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LIONHEARTCS

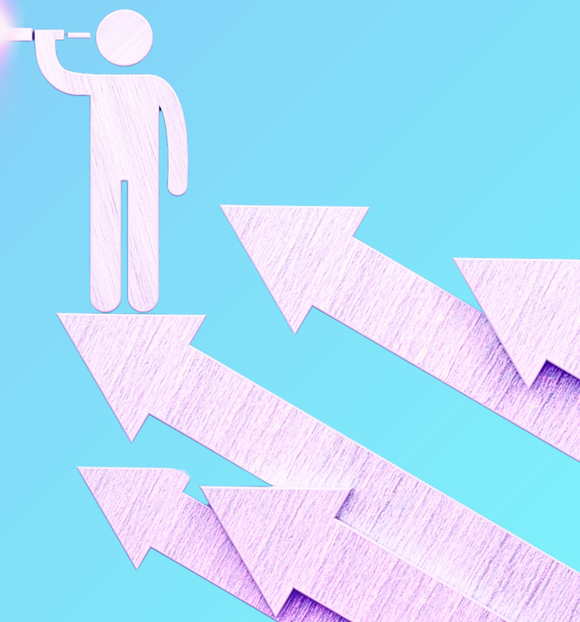
Empathetic Leadership in Remote Teams: Best Practices for Fostering Collaboration and a Culture of Safety

CS100SUMMIT

Empathetic Leadership in Remote Teams

Best Practices for Fostering Collaboration and a Culture of Safety

Presented by Jenelle Friday



EQ DEFINED

Relationship Management

Social Awareness

Self Management

Self Awareness

Current Challenges

86% of employees and executives cite lack of collaboration or ineffective communication as the primary cause of workplace failures.

- Fierce, Inc. (2011). Fierce Conversations Survey, 2020

80% of employees report that workplace stress affects their relationships with friends, family, or co-workers, with many stating that it leads to more long-term issues such as depression or anxiety.

- Source: American Institute of Stress, 2020

36% of employees in the U.S. report feeling engaged at work, meaning the majority—about 64%—are either not engaged or actively disengaged.

- Source: Gallup State of the American Workplace Report, 2020

Missing Elements of Hybrid Team Engagement Plans

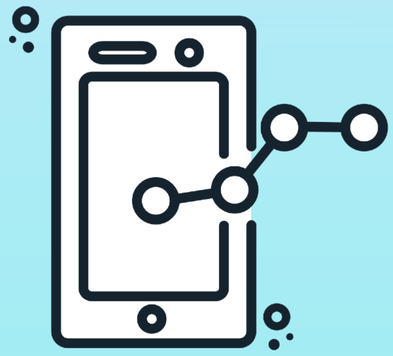
Ongoing, Authentic Communication

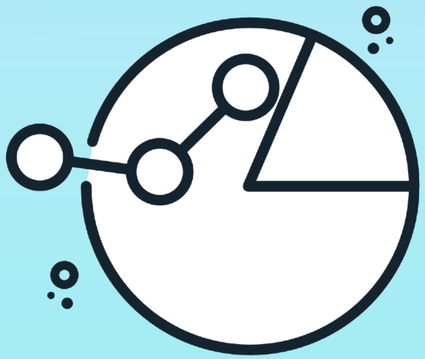
Personalized Recognition

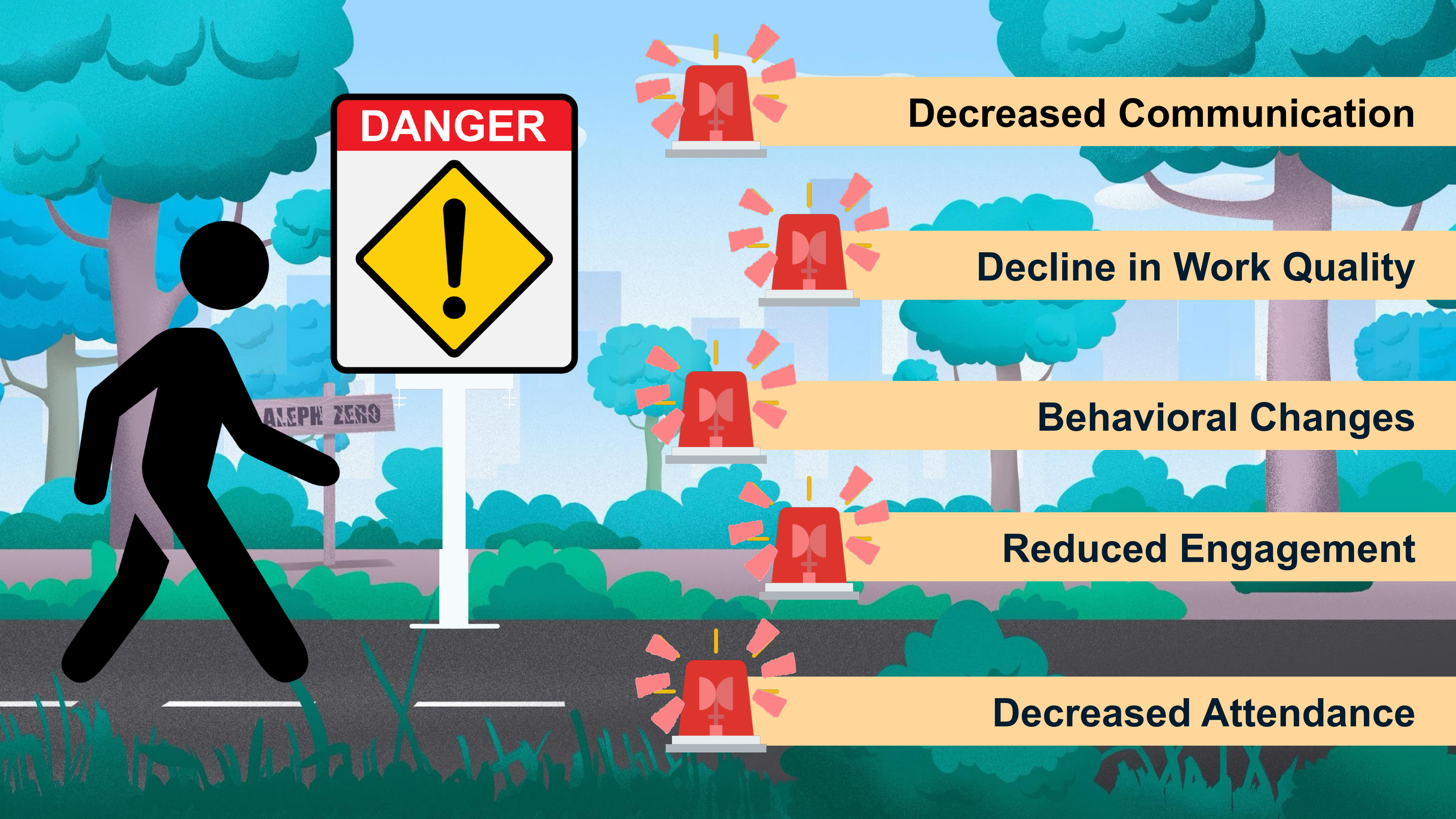
Lack of Genuine Leadership Involvement

Continuous Feedback Loops

True Sense of Purpose






DANGER
ALEPH ZERO
Decreased Communication
Decline in Work Quality
Behavioral Changes
Reduced Engagement
Decreased Attendance

Successful Hybrid Team Engagement

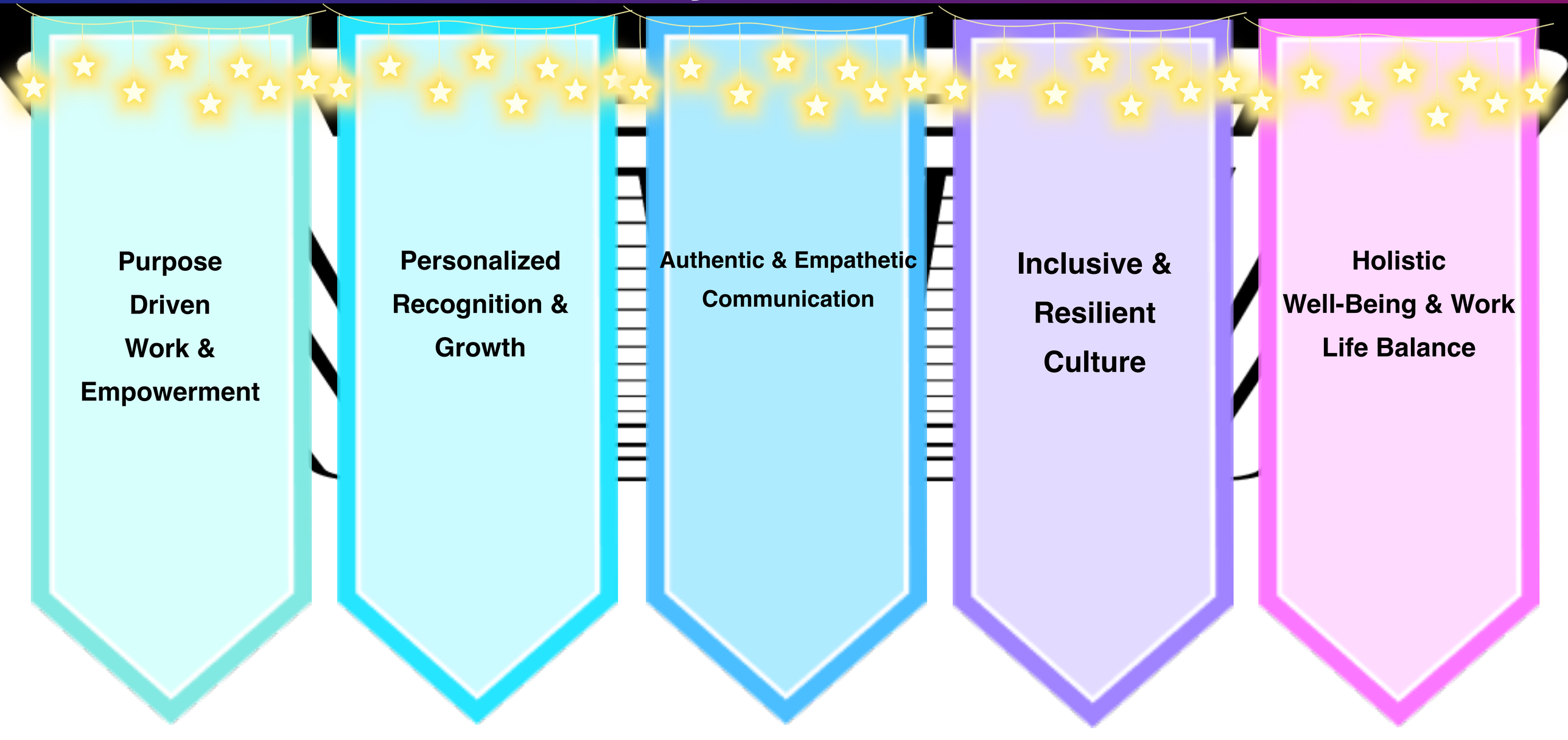
Building Trust

Effective Communication

Empathy & Understanding

Managing Stress

EQ Principles of a Successful Engagement Plan for Hybrid Teams



EQ Engagement Strategies

Employee-Led Innovation Programs Personal Purpose Discovery Programs	Gratitude Chains Tailored Recognition Programs	Active Listening Training Celebrate Authentic Communication	Psychological Safety Training for Leaders Cross-Cultural Training Programs	Mindfulness and Meditation Programs Emotional Storytelling Sessions
Purpose Driven Work & Empowerment	**Personalized Recognition & Growth**	**Authentic & Empathetic Communication**	**Inclusive & Resilient Culture**	**Holistic Well-Being & Work Life Balance**

Engaged employees are more likely to provide better customer service, as they are more enthusiastic, attentive, and committed to delivering high-quality experiences

- Gallup (2013), State of the American Workplace Report.

When employees feel engaged and valued, they are more likely to contribute ideas and solutions, fostering a culture of innovation.

- Deloitte (2015). Global Human Capital Trends: Leading in the New World of Work.

Organizations with high employee engagement tend to outperform their competitors

- Gallup (2017). State of the American Workplace Report.

Engagement Solutions

Start "Emotional Agility" Coaching Sessions

Host monthly, 15-minute one-on-one sessions where managers coach employees on Emotional Agility—helping them identify areas where they feel emotionally stuck (e.g., frustration, indecision) and guiding them on how to pivot their mindset.

Impact: Helps employees navigate emotional challenges, boosting resilience and adaptability in high-pressure situations.

"Empathy Hours" for Cross-Department Shadowing

Dedicate one hour each month where employees can shadow a colleague from a different department, followed by a reflective session on how they've gained new perspectives.

Impact: Boosts empathy by exposing employees to the challenges and experiences of their colleagues, enhancing collaboration and understanding across teams.

Design "EQ Pulse Checks" with Real-Time Feedback Tools

What it is: Use real-time feedback tools (like Officevibe or 15Five) to implement quick, anonymous "EQ pulse checks" that ask questions about emotional well-being, teamwork, and stress levels.

Impact: Managers get immediate insights into team morale and emotional health, allowing for timely interventions and support.

thank you

powered by dot.

Let's Connect!
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