

2021 PEO LEADERSHIP ANNUAL CONFERENCE – JENNIFER MOSS



Important points

- Female labour force participation rate is down to 1988 levels
 - Happy, healthy, high performing people have: hope, efficacy, resilience, optimism, gratitude, empathy, mindfulness (HERO GEM)
 - Optimism & emotional flexibility = a consistent belief that everything will turn out ok even if it wasn't how we'd planner – and the capacity to adapt when plans change
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- People often misdiagnose burnout as underperformance
 - Causes of burnout – overwork, lack of control, insufficient rewards, loneliness, lack of fairness, mismatched skills

What we can do for ourselves

- Focus on yourself/take care of yourself so you can benefit your team
- Take breaks (10 mins every hour)
- Better delineate your time – when it's work time and when it's family time
- Be conscious of how you spend your time
- Shower more!
- Prioritize – don't just focus on urgent items
- “Fake commute”
- Recognize the 7 types of rest that we need – physical, mental, sensory, creative, social, emotional, spiritual
- Model
- Put your cellphone babysitter on

What we can do for our teams

- Have more empathy
- Communicate with the team on overall priorities
- If underperforming, you need to dig deeper
- Weekly check-ins with small groups, adult recess (walks, etc)

- Don't waste a crisis
- Give positive meaningful feedback: KPI 5/wk
- Fridays at 2:39 – give someone a compliment
- Add a meeting with team members that involves non-work related quick chats
- Seek to find out where burnout might be on your team
- Recognize if your team knows how good they are at supporting each other
- Have a mental health package/program at work
- Start meetings with a roundtable of weekly highs and lows and what we can do better for you

Excerpts from Jennifer Moss' presentation at PEO Leadership's Annual Leadership Conference on November 11th, 2021.

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