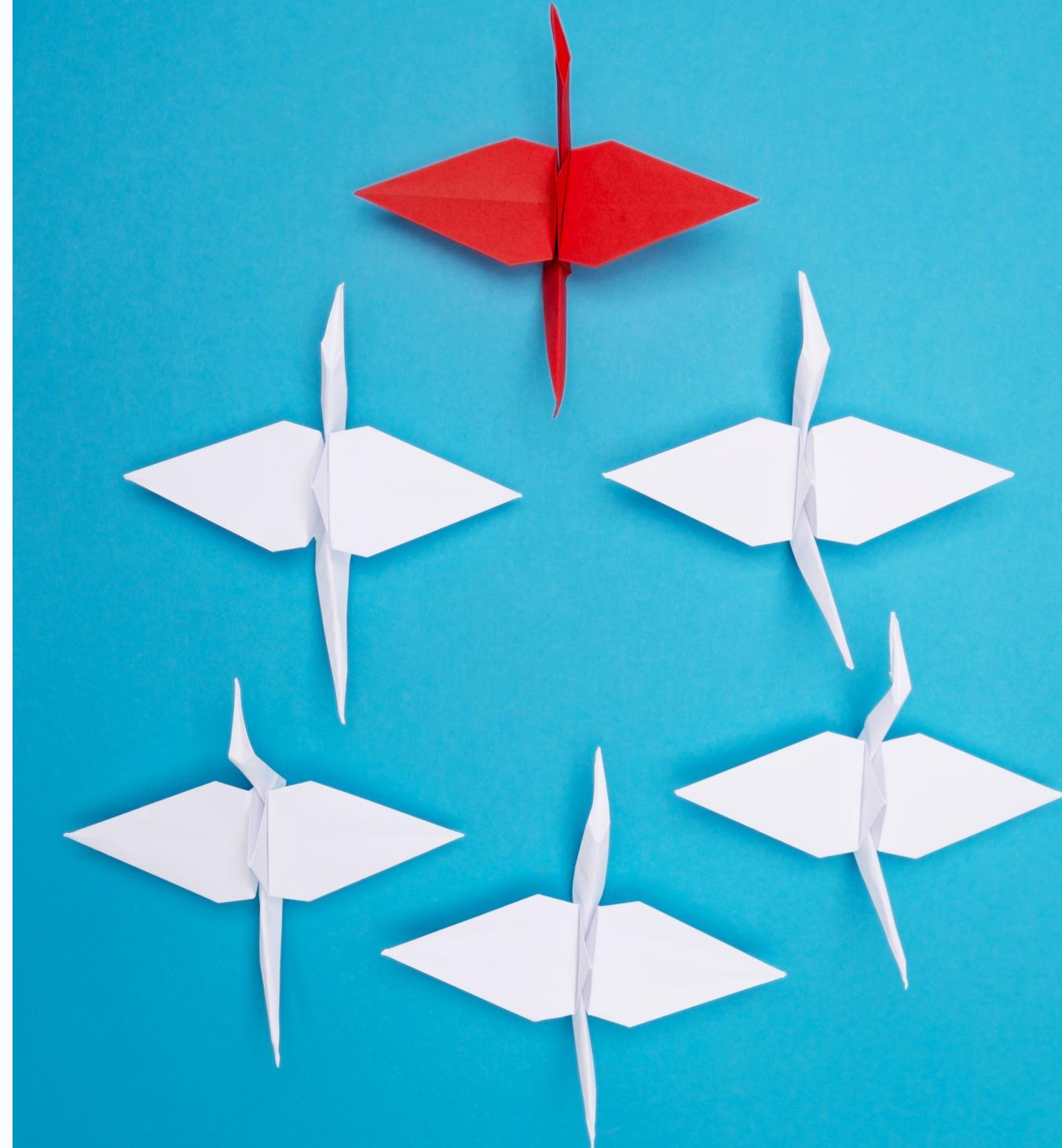


The Brimful Life

THE NEXT NORMAL TOOLKIT FOR LEADERS

A guide to help you lead with optimism
through crisis and beyond.



THE TOOLKIT GUIDE

CONTENT INCLUDED

- 1 LEAD WITH COMPASSION
- 2 FOSTER AN INCLUSIVE CULTURE
- 3 INSPIRE MEANING AND PURPOSE
- 4 ENCOURAGE RISK TAKING AND INNOVATION



LEAD WITH COMPASSION

Better manage stress and anxiety during times of change and uncertainty by showing others that you care.

TIPS TO LEAD WITH COMPASSION

- **Be present with others.** Take time in 1:1s to ask how someone is feeling and really listen to their answer.
- **Show appreciation.** Write notes to acknowledge the work of others and say thank you a lot.
- **Ask better questions.** Ask better questions than "how are you?" to spark meaningful conversations that boost morale. Try "what are you looking forward to?" or "what are you proud of?" instead.

FOSTER AN INCLUSIVE CULTURE

Better decisions result when diverse perspectives and ideas are included in the conversation.

PRACTICE INCLUSIVE COMMUNICATION SKILLS

- **Engage with genuine curiosity.** Share what's on your mind and invite others to share. Strive for equal parts talking and listening.
- **Seek to understand, not to agree.** Don't confuse understanding with agreement. You can always learn even when you don't agree.
- **Demonstrate patience and respect.** Know that your way or approach is just that, YOUR WAY. It is no more right or wrong than someone else's so respect all ways.





INSPIRE MEANING & PURPOSE

Foster a culture of accountability by connecting work to higher meaning and purpose.

TIPS TO INSPIRE MEANING AND PURPOSE

- **Tap into your why.** Reflect on and share what inspires you about your work and encourage others to do the same.
- **Connect the dots.** At the start of meetings, share the purpose and why the meeting matters to vision, mission and values.
- **Avoid micro-managing.** Share desired outcomes and set expectations up front and then step aside other than to provide coaching and encouragement along the way.

ENCOURAGE RISK TAKING

Encourage innovation and risk taking by embracing mistakes as opportunities to learn and grow.

MODEL "FAIL FORWARD" BEHAVIORS

- Accept responsibility.
- Don't equate failure with being a failure.
- Work to understand what could have been done to create a better outcome.
- Identify learnings for yourself and others.
- Make a plan to move forward with new wisdom.



CONNECT WITH ME



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