

ENGAGING TEAMS IN TIMES OF UNCERTAINTY!

Six principles to maintain engagement



BEFORE WE BEGIN

Take a breath. Seriously—breathe in...breathe out. Feel the ground beneath your feet. Done? Great.

Now, let's take steps to create a calm environment with realistic priorities. Only then can we truly engage employees and navigate forward with confidence.

NAVIGATING UNCERTAINTY: A LEADER'S GUIDE

As a leader, your team looks to you to set the tone. You don't need to solve everything today, or have all the answers right now, but you can guide your team with clarity, care, and purpose.

Let's focus on six key focus areas—**Communication, Clarity, Connection, Care, Commission, and Culture**—to help you support your employees effectively.

1. COMMUNICATION

Why it matters: Communication reduces misinformation and builds trust through two-way dialogue.

What to Do:

- **Create listening forums.** Go deep in the organization and ask questions.
- **Share the future vision.** Align with the purpose and values.
- **Assess communication channels.** Adjust and increase as needed.
- **Equip managers with messaging.** Offer strategies to deliver.

How to Communicate Effectively:

- Share information with confidence, clarity, and timeliness.
- Be optimistic, yet realistic, in your messaging.
- Commit to following up when more information is available.
- Encourage peer-to-peer conversation forums.
- Allow questions.

2. CLARITY

Why it matters: Clear expectations and resources drive engagement. During uncertainty, roles and responsibilities may be in flux, so clarity is critical.

What to Do:

- **Clarify roles and responsibilities.** Try common scenarios and processes to test who does what.
- **Avoid assuming employees “just know” their tasks.** Explicitly communicate expectations.

Leader Questions to Ask:

- Do you know what your responsibilities are?
- Do you have the information and tools you need?
- What equipment or resources would help you succeed?
- Do you know where to go if you have questions?

3. CONNECTION

Why it matters: Strong relationships with colleagues, and alignment with organizational purpose, keep employees motivated and focused.

What to Do:

- **Foster camaraderie** through team-building opportunities.
- **Discuss individual career goals** within the context of the organization's vision.
- **Help employees find meaning in their work.** Connect tasks to broader goals.

How to Build Connection:

- Encourage participation in focus groups, process redesign, and decision-making opportunities.
- Conduct stay interviews. Understand what keeps employees engaged and what they need from leadership.

4. CARE

Why it matters: Authentic empathy fosters well-being, engagement, and productivity.

What to Do:

- **Prioritize employee well-being.**
- **Be an empathetic leader.** Recognize challenges and supports individual needs.

How to Show Care:

- Reflect on employees' experiences. Ask how you can help.
- Address workloads early to prevent burnout.
- Organize well-being activities like walking meetings, team lunches, or skill-building webinars.
- Educate employees on available benefits (e.g., EAP).
- Encourage employees to take time off and recharge.
- Leverage flexible work arrangements.

5. COMMISSION

Why it matters: Owning tasks gives employees a sense of ownership and control in uncertain situations.

What to Do:

- **Identify processes or procedures that need modification due to changes.** Assign someone to update.
- **Delegate tasks or decisions.**
- **Train managers.** Focus on how to lead through uncertainty.
- **Train employees.** Expand transferrable skillsets.

How to Delegate Effectively:

- Ask questions such as:
 - Are there processes we need to rewrite or automate?
 - Who has expertise in this area that we can leverage?
 - Can AI tools streamline repetitive tasks?
- Empower employees by assigning leadership roles in social activities or team projects.

6. CULTURE

Why it matters: A strong culture fosters stability, resilience, and productivity during challenging times.

What to Do:

- **Reinforce behaviors** that align with the organization's culture.
- **Inspire teams.** Communicate a clear vision of the future tied to company purpose.

How to Strengthen Culture:

- **Maintain rituals that foster stability** (e.g., regular meetings or celebrations).
- **Share success stories** that reflect organizational values.
- **Recognize individuals or teams whose actions align with desired behaviors.** Make recognition visible and encourage peer recognition.
- **Ask yourself:** "How can I deepen trust in this relationship?"

FINAL THOUGHTS

As a leader during uncertain times, your role is pivotal in creating a calm environment where employees feel **supported** and **valued**.

By focusing on these six areas—**Communication, Clarity, Connection, Care, Commission, and Coulture**—you can guide your team toward stability while fostering trust, engagement, and resilience.

Remember: You don't have to have all the answers. What matters most is showing up authentically for your team while taking small but meaningful steps forward together.

TAKE STEPS TODAY TO ENGAGE

Let's connect and build
more human workplaces.

