

# The Kapuskasing and District Chambers of Commerce December 8, 2020

## Facing the Challenges



Nancy Riopel is a dynamic and highly motivated, professional with a Master's of Science degree in Social Work and Community Services and an Honors Bachelor of Arts degree in Psychology. She has worked in developmental services, mental health, and post-secondary education. She now runs a successful consultation, training and implementation support business.

Nancy has a strong work ethic and is committed to excellence in interpersonal communication, conflict resolution and change leadership. She is friendly and approachable and loves getting to know people. She believes in developing working relationships based on trust and mutual gain. She is goal oriented and success driven.

Nancy focuses her attention on diverse components of interpersonal communication and relationships in the workplace. She is committed to helping businesses achieve success by focusing on their most most valuable assets; the people.

**Nancy Riopel**

Lead Consultant / Trainer

**What differentiates Nancy's services from traditional consulting services is her hands-on integrative implementation support. She not only helps organizations make plans, she works with individuals in the organization to develop knowledge and skill, and bring about lasting emotional, attitudinal and behaviour change.**



**HUMANAGEMENT**  
Achieve more.

Nancy Riopel

Humanagement

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Session Overview:	Learning Outcomes
<p>Many businesses are struggling to provide the quality and quantity of service that they did pre-pandemic. It is difficult to remain positive and enthusiastic and maintain a committed and enthusiastic workforce. The needs of the business and those of the employees can conflict and many employers are exhausted with the balancing act required to keep everything running as smoothly as possible.</p>	<p><i>After completing this workshop, participants will be able to:</i></p> <ul style="list-style-type: none"><li>• Understand how stress impacts what people hear and do<ul style="list-style-type: none"><li>◦ Recognize signs of impending burnout in self and others</li><li>◦ Implement strategies to avoid burnout in self and others</li><li>◦ Implement strategies to heal from prolonged exposure to stress</li></ul></li><li>• Maintain a positive and healthy work environment that engages staff and helps keep them productive and enthusiastic</li><li>• Retain and attract employees</li></ul>

Given there is no end in sight to this Pandemic, we need to learn to live and work within the current framework.

## Leadership?

**The process of social influence that maximises the sustained effort of others toward a shared goal**

**If your actions inspire others to dream more, do more and become more you are a leader.**

Quincy Adams

THE FOCUS SHOULD BE ON SETTING GOALS AND IMPLEMENTING STRATEGIES TO ACHIEVE THEM. HELP THOSE YOU LEAD SUCCEED

You must have a goal, and it must be something that those around you are inspired to achieve.

## **Assess your Leadership**

- Are you clear about your current goals?
- Do you share information about goals regularly?
- Do you share information about the achievement of goals regularly?
- Do you connect the work people do with the achievement of the business/organization?
- Do you celebrate efforts?
- Do you celebrate successes?
- How do you influence/motivate employees?
  - Is your approach working for you?

## **How Stress Impacts What People Hear and Do**

Decreased ability to process

Attention span shrinks

Fight, Flight or Freeze

Difficulty hearing, understanding and recalling info

Ability to hold ideas in focus decreases

Resistance – maintain normalcy and control

We must assess what is being heard and understood and provide opportunities for clarification and reflection. This applies both to working with others as well as to supporting our own mental well-being.

### **If you are sharing info with others,**

- provide opportunities for questions
- ask people to tell you what they understood from what you shared
- give the message in a number of different ways
  - verbally
  - handout
  - email
  - other
- Repeat, repeat, repeat
- Assess what is working and what isn't and make changes where needed

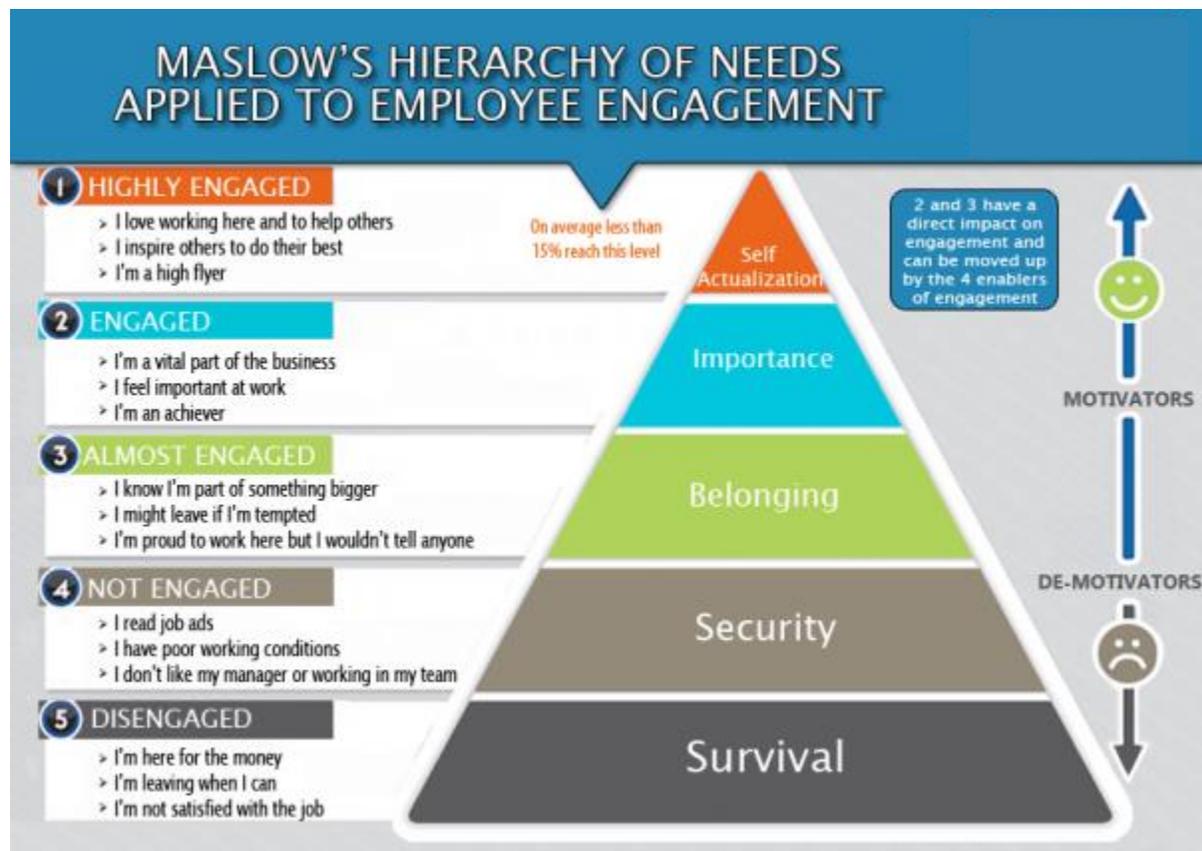
## If you are taking in information

- What is my reaction to the information?
- What are the various ways I can understand this information
- Do others have the same interpretation of the information as I do?
- Who can I go to for clarification?
- What additional information can I review
- Take notes if possible
- Ask for information in writing

## Signs of Burnout

- Physical and emotional exhaustion
- Cynicism and detachment
- Feelings of ineffectiveness
- Lack of accomplishment

## Maslows Hierarchy of Needs



## **Assessing Burnout**

- Burnout Quiz: those in service fields
  - <https://www.psychologytoday.com/ca/tests/career/burnout-test-service-fields>Keep on track and moving
- Burnout Quiz: Those in non-service fields
  - <https://www.psychologytoday.com/ca/tests/career/burnout-test-non-service-fields>
- Other useful online self-tests
  - <https://wellmd.stanford.edu/test-yourself.html>
    - Altruism
    - Anxiety
    - Depression
    - Emotional Intelligence
    - Empathy
    - Happiness
    - Mindfulness
    - Fitness
    - Self-Compassion
    - Sleepiness
    - Stress
    - Balance

## **Refuelling your Engine**

- Sleep, eat, drink
- Exercise
- Hobbies, socialization, quiet time
- Say 'NO'
- Think positive
- Control what you can
- Delegate
- Practice Gratitude
- Guided imagery, progressive muscle relaxation, meditation, yoga, warm baths, massage (there are apps available as well as videos on YouTube)
- Reduce screen time
- Celebrate success

## **5-4-3-2-1 - Grounding Tool**

- 5 things you can see
- 4 things you can touch
- 3 things you hear
- 2 things you smell and 1 thing you can taste

## **The Adrenaline Bias**

You have to  
**SLOW DOWN**

To go **FAST**

### **The Story of the Two Woodcutters**

Once upon a time, there were two woodcutters named Peter and John. They were often at loggerheads over who chopped more wood. So one day, they decided to hold a competition to determine the winner. The rules were simple—whoever produced the most wood in a day wins.

So the next day morning, both of them took up their positions in the forest and started chopping away in their fastest possible speed. This lasted for an hour before Peter suddenly stopped. When John realized that there was no chopping sound from his opponent's side, he thought: "Ah Ha! He must be tired already!" And he continued to cut down his trees with double the pace.

A quarter of an hour passed, and John heard his opponent chopping again. So, both of them carried on synchronously. John was starting to feel weary when the chopping from Peter stopped once again. Feeling motivated and smelling victory close by, John continued on, with a smile on his face.

This went on the whole day. Every hour, Peter would stop chopping for fifteen minutes while John kept going relentlessly. So when the competition ended, John was absolutely confident that he would take the triumph.

But to John's astonishment, Peter had actually cut down more wood. How did this even happen? "How could you have chopped down more trees than me? I heard you stop working every hour for fifteen minutes!", exclaimed John.

Peter replied, "Well, it's really simple. Every time I stopped work, while you were still chopping down trees, I was sharpening my axe."

## **The MINI-Strategic Plan**

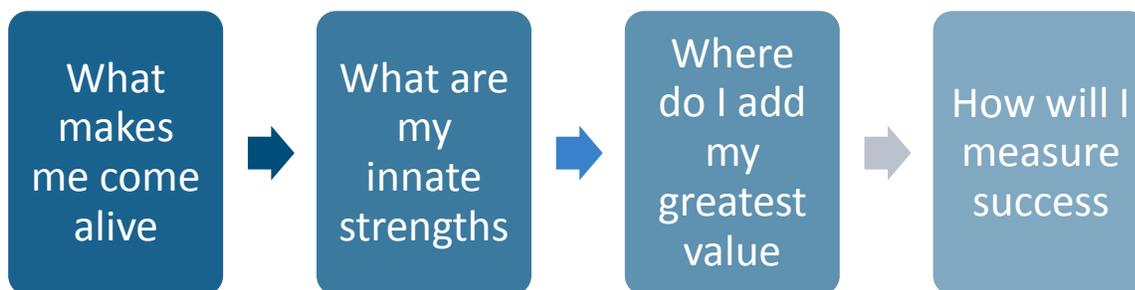
1. Why do we exist
2. How do we behave
3. What do we do
4. How will we succeed
5. What is the most important right now
6. Who must do what

*Humangement offers facilitation services to support the development of mini strategic plans – typically a half to a full day session depending on number of people and complexity of the business.*

## **A Healthy Workplace Environment**

- Build Trust
- Communication
- Empower Team Members
- Be flexible
- Offer rewards, incentives and benefits
- Promote wellness
- Have Fun

## **Building Resiliency: Know your why and help others find theirs**



<https://www.forbes.com/sites/margiewarrell/2013/10/30/know-your-why-4-questions-to-tap-the-power-of-purpose/?sh=549bb68773ad>

## **Recruiting Strategies during Covid-19**

- Get clear about your needs
- Describe jobs in terms of value added to community
- Update job postings to reflect your COVID-19 action plan
  - Reassure candidates that their health and safety is a priority by specifying what new procedures your business is following to minimize the risk of exposure to COVID-19 (e.g., social distancing rules, staggered shifts, reduced customer capacity, face mask policy, enhanced cleaning procedures)
- Adopt perks that support mental, physical and emotional health
  - To compete with higher-than-usual unemployment benefits, consider offering some added benefits or unique perks that will appeal to workers during the pandemic. For example could include: options to work from home, flexible work hours, compressed workweek, expanded paid sick leave, financial wellness programs and child care assistance
- Highlight long-term career growth opportunities
  - Highlight the long-term growth opportunities available at your company. Outline typical career tracks or provide examples of how people have advanced their careers.
- Offer hourly wage increases or bonuses
  - Along with providing an extra incentive for people to apply, offering a pay raise or bonus can show candidates that your company puts its employees first — which can help build a positive workplace culture

## **Retention Strategies during Covid-19**

- Check in regularly
- Provide direction, feedback and appreciation
- Connect the work to the organization/business results
- Be flexible
- Connect: build trust and relationships
- Address issues and conflict
- Hold people accountable
- Celebrate successes
- Be clear about goals and priorities
- Gather feedback
- Include employees in decisions where possible
- Be transparent

## How Humangement can help

Consulting and  
coaching

Training &  
coaching

Team  
Development

- To help business owners clarify short term goals and pivot their business to meet the market and environmental needs
- To help management teams unit around the short term goals that are most relevant to success
- To help businesses attract and retain staff
- To help supervisors and leaders to engage and motivate staff
- People skills
- Performance management skills
- Computer skills
- Video conferencing skills
- Building trust and cohesiveness
- Boosting morale and energy
- Develop strategies for collaboration

**Initial 1 hour consultation – Free of Charge**