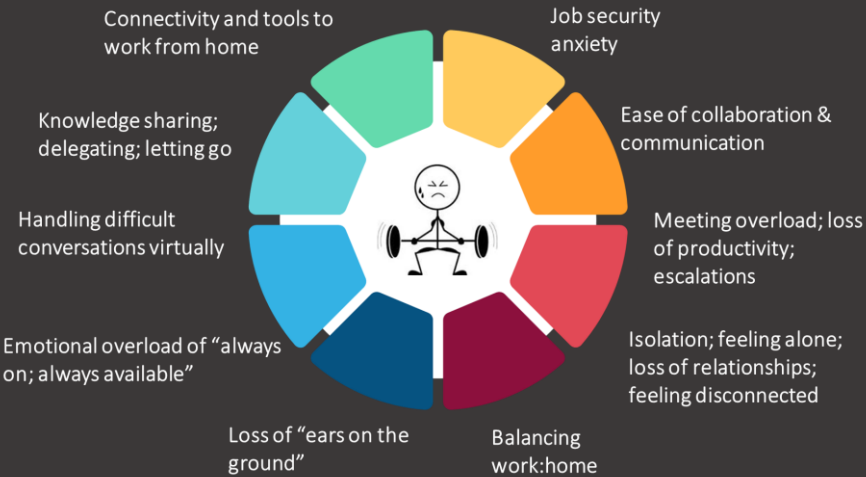


FROM SURVIVING TO THRIVING

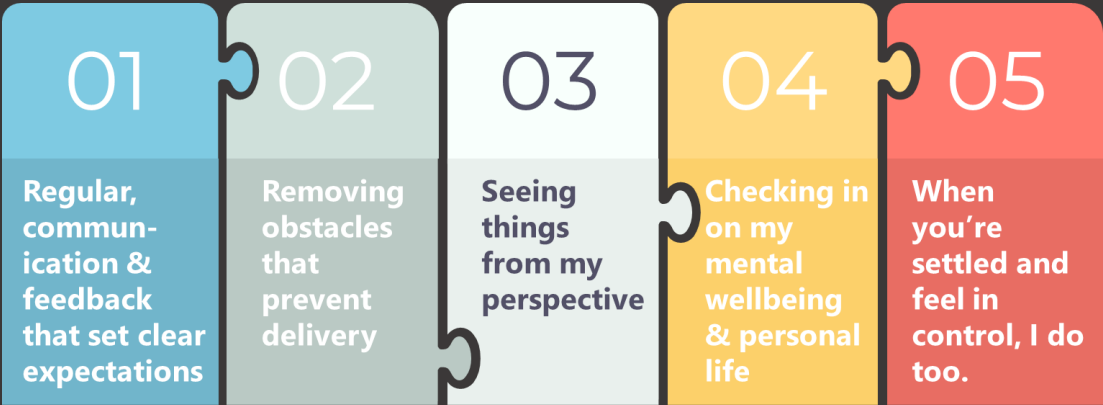
Exploring the COVID-19 impact on the way we work right now and in the future



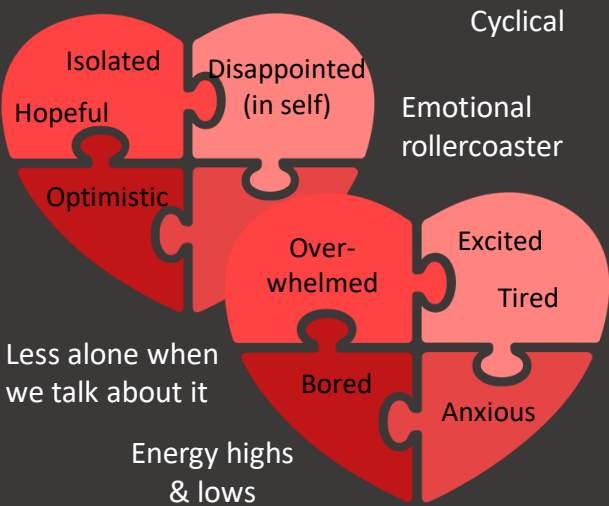
CHALLENGES WE FACE



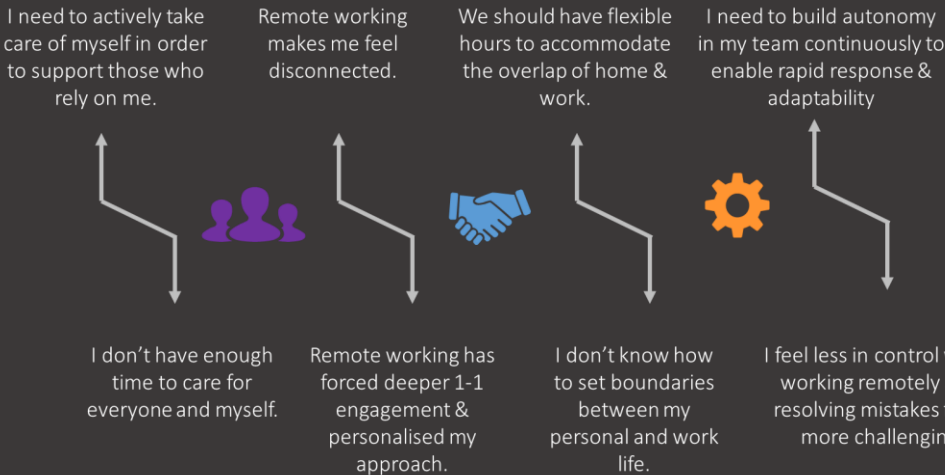
LEADERSHIP THAT SUPPORTS



HOW WE FEEL



THINGS WE'VE LEARNT



UNEXPECTED TENSIONS

SLAYING OUR CHALLENGES

Insights and actions identified to address challenges

BUILDING CONNECTION



Critical Elements

- 1 Develop own awareness and emotional maturity to be able to support others:**
 - Awareness of own energy & emotional state
 - Setting own boundaries
 - Acknowledgement & ability to ask for what you need
- 2 Foster Empathy**
 - Take time to enquire about and acknowledge where others are at - including your clients
 - If you're experiencing it the other person probably has, is or will
- 3 Increase communication of common goals, strategy and roadmap to achieve these together**
- 4 Share personal stories and experiences in a purposeful way that can serious or fun:**
 - Friday drinks
 - Team dialogue & taking stock on emotional & mental wellbeing
 - Inter-team games
 - 1-1 virtual coffees

- Reciprocity in:
 - Trust
 - Commitment
 - Equality
- Positive intent:
 - I believe you have my best interests at heart
- Psychological safety
- Authenticity:
 - "I want a genuine connection; I want to connect relationally"
 - "I'm authentic in why I want to connect"
 - Honesty/no hidden agendas
- Common values
- Acknowledgement of other
- Capacity to hold alternative points of view
- Enriched communication:
 - Empathy
 - Positive Inquiry
 - Deep listening
- Compassion with forgiveness
- Openness and willingness to explore together
- Show up in consistent ways
- Reserve judgement & give other the benefit of the doubt



ENABLING PRODUCTIVITY

- 1 Ensure tools and systems to do work are in place for everyone:**
- 2 New IT support model** that increases accessibility of IT support remotely
- 3 Support productivity structurally** while continually showcasing quality meeting preparation, participation & boundary setting
- 4 Increase Organisational feedback sessions & cross-team interactions**
- 5 Define and repeatedly verbalise what "flexible hours" are and expectations associated with them:**

- 6 Streamline communication channels**, their purpose & associated etiquette to decrease fatigue & time wasting checking multiple channels and swapping between devices
- 7 Define & communicate online etiquette** as part of the Organisational Culture i.e. "the way we do things around here"
- 8 Ensure the mental & emotional wellbeing of your team** through:
 - Making time to connect personally & as a team
 - Making it a topic of discussion as a team to improve emotional resilience & decrease the need to "always have it all together"
 - Encouraging leave taking and offline downtime