



TAKING CARE OF YOUR TEAM

Consider the following as tips or suggestions. Hopefully, you'll find some that work for you.

Focus and Vision:

- Talk more about vision, values and goals for the future. Encourage your people to participate actively in this dialogue.
- Prioritize work according to strategy; ensure your people are "crystal clear" with what's being worked on and why.
- Emphasize strongly the positive perspective . . . focus on the opportunity that's present.
- Establish a climate of positive, action-orientation (make it clear that a victim-perspective is unacceptable).

Relationships:

- Really care about the well-being of your people, don't fake it.
- Listen like you've never listened before and empathize so that your people know you really do understand and care.
- Be flexible . . . less rigid on some things than you have been.
- Speak the truth tactfully . . . always.
- Talk more about how important your people are . . . about their personal and family situations.
- Inquire more and advocate less . . . in work situations, your ego must be secondary.

Work:

- If your people won't prioritize their work, then do it for them.
- Really encourage your people to have balance in their lives (start with yourself first).
- Praise and recognize any demonstration of initiative . . . during stressful or challenging times, many people have difficulty taking action.
- Be visible and available to your people . . . a lot!
- Encourage your people to emphasize the positive . . . Ask, "What are the possible benefits (of an approach)?"
- Address crises as a team; allow everyone to "own" a piece of the problem.

Fun:

- Recognize and celebrate successes (small ones, too).
- Find simple, yet special ways to recognize your people. Remember how you felt in school when you saw the simple gold star on top of your graded test?
- Lighten up! Realize that most situations aren't as difficult or challenging as we think they are.
- Pursue laughter and lightness . . . it fosters creativity and participation.