

The Post-COVID Workplace: Leadership Workshops



The post-COVID office will not be a return to normal. Managers increasingly lead hybrid teams with staff in both remote settings and traditional offices. While fundamental leadership principles still apply, the hybrid workplace requires applying these principles in new ways.

Much of the current business literature regarding the post-COVID work environment identifies the need for leaders to be **more people focused**, and in particular demonstrate **higher levels of empathy, flexibility, emotional intelligence, and resilience**.

Leaders have always focused on finding the right balance between people focus and task focus. The work of the organization must be accomplished and goals need to be set and achieved. While an increased emphasis on people will help achieve that balance, it cannot be done at the expense of achieving goals.

CI International's Post-Covid Workplace Leadership Workshops provide leaders at all levels, and supervisors in particular, a **toolkit to navigate the changing workplace**. Leaders are in place to achieve results for their organizations. The knowledge provided by these workshops helps ensure those results in a **rapidly changing environment**.

The tools and skills provided in these workshops provide a starting point for creating a culture that enables success for everyone in the workplace. It's not a "one and done" exposure to these concepts. Creating a **positive workplace culture** is a fundamental **leadership responsibility**, and the concepts presented in these workshops require constant attention and mindfulness by both leaders and employees.

The hybrid workplace is a **once-in-a-generation opportunity** to redefine how work gets done. It acknowledges that the "one size fits all" traditional pre-COVID workplace, or for that matter the "one size fits all" remote workplace, leaves some employees out. We need a workplace culture that enables everyone to give at their best. That requires adaptability, flexibility, and **embracing the hybrid workplace as the new standard**.

CURRICULUM OVERVIEW

 **Leading in a Hybrid Environment**

 **Leading Change**

 **Emotional Intelligence**

 **Motivation and Engagement**

 **Interpersonal Communications**

 **Mindfulness and Resilience**

 **Coaching Skills for Leaders**

Each of the workshops described below are **instructor-led, three-hour, online sessions** designed to be interactive and engaging.



Leading in a Hybrid Environment

Working remotely is now a **proven concept**.

Pre-COVID, the expectation was that most people worked in a traditional office and were remote by exception. During COVID, that was flipped. Post-COVID, the norm will be a hybrid workplace. Estimates range from 30- to 60-percent of the workplace will be in the office, and the remainder working remotely. Leaders will simultaneously have to be both more consistent and more flexible. This workshop focuses on **building the leadership skills, trust, and confidence** to managing a **successful hybrid workplace**, and addresses the following key leadership concepts:

- Building a strong team
- Creating results-focused goals
- Establishing communications protocols
- Creating an inclusive environment that equally values in-person and remote workers



Leading Change

This workshop focuses on leading the transition into a hybrid workplace. It **explores the psychological aspects of change**, and pitfalls to watch for in implementing this, or any, change effort. The training also demonstrates how a clear and elevating picture of the future and a compelling reason to become part of that future are two critical elements of helping members of an organization process through the transition period associated with change.



Emotional Intelligence

Employees have faced a myriad of challenges during COVID, including finding the right work/home balance, juggling childcare and school issues, managing personal and family health concerns, economic uncertainty, and job security. As a consequence, they need to know that their organization, and in particular their supervisor, is empathetic and mindful of the impacts these issues have created. This workshop focuses on cultivating strong emotional intelligence which provides leaders the **patience and flexibility required to create a safe and caring workplace** in which everyone is able to give at their best.



Motivation and Engagement

Employees returning to the office are likely to feel uncertainty and trepidation, with a consequent impact on motivation and engagement. At the same time, most employees want to continue to find meaning in their work and be productive. Supervisors can tap into this desire by creating an environment in which people **step into motivation** and

choose to **maximize** their **engagement**. In the hybrid workplace, leaders need to be especially mindful of the importance of providing well-earned praise, respect, thanks, and opportunity for employees. These elements provide a **recognition culture** which leads to motivation and engagement. This workshop provides practical tools to create that culture.



Interpersonal Communications

Communications is the energy of an organization and has always been **foundational to success**. The establishment of a new hybrid workplace model will make effective communications that much more important. This workshop provides a set of skills and tools to **break through the barriers** that restrict effective communications. While there is far more to clear communications than simply using a tool or following a checklist, an understanding of these communication-enhancing tools will minimize the likelihood of missed opportunities or miscommunications. The specific topics covered include:

- How our mental models impact our ability to communicate
- Listening
- Skillful discussion
- Giving and receiving feedback



Mindfulness and Resilience

One of the things we have learned this past year is that resilience is among the most important skills for leaders at all levels to master. As we move into the hybrid work environment, leaders need the skills that will allow them to navigate the challenges and pressures from a place of compassion and clarity. Studies show that **cultivating mindfulness increases and strengthens our resilience**. In this workshop, leaders explore mindfulness and its benefits in the workplace. Participants learn mindfulness tools and techniques to enhance leadership effectiveness, manage stress, develop resilience, and improve overall wellbeing.



Coaching Skills for Leaders

Helping employees adapt to the hybrid workplace will require effective, generative, and **forward moving conversations**. This workshop supports supervisors in integrating competencies that deepen their capacity to enhance their direct reports' ability to think critically and formulate their own learning - **leaders growing leaders**. It's not designed to turn leaders into coaches, but to add to their tool kit by enabling them to hold coaching conversations. This is a time of great change, and leaders who can coach employees to **step into their potential** will find more engaged, supportive, and **motivated employees**.