



## Opportunity Awaits...

### *For conversation, listening & building your teams*

We all have thoughts and feelings about the ongoing changes that continue to occur in our pandemic world at work and at home. We have been called upon to be flexible, step out of our comfort zone and make changes in our lives that at times have caused fear and disruption.

Providing opportunity for employees to talk about their concerns and learnings over the past 18 months and how they are doing is one way, that you, as a leader, can help to build a culture of caring. You will find some prompts below for 1:1's and on the next page for team meetings.

#### **PROMPTS FOR 1:1's**

- What have you learned about yourself at work during the past 18 months that you think would be helpful for me to know?
- How are you hoping I can support you?
- Have you learned any new skills during DSW deployment or created systems for yourself that I can support you continuing to use?
- What concerns do you have about your return to the workplace? How are you hoping I can support you in those concerns?
- What concerns do you have about the workplace regarding where we are in the pandemic?
- How are you feeling about coming back to the workplace?
- What is your plan for self-care while at work?

# Prompts for Group Meetings:

- ❑ What have you learned about yourself over the last 18 months what you would feel comfortable sharing? *If no one shares, you can start it off by sharing something positive like, “I learned I need to engage in self-care in times of stress and uncertainty.”*
- ❑ What have you been doing for self-care at work and at home during the last 18 months?
- ❑ What are your concerns about the workplace and what would support look like for those concerns? *Always start with a response that acknowledges the concern and the hope for support and lead with what you can do.... Sometimes, listening and showing staff they are heard, understood, valued and validated is enough.*
- ❑ This has been and continues to be a very challenging and difficult time for all of us in one way or another, how would you as a team like to press the “Re-start” button here at work?
- ❑ As we really need to re-build as an in-person team, what ideas do you have for team-building?
- ❑ As we have persevered throughout this last almost two years as an on-site team, what do you need to feel cared for and appreciated by leadership and by one another?
- ❑ What has been your most positive experience during the last 18 months?
- ❑ What are the biggest challenges that you see ahead for the workplace and what are your ideas for over-coming or just dealing with the challenges? There are no right or wrong responses.



*You likely have other or additional ideas and we encourage you to make these prompts your own. Please reach out to EAP for a consultation or with any questions: (628) 652-4600. Ask for an HSS EAP Counselor.*



## LISTENING WITH RASA

### INSTRUCTIONS FOR BREAKOUT ROOMS:

You will randomly be paired up with a partner

- One Listener
- One Talker
- Two Rounds –3 Minutes Each (Keep Time!)

*(Each person has a turn being talker & listener)*

- **Talker:** Talk about something you learned (a skill) or something you learned about yourself during the pandemic.
- **Listener:** Use RASA to practice being a good listener.

# Talker & Listener Tips



## Talker:

- Sometimes emotions can get triggered during exercises.
- Play it safe and stick with subject matter that is **not** going to be triggering for you.
- Do not expect to get a problem solved. Your partner is going to practice being a **listener**.

## Listener:

- **Resist** the desire to jump in and solve a problem.
- Think about **compassion vs. solution**.
- Listening can be enough, and all a person needs – **practice the RASA skill**.

**R** – **Receive** what the person is saying

**A** – **Appreciate** where they are coming from

**S** – **Summarize** what you have heard

**A** – **Ask** clarifying questions to ensure understanding