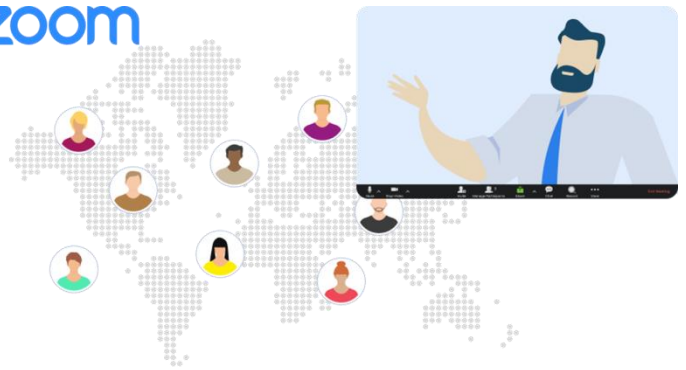


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» Building Team Resilience

It's hard to believe that we have been in COVID reality for over a year now. We've asked our team members to be agile...change their workspace....to home possibly; how they interact with their team mates...most likely remotely, use different technologies to stay connected... can anyone remember when Zoom or Microsoft Teams weren't part of our daily work life?

As leaders, we have had to double down on good team management tools and techniques....bringing role clarity, clear goals, setting & communicating performance expectations, pre-planning for connecting and engaging, team training on new expectations, communicating regularly via multiple medias (on-line, instant messages, broadcast voice mails, etc.), celebrating wins.

So with all the openness to change and agility that we have asked of our employees, are you investing in their resilience and well-being? Here is a list of things you can bring to your leadership skill set:

- Conduct regular individual **check-ins** with your team members. Ask about what challenges they are experiencing, how they are feeling, and how you can help.
- Help your team members **reframe** the challenges they are facing. Ask them to think about what they are learning. Reinforce that they can find opportunities in tough situations. Support them in identifying how they can take action. Encourage them to remain positive and take breaks when they need. Identify and reinforce the lessons they are learning.
- Build a **buddy system** within your team. Have members jointly identify a person that they can go to for learning, support, bounce off ideas with, identifying how to implement new training concepts and technologies and to ask questions.
- Demand team members treat each other constructively and **create a psychological safe** environment within the team. Train your team on how to proactively and positively deal with conflict. Welcome, reinforce, and recognize differences in thinking and approaches. Expect members to be respectful to each other and help them build trust. Hold members accountable to the commitments they make to the team.
- Revisit your **team rules of engagement** and update them to reflect the new work reality. Communicate working time expectations along with your expectations for disengaging with work. Set standards for returning messages. Start and end meetings on time and stick to the agreed to agenda. Encourage active engagement during on-line meetings – no multi-tasking wanted.

As leaders in our new reality and workplaces, make sure you start with yourself. Keep up your personal well-being and resilience so you can be your best and lead your team to greatness.

