

Embracing Change

2) Re-ignite the Human Touch

Today's Session

RE-IGNITING THE HUMAN TOUCH IN TIMES OF CHANGE

Where are my employees on the change curve?

What is the Human Touch?

How do I Re-ignite Empathy, Empowerment, Collaboration and Compassion back in my team?

Where are my Employees on the change curve?





What is the Human Touch?

"A FRIENDLY AND PLEASANT WAY OF
TREATING OTHER PEOPLE THAT MAKES
THEM FEEL RELAXED"

- CAMBRIDGE ENGLISH DICTIONARY

WHEN WAS THE LAST TIME YOU:

- TOUCHED BASE WITH YOUR EMPLOYEES AND TRULY LISTENED TO THEIR CONCERNS?
- MADE YOU TEAM FEEL VALUED AND THAT THEY MATTER MOST?
- SHOWED AUTHENTIC COMPASSION FOR A STRANGER?
- WENT ABOVE AND BEYOND TO HELP A CUSTOMER TO ENHANCE THEIR EXPERIENCE WITHOUT WANTING TO GAIN ANYTHING FROM IT?



Modelling the Way Forward

1) STOP, LISTEN and show true EMPATHY

2) Build a relationship with your team by really getting to know them as human beings:

- What do they value most?
- What do they fear?
- What are they passionate about?
- How can you support them?

3) Keep your team compassionately informed;

4) Acknowledge them for their hard work they are doing already in these difficult times;

5) Empower them by being open to their ideas, ask probing questions such as what are the options you think we need to consider and allow them to implement their solutions.

Embrace Change through showing you CARE