

Leading Powerfully During Change and Uncertainty



Our speaker: Paula Friedland

- **Credentials/education:**

- LCSW, CPCC – “coachapist”
- Speaking Circles/Soul Speaks
- Trainer, speaker

- **Services I offer:**

- Individual sessions – phone, face-to-face, zoom, skype
- Public speaking training – speaker training, workshops, conferences, organizations, teams
- Keynotes, trainings, workshops, presentations



Objectives

Understand essential differences between change and transition.

Identify the most important aspects of leadership during trying/changing times.

Explore strategies for motivating and engaging employees through times of uncertainty.

Commit to your own practice of stress management and self-care while managing the challenges of leading others.

What is the difference between CHANGE and Transition?

CHANGE is what happens to us.

Transition is how we adjust/acclimate to what happens to us.



Bridges Transition Model

Ending

Loss

Anger

Denial

Confusion

Frustration

New Beginnings

Relief

Confusion

Uncertainty

Exploration

Commitment

Neutral Zone

Excitement

Anxiety

Resistance

Creativity

Innovation

- **What do people want from a leader?**
- **What strengths are required to lead during changing times?**



Four basic needs of followers

Trust

Compassion

Hope

Stability

To demonstrate these 4 qualities, great leaders must:

Really SEE

Give personal RECOGNITION

Over COMMUNICATE

Acutely LISTEN



Motivating and engaging during uncertainty

Thinking about all the things that can go wrong doesn't make life more predictable

Being uncertain about one thing doesn't mean you are uncertain about other things.

It is not possible to be certain about everything in life

Focusing on worst-case scenarios won't keep bad things from happening. It will only keep you from enjoying the good things you have in the present

What helps us get better at dealing with uncertainty?

Determine consciously what you ARE certain of

Build your tolerance--we navigate uncertainty every day

Practice mindfulness

Keep some routine in your life

Review the past year (or more) and all the uncertainty you got through. Did the anxiety/worry help?

Gratitude

“The quality of our life is determined by how much uncertainty we’re able to comfortably live with.”

Tony Robbins

Additional strategies for engaging and motivating employees

Acknowledge the situation

Balance empathy and assertiveness

Identify the needs of each person you are leading

Check in more with your employees

Authentically acknowledge your employees

Share some of your feelings/ experiences about the situation

Include creative ways of making virtual meetings more enticing



Tending the Ship

Why is Stress Management important for a leader?

If the ship goes down, so does the whole crew

If you want people to trust you, practice what you preach

Stressed employees regress

You will build resilience

Stress is a serious matter

Start with yourself

Monitor the hours you are working

Give yourself a break

Practice the Relaxation Response

Establish boundaries between home and work

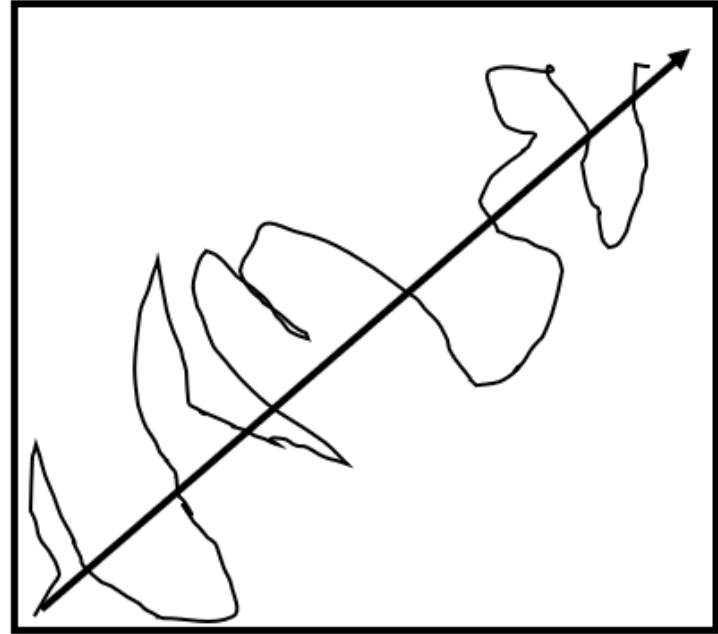
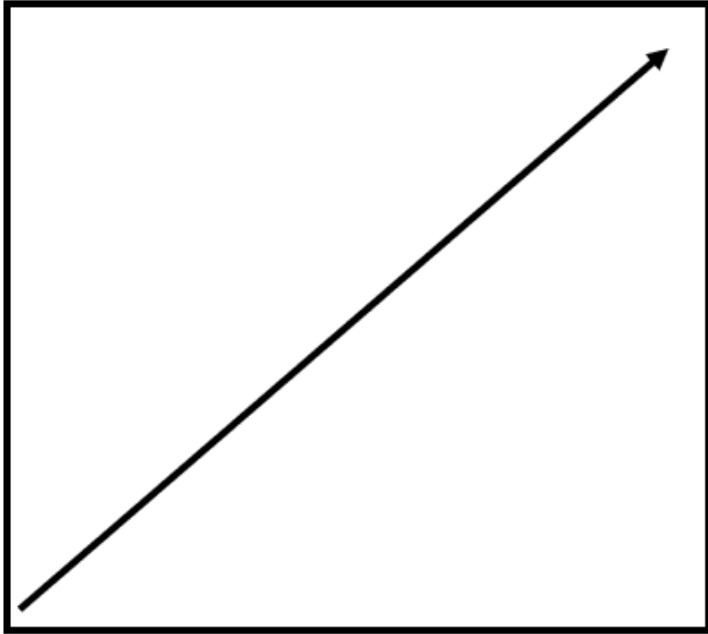
Have your own support system

Make reasonable agreements with yourself
around healthy habits

Stay connected to what matters



The Myth of Leadership



**“Leaders must be close enough to relate to others
but far enough ahead to motivate them.”**

John C. Maxwell

“A boss has the title, the leader has the people.”

Simon Sinek

“If serving is below you, leadership is beyond you.”

Anonymous

Contact me: Paula Friedland

- PaulaFriedland.com
- SoulSpeaks.biz
- 303-283-0083
- Free initial consultation/coaching session

***Decide what kind of life you
actually want.
Then say no to anything
that isn't that.***



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Thank you!

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