



ARE YOU THE CALM OR THE STORM?

In uncertain and volatile times, it is more important than ever to demonstrate that you are a calm, confident and caring leader. Great leaders stay focused, keep perspective and maintain clarity when storms blow, and are rewarded with loyal and engaged employees.

In our second issue for 2023, we share insights and strategies to enhance your ability to become the calm and mindful leader that your organization needs.

Enjoy ! Lara QT, Chairman

BECOMING A CALM LEADER

Whatever kind of manager you are, your people look to you to guide them towards your goals on a daily basis. In order to do this, you need them to trust and follow you—and this is more likely to happen if you're a calm, even-keeled leader. Here are 3 useful techniques to add calm to your leadership skill set:

- Practice deep breathing, taking breaks and giving yourself time to think.
- Consider all approaches before making a decision. Being confident makes you calmer, and this is built by taking a methodical approach to problem solving.
- Ask for help if you need it. Just because you are the leader, doesn't mean you have all the answers, so show your team you will work together to get things done.

A graphic with a blue background covered in water droplets. A white, cloud-like shape contains the text.

Great leaders keep perspective, maintain clarity and remain calm when storms brew

60% of HR leaders say “leader and manager effectiveness” will be their #1 priority in 2023 (Gartner). Why are leaders so important to business success?

Because leaders across the organization, from the C-suite to frontline managers, disproportionately affect employee engagement.



THE CONSCIOUS CULTURE

COVID-19 brought an enormous amount of stress into our lives. From the health fears and job losses, to general anxiety and virtual work commitments, it all felt a little overwhelming. This is where leaders and managers need to put themselves in their employee's shoes and realize what they may be facing.

In becoming more conscious, managers can make an enormous difference to the way their employees get work done. Better yet, they can help their employees continue to give their best and positively impact the organization.

For leaders, the capacity to understand a worker's personal circumstances can help them create a conscious culture where people know what's expected. To be effective and thrive, employees need to know that they're understood.

MINDFUL LEADERSHIP = EMPLOYEE ENGAGEMENT



Employee
engagement
leads to..

+42%
in commitment

+38%
in employee retention

+25%
in customer focus

Mindful leaders are grounded. Simply put, they allow and accept stressful situations, without getting caught up in the chaos. A sense of being present, calm, and self-aware is common amongst great leaders—when leadership is grounded, it trickles down into a sense of security and trust amongst teams.

This in turn inspires loyalty and engagement, which are more important now than ever. In 2022, 40% of employees were considering quitting their jobs. 62% cite “toxic company culture” as their #1 reason for leaving, followed by low salary, poor management, and a lack of a healthy work-life balance (FlexJobs). These reasons have one thing in common: they’re all driven from the top.

BECOMING A MINDFUL LEADER

1. **Actively listen** to your employees. Observe communication in all forms—spoken and written—and try to understand how the worker felt when they made that communication.
2. **Listen to yourself.** Does your inner voice criticize you or encourage you? Whatever you're hearing from within will influence the way you treat others. Focus on developing the self-awareness that fosters positive thinking.
3. **How's that tension?** Stress affects us all, and can turn even the most gentle leaders into monsters. Schedule time for true relaxation and stress reduction. Make sure to encourage your employees to do the same.
4. **Be present.** Whether you're in a virtual meeting or writing an email, be aware of where you are. Try to keep your mind from wandering into other places. Thinking about what you did yesterday or what needs to be done tomorrow will only rob you of what needs to be done now.

“Rough waters are truer tests of leadership. In calm water every ship has a good captain.”

PEOPLE OR PROFIT ?



The Harvard Business Review said it best: “Every employee, every workday, makes a decision: Are they only willing to do the minimum work necessary to keep their job .. or are they willing to put more of their energy and effort into their work?”

Researchers gathered data on nearly 3,000 managers and found that those who “balanced getting results with relationships” inspired 62% of their direct reports to give extra effort vs. only 20% among managers who erred on the side of getting results.

Leaders who balance the needs of the organization with the needs of the individual create work environments in which most people want to go the extra mile.

Does your company culture allow people to have a bad day? To not answer emails after hours? To set realistic deadlines? If so, it’s because leaders’ model that behavior. Leaders who are real with their direct reports, who admit failings and weaknesses, inspire fierce loyalty and extreme engagement.

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