

Reminders on how to lead self and others through transition

How do I engage with those around me who are dealing with disappointment/loss/pain?

- **Listen** with empathy not sympathy. We need to allow space for a person to vent without colluding, and remain an objective listener. Ask more coaching questions and listen wholly to answers. Know that you may need to set boundaries. As leaders we need to assess when we think the conversation is no longer serving either the person or the system.
- Recognize the difference between empathy and sympathy. Sympathy places another's problems at a distance from us, places us in a position of superiority, and "drives separation". Empathy, on the other hand is about understanding the feelings of another. <http://www.karmatube.org/videos.php?id=4646>
- Know that people are creative, resourceful, and whole. You do not need to fix the person or the situation (even if you had the capacity to make that happen).
- It is OK to genuinely express to people who are disappointed that you respect their talents and contributions....
- Know that resources are available for employees and their family members through Shepell: <https://www.workhealthlife.com/>, our EFAP provider.

Do	Avoid
<ul style="list-style-type: none"> • Manage fears • Have empathy towards others • Listen • Ask for help and encourage others to do as well • Use humour • Dialogue 	<ul style="list-style-type: none"> • Trying to fix the change • Sending a message that the old way was better • "Selling" the change • Becoming defensive when others are: blaming, angry, critical • Arguing about what was or was not communicated • Ignoring Conflict

Why does Engage Others matter?

Without willing, energized and engaged followers, a leader is unable to accomplish results on any significant scale. Leaders engage others through personal influence, teamwork, trust, communication and through the creation and management of performance expectations.

Engaging Leaders:

- ✓ **Foster Development of Others**
- ✓ **Contribute to the creation of healthy organizations**
- ✓ **Communicate Effectively**
- ✓ **Build Teams**