

SPOTLIGHT INTERVIEW WITH LISA BLANCHET

Leading through Change: Learning Summary*



Personal tips for “Working Remotely”

- Self-compassion - this is all new, why do you think you should know what to do?
- Working from home is not what it was in January, consider:
 - **Defining working hours** - specific times for work and for play
 - **Communicate with family** - what do you need from them, what do they need from you, establish new ways of integrating work into family life
 - **Personal Time-out** - make it a priority, schedule it if you have to. YOU need time for YOU
 - **Workspace** - wherever you are working in your home, make it work for you. Maybe rearrange the furniture for a window view or create an inspirational spot in your work area

Engaging your employees through Change:

- Focus on what's most important: first the health of your employees and their families, and second the current state of your business
- Employees need to hear from their **organizations and their direct leader**. You don't need to have all the answers, but you do need to be active and visible
- Employees need to **feel heard** - create space for their questions, ideas and personal challenges
- Create new opportunities for **connection** - Virtual coffee breaks, Social time, Zoom working sessions

Productivity concerns?

Technical challenges aside, if your team is struggling with productivity be intentional about understanding how your team works together. The processes or ways of working together, how they communicate and how often, are interactions that have naturally evolved over time. With the shift to working remotely, revisit and redefine how your team will work together, their behaviors, expectations and any new habits that may need to be created.

Adapting to a fluid future

1. Focus on what's important as a company, the values that you hold as a company. Let those guide your decisions.
2. Be present as a leader, even when it's uncomfortable - your team needs you now more than ever - they don't need you to be perfect, they need you to be present
3. Be intentional about understanding your team today - their strengths, opportunities, what's changing?
4. Involve your employees in the change - understand how they are experiencing change. Listen to their ideas for creating a stronger, safer and more connected workplace
5. Communicate often and from the lens of what your team wants to know, not always what I/company wants to tell them
6. Acknowledge that change is personal. Not everyone will experience change the same way you are. Get curious about your team's change experience.
7. Take time to understand what you need. As a leader you are experiencing change while supporting others through change.

