

Successfully Navigating Work During Times of Crisis

by

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Agenda

- Working in times of crisis
- Handling difficult conversations
- Working in teams
- Managing your accountabilities
- Caring for your mental and physical health while working from home



Working in Times of Crisis

- These are stressful times
- Experts knew that a pandemic would come, but it still took us by surprise
- Recession
- Black Lives Matter
- Our new normal is always changing
- Tolerance for ambiguity and tolerance for change
 - We are used to predictability, which we don't have now



Stress Types

Acute

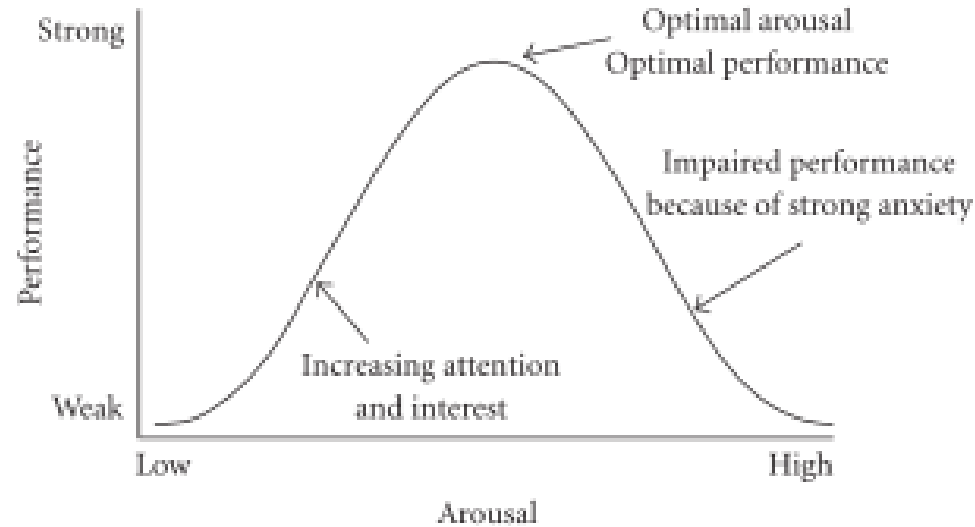
- ⑩ Short-term
- ⑩ Reaction to an immediate threat

Chronic

- ⑩ Long-term
- ⑩ Reaction to an ongoing situation



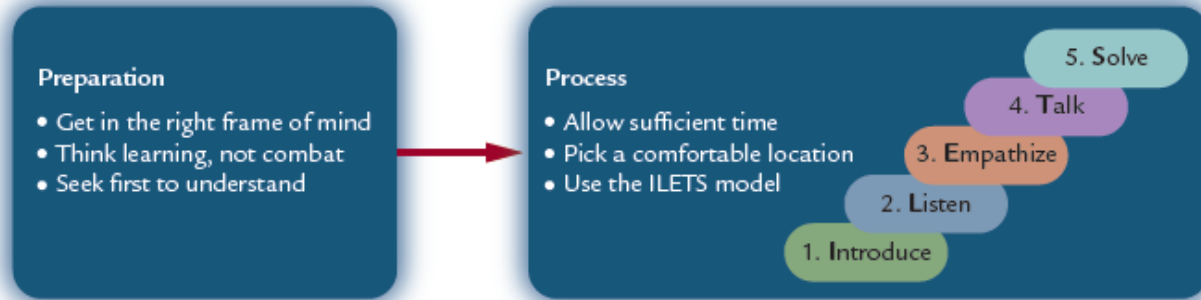
Why You Are Feeling So Stressed



Yerkes-Dodson Law



Guide for Conducting Difficult Conversations



High Functioning/ High Performance Teams



**Knowledge
Criteria**

**Affective
Criteria**

Team Effectiveness

**Outcome
Criteria**

**Is the Team
Needed?**

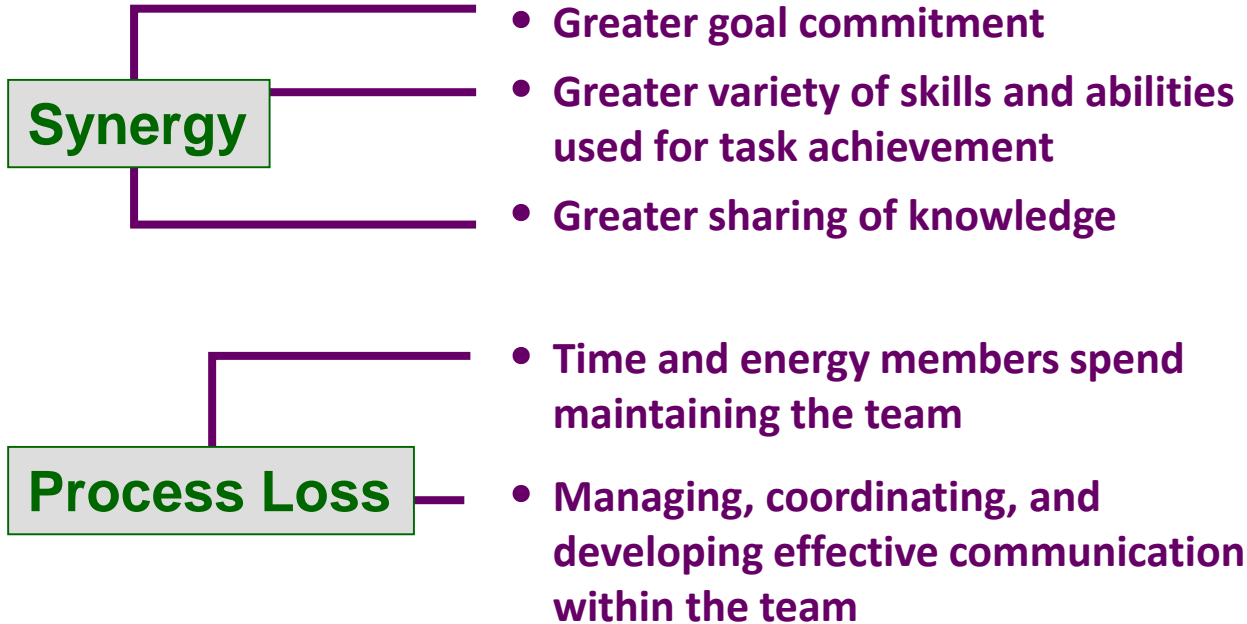


Diagnostic Checklist

- Does the project really require collective work?
- Do team members lead various aspects of the project?
- Do people on the team hold one another accountable?



Factors Affecting Team Effectiveness



How to be a Good Team Leader

- Model behavior
- Clear and frequent communication
- Display commitment
- Solicit feedback
- Structure accountability



Surviving and Thriving in a Remote Environment



Ah! The Joys of Working from Home

- No commute
- Relaxed dress code
- Cost savings
- More time with family and pets



Arnold, The Barky Beagle



There's No Place Like Home (?)

- Household chores and to-do list
- Poor ergonomics and workspace
- The other people who live there ...



Why Are Virtual Meetings So Tiring?

- Quantity and length of meetings
- Artificial environment for interaction
- We need to pay attention more
- We concentrate on how we look/sound more



How to Make Virtual Meetings Less Tiring

- Sometimes turn off your camera
- Schedule breaks between virtual meetings or have “meeting-free” days
- Avoid multitasking while in virtual meetings
- Don't do a video conference ... do a phone call instead



Managing Your Accountabilities



How to Successfully Manage Workplace Accountabilities?

- Engage in goal setting
- Negotiate your accountabilities
 - Job crafting
- Learn how and when to say “no”
- Engage in time management
- Delegate
- Have a meeting with your multiple accountabilities sources, when possible



Taking Care of Yourself



Caring for Yourself Physically While Working at Home

- Create a work schedule with regular start and stop times
- Create an official workspace at home keeping ergonomics in mind
 - Correct eye level with monitor
 - Sit upright with feet flat on floor
- Take regular breaks (but limit mixing work and household responsibilities during that time)
- Monitor what you are eating and get regular exercise
 - Think about using an app like My Fitness Pal



Tips for Staying Mentally Healthy While Working at Home

- Educate those around you that working from home doesn't mean that you are on vacation
- Get out of your house
- Remember that social distancing doesn't mean social isolation
 - Virtual get-togethers and virtual coffee breaks
 - Virtual pet show
 - Regular check-ins with family, friends, and colleagues



Practice Self-Empathy

- We are living in times of crisis
- Know that caring for others is difficult
- Understand acute vs. chronic crisis
- Show understanding
- Be flexible
- Be creative
- Plan for the long haul
- Familiarize yourself with employer and community resources
- Seek support

Resources and References

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Questions?

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