Adapting to “Business Unusual”

In conjunction with the Community Foundation of Jackson Hole, January 2021
AGENDA

- Define resiliency
- Resiliency tools
- Building and managing resilient remote teams
- Future thinking your workplace
PAUSE TO REMEMBER

Joselin Matkins

1. How are you?
2. How is your team?
3. Mental health resources in Teton County and Teton Valley
The capacity to recover quickly from difficulties; toughness.
The ability to recover from setbacks, adapt well to change, and keep going in the face of adversity.
RESILIENCE

To others, resilience is at the very heart of well-being, and is made up of the “7Cs”:

Competence, confidence, connection, character, contribution, coping and control

Dr. Kenneth Ginsburg
RESILIENCE IN THE WORKPLACE

Five pillars:
Self-awareness
Mindfulness,
Self-care
Positive relationships
Purpose
Resilience is our ability to bounce back from the stresses of life. It’s not about avoiding the stress, but learning to thrive within the stress.
RESILIENCE BENEFITS

• Decreased depressive symptoms & increased emotional well-being
• Improved working memory
• Improved sleep
• Improved immune system function
• Improved relationships
• Improved coping when we experience emotional disruptions
What’s the goal of stress?

Is stress a bad thing?

Stress is neither good or bad. Stress itself is neutral.
RECOGNIZING STRESS

Checklist:
✓ Memory problems
✓ Inability to concentrate
✓ Moodiness
✓ Aches and pains
✓ Increased sickness
✓ Sleeping too much or too little
What can you do to turn negatives into positives at your organization?
Learning to be mindful of our present moment and our triggers can allow us to purposefully pay attention and become more aware of our surroundings, our emotions, our thoughts, and how our body feels.
When crises strike, resiliency becomes an invaluable asset.
5 STRATEGIES

- Nuture connectedness
- Communicate regularly—and not just about work
- Reinforce the power of collaboration
- Seek out learning opportunities
- Go the extra mile to make your team members feel valued and appreciated
What have you done at your organization to build a resilient remote team?
THE FUTURE OF WORK

Spring/Summer 2021 – three models:

  Completely remote

  Hub and spoke

  Back to “normal”

What will you do?
“The future is actually having to manage people”. Adam Segal, CEO, Cove
• What type of work environment must you have to accomplish your mission?
• Are you option A, B or C?
• What type of hybrid model do you need to make this work?
• Meeting expectations?
How can you build a flexible work model that focuses on outcomes, rather than “presence” as the gold standard?
REMOTE WORKING IS THE NEW NORMAL

Formalize broad remote work policies

Strengthen remote strategies for the long term
What could “flexible” mean moving forward?

When you’re not compelled to be in the office from 9 a.m.-5 pm.: fill in the blank!
INVEST IN RESILIENCE TODAY

✓ Network & security
✓ Server access
✓ Collaboration software
✓ Getting more from your tech
HABITS TO KEEP

Checklist:
✓ Encourage interaction
✓ Keep employees up to date
✓ Managers modeling positive behavior
✓ Address issues immediately
✓ Continually nurture team
DISCUSSION — 10 MINUTES

What lessons have you learned about leading and managing remotely that you will continue?
HEALTHY REMOTE WORK TEAM

- Empathy: key to emotional health
- Use virtual meetings to build connection & belonging
- EQ training for leaders & managers
- Recognize & support mental health
MOVING FORWARD

✓ Questions?
✓ Next steps
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