



3 Actions to Regain a Productive Workforce During a Pandemic

Workbook

Preparing to Reset Your Team's Goals

How have your habits changed since the pandemic began in March 2020 (Especially with: Eating a healthy diet, getting enough sleep, exercising regularly, managing stress, and managing priorities)?

Looking at the Leadership Competency Model below, what are some areas you need to work on in light of how your habits changed during the pandemic?

Leadership Extension Consulting *Leadership Competency Model*

Competency	Characteristics
Self-awareness	Understands strengths/weaknesses, has a sense of purpose, actively seeks development activities
Communication	Effective written and oral communicator, active listener
Learning centric	Committed to lifelong learning for self and others, acts as a coach
Inclusive	Recognizes diversity as an asset, builds partnerships, fosters team collaboration
Accountable	Holds self and others accountability, results oriented, personal ownership
Forward thinking	Adapts to a changing environment, resilient, sees opportunity in the future
Growth mindset	Strategic, problem solving, continuous improvement oriented

How and what types of communication have you had with your co-workers since the pandemic began?

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1 How Leaders Can Realign Expectations for Themselves and Their Teams



2 How to Reevaluate Goals and Identify a New Path



3 Techniques to Coach Employees with Empathy

1. How Leaders Can Realign Expectations for Themselves and Their Teams

What is a habit you would like to change with your team?



Current Strategy/Goals:		
KEEP	START	STOP

2. Leaders can reevaluate goals and identify a new path forward after disruption

What are your strategic goals (targets that take more than 12 months to complete)	
What can I do TODAY to make one, small step towards this goal?	
What can I do TOMORROW to take another step towards this goal?	
Now, put these small steps into your calendar and complete	
Repeat next week and think what you might change up.	
Think of a small way to celebrate completing your micro-goal for you and your team.	

3. Techniques to coach employees with empathy

Be Present / Be Curious / Be Proactive

Be Present	Be Curious	Be Proactive
<ul style="list-style-type: none"> • Minimize distractions before engaging in a discussion • Ask questions • Summarize and paraphrase • Listen with empathy and recognize that you might not fully understand what others are going through right now 	<ul style="list-style-type: none"> • Ask yourself “what are a few reasons why this situation is happening?” before taking action • Give others the benefit of the doubt • Frame the conversation with curiosity and openness 	<ul style="list-style-type: none"> • Create a habit to ask your employees how they are doing on a weekly basis • Make a caring call to your employees • Share a lesson learned about yourself during this pandemic

<p>1. What's happening here?</p> 	
<p>2. Audio of WFH</p>	
<p>3. "They're not great with computers"</p>	
<p>4. Is this the right role? Struggling with promotion during pandemic</p>	

Thank you:

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