The Recovery Remedy

3 KEY LEADERSHIP TOOLS YOU MUST USE TO SUCCESSFULLY RETURN FROM A CRISIS

Sponsored by:

Dr. Sharon Lamm-Hartman (CEO/Presenter)
Randy Ganacias (Tech Expert/Moderator)
Inside-Out Learning Inc.

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Virtual Workplace Engagement: *Webinar Series*

Virtual Workplace Engagement:

Where's the Water Cooler?

4 Webinar Series (Once a Week 90-minutes)

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Dr. Sharon Lamm-Hartman



Dr. Sharon Lamm-Hartman
Founder, Owner & CEO
Inside-Out Learning, Inc.

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Dr. Sharon Lamm-Hartman is Founder and CEO of Inside Out Learning, Inc. (IOL), an award-winning global leadership, team and organization development consulting business. “Dr. Sharon” and IOL are active members of the Women’s President’s Organization (WPO). Only 3% of women-owned businesses gross the required revenue to qualify for WPO membership. IOL is certified with Women’s Business Enterprise National Council (WBENC) and Women Owned Small Business (WOSB). In addition to running IOL, Dr. Sharon is a global executive and presentation skills coach, leadership and organization development consultant, speaker, writer, educator, wife and mom.

With over 25 years of global experience, Sharon has worked across the United States and Europe as well as Beijing, Hong Kong, Singapore, and Thailand for clients such as American Express, GE’s Leadership Development Center, ExxonMobil, E*TRADE, ARCO Chemical, AstraZeneca, Fannie Mae, Arizona Society of CPA’s, Volvo, and the National Reconnaissance Office. She has designed and delivered over 2,000 innovative programs, including many women’s development and executive presence and presentation skills programs. Dr. Sharon has coached thousands of CEO’s, executives, educators, professionals, and entrepreneurs worldwide.

For the past 16 years, Dr. Sharon served as a preferred executive coach for hundreds of Boeing Vice Presidents and Executives with exceptional results, including promotions, developmental job assignments, and saving E-Series. She has personally designed and is teaching the Executive Presence and Presentation Skills Programs, and team development programs to thousands of Boeing employees. Over 80% of employees who participate in these programs achieve a promotion. Sharon also has her Top Secret Security Clearance and helps executive clients, program teams and customer relationships in classified environments.

She was the co-founder and first Director of Central Phoenix Women, a networking organization for women leaders, and wrote a regular column for Phoenix Woman Magazine.

Dr. Sharon holds a doctorate from Columbia University in Leadership and Organization Development, a Masters in Industrial and Labor Relations from Cornell University, and two Bachelor degrees. She also has several coaching and assessment certifications.

Dr. Sharon has also served as an Adjunct Professor of Leadership at Columbia University and as an Adjunct Faculty member at The Center for Creative Leadership.

Dr. Sharon has been quoted on her views of coaching in numerous publications including, The New York Times, MORE magazine, and Oprah’s magazine, 'O' magazine. She has been honored and received awards from the Center for Creative Leadership and the Academy of Human Resource Development for her work and research on how to facilitate transformation in leadership development programs.

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Workshop Summary

- What?
  - Share 3 recovery tools that leaders and team members can use to successfully return from the COVID-19 crisis
- Why?
  - To survive and thrive now and in the future
- Want?
  - Use the three tools to help you to recover successfully

Agenda

- Progressing Through The Change Curve
- Set Smart Goals
- Create and Agree on Operating Norms

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The Change Curve Application

- Ask your team where they are in the change curve
- Have a discussion about how normal it is to go through these stages
- If you are a leader practice the recommended approach to help your team move through the stage they are in
  - Shock/Denial – Communicate Information (use the 4 P's)
  - Frustration/Depression – Watch, Listen & Support
  - Experiment – Give Time to Explore and Test
  - Decision/Integration - Celebrate

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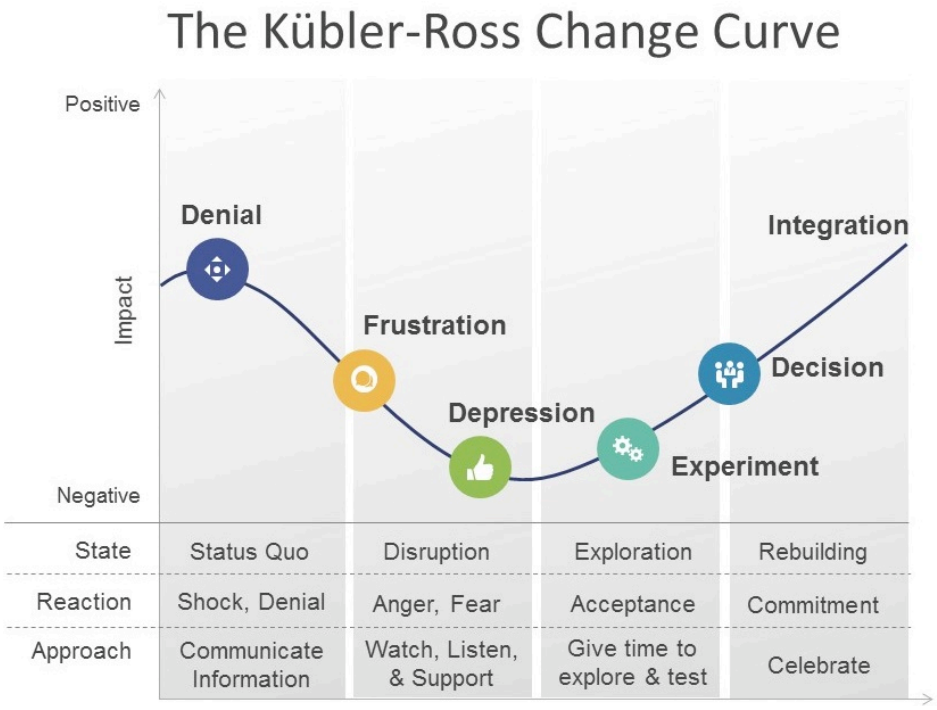
The Change Curve



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The 4 P's of Change Communications

Purpose – Explain why we are doing what we are doing

Picture – Tell people what the change will look and feel like when we reach our goal

Plan – Tell people how we will get from A to B

Part – Explain what people need to do to help make the change a reality and a success

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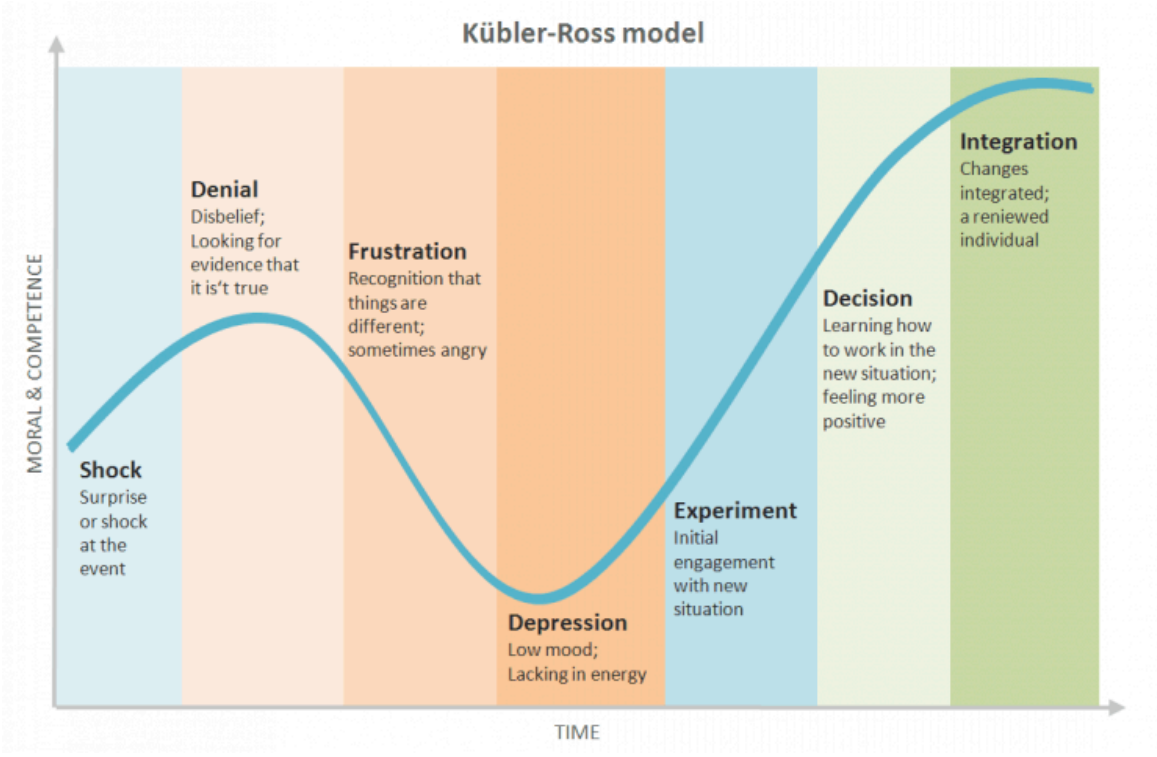
Where is Your Team Today?



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SMARTER Goals

Activity Instructions: Write your SMARTER goal below. The boxes will help you meet each criteria.

S

Specific
- Is the goal/priority clear and does it specify what needs to be accomplished?
- Is it well defined with no ambiguity and include why it should be accomplished?

SPECIFIC

M

Measurable
- Are there clear criteria to measure success?
- Is there a detailed plan on what needs to be done to achieve the goal?

MEASURABLE

A

Actionable
- Are the key steps identified that need to be accomplished?
- Do you possess the necessary knowledge, skills and ambition to achieve the goal?

ACTIONABLE

R

Realistic
- Are you able to commit to achieving the goal?
- Can it be realized given the current resources available?

REALISTIC

T

Timebound
- Is there a completion date?
- Does your goal include any key milestones required?

TIMEBOUND

E

Executable
- Has it been broken into key actions?
- Have the necessary supporting behaviors been identified?

EXECUTABLE

R

Rigorous
- Can supporting actions be followed up on early and frequently?
- Is the performer able to take full or close to full responsibility?

RIGOROUS

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Team Operating Norm Activity

- We will take one category at a time. In chat add operating norms you would like our team to adopt under each category.
- Put a check mark next to your Top 3 operating norms under each category that you strongly agree with and are willing to adopt.









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Operating Norm Application

- Do the exercise above with your team
- Come to consensus on operating norms that your team will use as you return from this crisis
- Hold one another accountable for practicing these norms

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As a member of our community, you can also watch a recording of our webinar.

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