

EMOTIONAL WELL BEING IN THE NEXT NORMAL

JUNE 23, 2020



ABOUT PROPEL HER

Created in 2017, Propel Her aims to empower women at Propeller in facing unique business challenges confidently, boldly, and courageously through:

- Creating development opportunities through mentoring, coaching or community events
- Engaging and motivating our allies
- Increasing presence, influence and partnership in our communities

2020 PROPEL HER TEAM



Allison Knowles



Lauren Lightbody



Amy Swanson



Ashley Stuparich



Claudia Black



JD Johnson



Joy Castiglione



Kate Trotter



Lesley Dodson



Lia Koehn



Sarah Carroll



Shealyn Nosal

YOUR EVENT ORGANIZERS



PROPEL HER SF LEAD

JD JOHNSON

JD Johnson learned early in her career how to adapt strategy to the unique personalities and skillsets of her teams. She leads projects much as she leads her fellow players on the basketball court: with the understanding that you win together or lose together, making collaboration and communication key determinants of success.

JD is highly logical, with the ability to translate stakeholders' varying perspectives into similarities that fuel consensus.



PROPEL HER TEAM MEMBER

ASHLEY STUPARICH

Ashley Stuparich can bring calm to any storm. A beacon of composure, she pairs a welcoming nature with a get-it-done attitude to bring people together and drive results; she's always up for a challenge.

Resourceful, diligent, and poised, Ashley leverages years of experience in event management and operations to ensure flawless execution in every project she takes on.



PROPEL HER TEAM MEMBER

SHEAYLYN NOSAL

Shealyn Nosal has a natural tendency to simplify processes, maximize value, and restore order. She draws from Lean Six Sigma principles and the KonMari approach alike when eliminating redundancies, improving the way work gets done, or simply removing accumulated clutter from her home or workspace.

Shealyn's dedication to driving value has guided her career.



LOGGING IN & SET UP

PANELIST INTRODUCTION & OPENING POLL

PANELIST QUESTIONS

Q&A + WRAP UP

HOUSEKEEPING



MODERATORS

Shealyn Nosal and Ashley Stuparich



POST QUESTIONS TO CHAT

Post additional questions in the chat – we will address at the end (time permitting!)



VIRTUAL NETWORKING

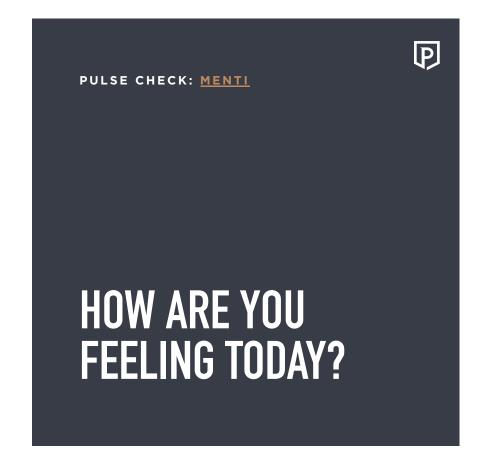
We will be sharing out LinkedIn contact information of participants that agreed to sharing their information so that you can connect after this meeting



WEBINAR IS RECORDED

This webinar is being recorded and will be provided shortly afterwards via email





WHY WE CARE ABOUT EMOTIONAL WELLBEING IN THE WORKPLACE

I look out at the workplace and I see stress, layoffs, longer hours, work-family conflict, enormous amounts of economic insecurity. I want to wake people up. This is a serious issue that has serious consequences for corporate performance and for people's well-being.

 Jeffrey Pfeffer, professor of organizational behavior at Stanford Graduate School of Business



EMOTIONAL WELL-BEING IN THE NEXT NORMAL

SETTING THE TONE

In the last 3 months, the world as we know it seems to have shifted its axis. The Covid-19 pandemic, intensification of the BLM movement, and record unemployment have intersected, creating new and evolving pressures on our professional and personal lives. As we all work to navigate our "next normal" it is more important than ever to dedicate time and space for mental wellness and building resilience.

Today, we bring together three industry experts to provide their personal and professional insights and share some tactics for managing the ambiguity and intensity of this moment. Together, we'll explore how to support our teams from a far, what we can do to stay connected to our communities, and most importantly how-to check-in with ourselves to stay healthy. Each of our individual experiences is unique, but the techniques we use to remain grounded are universal.



PANELIST INTRODUCTIONS



CIARA CLARATY
CHANGE MANAGEMENT CONSULTANT, PROPELLER

A management coach and organizational change agent, Ciara excels at helping executives cultivate learning cultures, gain alignment, and discover their authentic leadership style.

Ciara holds a master's degree in organizational development and leadership from the Leadership Institute of Seattle at Saybrook University. She is a certified yoga teacher from East + West Yoga and an ICF trained coach.



KYLENE YOUNG
DIRECTOR OF STRATEGIC PLANNING & PROGRAM
MANAGEMENT FOR TRUST, AIRBNB

Kylene has experience leading complex, data-heavy programs with organizations in the hospitality, apparel, retail, food, and sustainability industries. She has a bachelor's degree in psychology from the University of Minnesota and an MBA from Portland State University.

Kylene is currently the Director of Strategic Planning & Program Management for Trust at Airbnb, which allows her to leverage her experience to help decision makers define solutions to complex puzzles and rally teams to make the vision come to life.



CLAIRE L. COSTELLO
PHD, RN, PMHCNS-BC, CHILD & ADULT JUNGIAN
ANALYST, PRIVATE PRACTICE

Claire has a lifelong devotion to mind/body healing and has worked creatively for 42 years in the Bay Area enjoying innovative roles in adolescent psychiatry, AIDS and oncology homecare, integrative medicine, and cardiac rehabilitation.

Claire is a certified Koru and Mindfulness Meditation Teacher and a teacher in training at the Center for Mindfulness Self Compassion. Papers include: Initiation & Individuation on the Edge of Conscious Dying (CNASJA 2015); Integrative Imagery: Engaging Psyche & Soma for Self Healing (2015)

IN A FEW WORDS, DESCRIBE YOUR NEW NORMAL

El & RESILIENCE





WHAT IS EMOTIONAL INTELLIGENCE (EI)?

We define EI or EQ as the ability to 1) recognize, understand and manage our own emotions; and 2) recognize, understand and influence the emotions of others. This means being aware that emotions can drive our behavior and impact people (positively and negatively), and Learning how to manage those emotions — both our own and others — especially when we are under pressure



WHAT IS RESILIENCE?

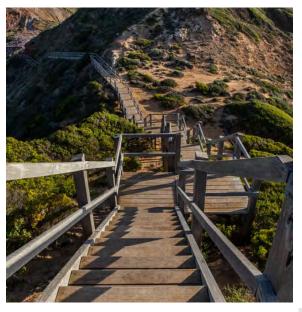
After a stressful life event, some individuals have the capacity to recover more quickly than others and draw strength from the situation. Resilience has been described as a dynamic process where an individual adapts positively to an adversity (<u>Luthar et al., 2000</u>). That is, resilience is the capacity of a dynamic system to adapt successfully in the context of significant threats to system function, viability, or development (<u>Masten, 2013</u>).



HOW DO THEY RELATE?

A person who is self-aware, socially adept, and empathetic will be able to survive and thrive on the other side of a life crisis because they have the social and relational skills to be able to handle unexpected and unfortunate circumstances. They know how to advocate for themselves, to problem solve, and to seek support when they need it the most.

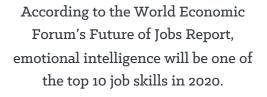
A person with greater emotional IQ tends to have greater resilience.



[Emotional intelligence] accounts
for nearly 90 percent of what
moves people up the ladder when
IQ and technical skills are roughly
similar and the core of high EI is
self-awareness: if you don't
understand your own motivations
and behaviors, it's nearly
impossible to develop an
understanding of others.



At a Motorola manufacturing plant, 93% of employees became more productive after the facility adopted stress-reduction and emotionalintelligence programs."





As 1 in 5 American adults suffer from a depressive illness, when the American Heart Association CEO Roundtable members discussed resilience, they generally considered it to be a trait and skill that employees could develop to help them "withstand, recover and grow in the face of stressors and changing demands."



PANELIST QUESTIONS

CAN YOU TELL US ABOUT A TIME WHEN YOUR RESILIENCE WAS MOST CHALLENGED? AND HOW DID YOU HANDLE IT?

HOW DO YOU BUILD YOUR EQ AND RESILIENCE? HOW DO YOU HELP YOUR TEAMS BUILD UP RESILIENCE AND HOW HAS THAT CHANGED FOR **CURRENT TIMES?**

WHAT IS THE MOST POWERFUL PIECE OF ADVICE YOU HAVE EVER RECEIVED AROUND EQ OR RESILIENCE?

PROMOTING SELF-CARE WHILE CARING FOR YOUR TEAM





WHAT IS MENTAL WELLNESS?

According to the World Health Organization, mental wellness is defined as "a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community."

CURRENT CAUSES AFFECTING OUR WELLNESS?

ISOLATION We have all been experiencing social isolation for months now, which has caused many to feel lonely. This is heightened for the 35.7 million American's who live alone.

FATIGUE People are feeling overstimulation from the constant information influx and changes that are happening, while also feeling under-stimulated by lack of human interaction and change of atmosphere. The combination has caused people to experience lowered motivation and lack of focus.

LOSS OF CONTROL Many have experienced significant changes in their lives due to COVID-19 that are out of their control. There is a lot of uncertainty in the world right now that is having a negative affect on peoples' well-being.

FEELING LONELY DURING ISOLATION

Those feeling more lonely because of the pandemic

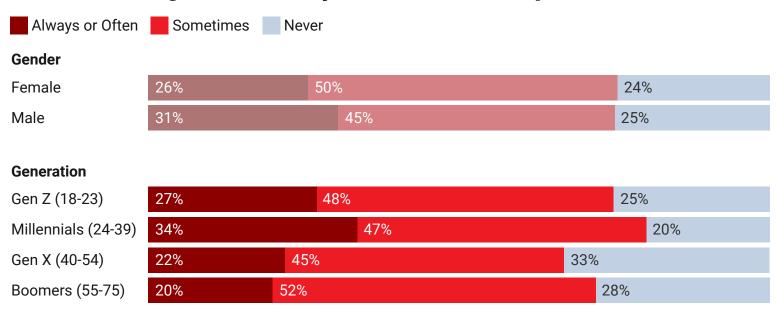


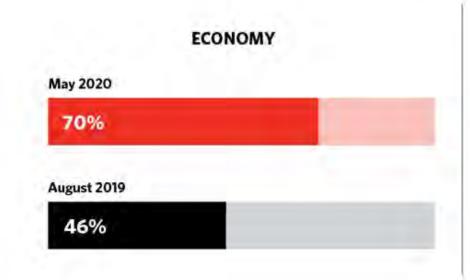
Chart: Emily Barone/Elijah Wolfson for TIME • Source: Social Pro • Get the data • Created with Datawrapper

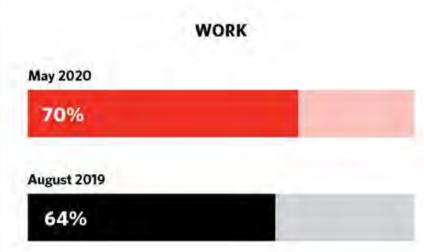
STRESS RELATED TO WORK & THE ECONOMY

STRESS IN THE TIME OF COVID-19

Significant increase in stress related to Economy and Work during pandemic







Note: "Work" is among those who are employed

STRESS IN AMERICATM

PANELIST QUESTIONS

HOW DO YOU STRUCTURE YOUR SCHEDULE TO PREVENT BURN OUT AND PROMOTE PRODUCTIVITY?

HOW IS YOUR TEAM STAYING CONNECTED SOCIALLY DURING THIS TIME?

WHAT TOOLS DO YOU LIKE/ SUGGEST USING TO PREVENT THE FEELING OF STRESS AND ISOLATION?

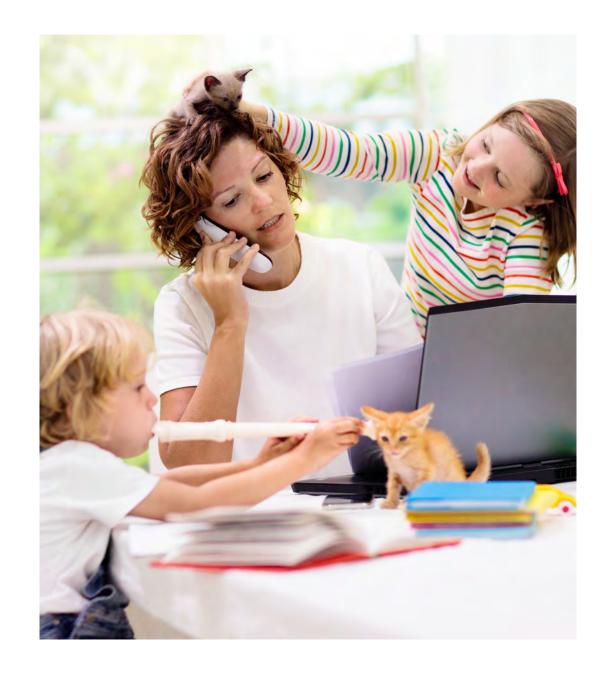
COMPANIES & TEAM LEADERS STEPPING UP

BY THE NUMBERS

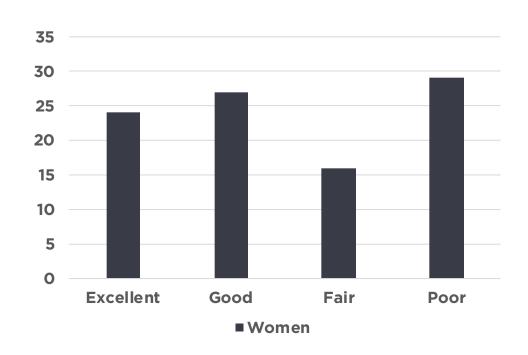
70% of the healthcare workers risking their lives are women

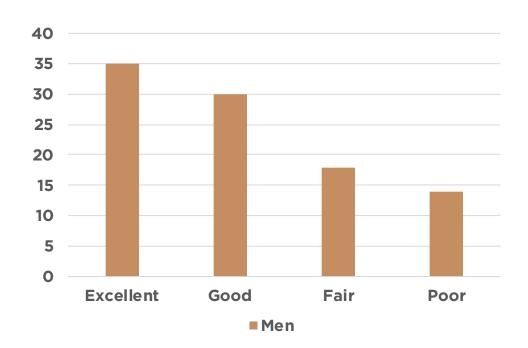
60% of women's employment is in the informal economy with few protections against dismissal and limited access to social protection

The global gender pay gap is stuck at 16%, leaving women more vulnerable to economic downturn Women do 3X more unpaid care work as men. With 850 million children around the world home from school, the additional burden continues to primarily fall on women



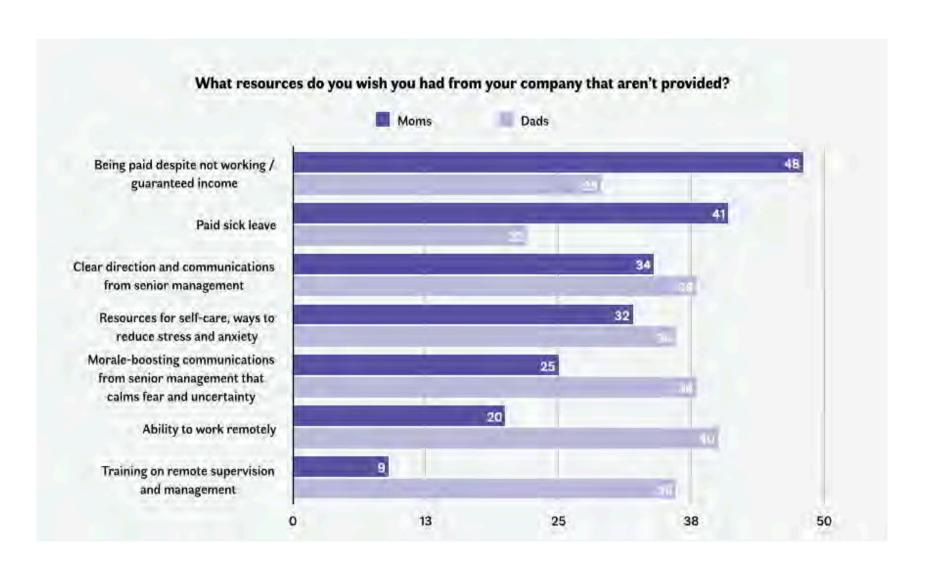
RATING REMOTE WORKING POLICIES





Women are, in general, more likely to be dissatisfied with working from home policies compared to men.

EMPLOYEES OF BOTH GENDERS ARE CRAVING MORE, BUT VERY DIFFERENT, SUPPORT



PANELIST QUESTIONS

HOW HAS YOUR COMPANY STEPPED UP TO SUPPORT EMPLOYEES IN THIS CHALLENGING TIME?

HOW DO YOU SHOW UP TO SUPPORT YOUR EMPLOYEES?

HOW HAS THIS SUPPORT NEEDED TO DIFFER FOR MALE AND FEMALE EMPLOYEES?

HOW HAS THIS NEEDED TO CHANGE DURING THIS TIME?

WHAT ADVICE WOULD YOU GIVE TO FEMALE LEADERS OR FEMALE EMPLOYEES IN THIS TIME?

SUMMARY

THE 6 KEYS TO SELF-CARE







THIS

PACING YOURSELF

However much you enjoy your work and thrive on pressure, your mind and body need some respite and recovery time.

- Take a mini-break every 90 minutes
- Have a proper lunch break a few times a week
- · Avoid burning the candle at both ends

IS

SETTING BOUNDARIES

We often have more control than we think we do. A lot of the pressure we experience is self-imposed pressure. Self-imposed deadlines, perfectionist tendencies, presenteeism and so on.

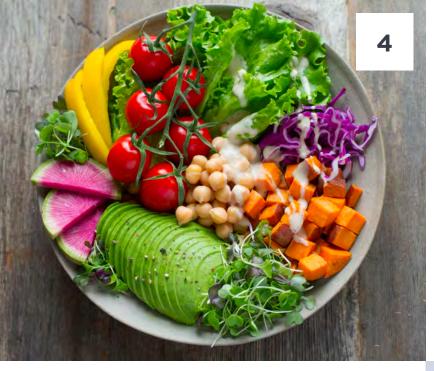
- Set personal boundaries regarding work-time
- Manage your social media use don't let it take over your life

CRUCIAL

MANAGING YOUR TIME WELL

A lot of the stress I see in the workplace could be dealt with by more effective time management. I know it sounds dull, even basic, but it can have a major impact on your working life.

- Be clear about your work priorities
- Effectively delegate and say no more often
- Stay focused, mono-task, don't multi-task and minimize distractions



MIND YOUR THOUGHTS

- Challenge negative dialogue and thinking patterns
- Manage your emotions and your emotional state
- Talk to people and seek out support in more challenging times



TAKING CARE OF YOUR BODY

Your physical health is of vital importance.

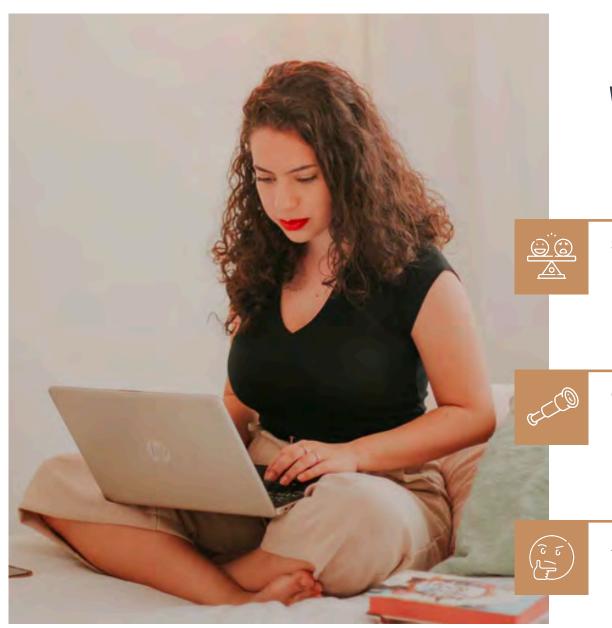
Think how hard it is to do a good job when you've got a minor ailment like a cold or a headache, let alone something major.

- Always prioritize your health
- Exercise regularly and eat healthily



BEING TRUE TO YOURSELF

- Do work you enjoy that plays to your strengths
- Work for people you rate and respect
- Act in accordance with your values and don't compromise them



WRAPPING IT UP

SUFFERING IS A PART OF LIFE

Don't worry about what you can't control. Look after what you can and dismiss what you can't control. You will have to ride them out. Repurpose the discontent and channel it into something else. Volunteer, call a friend, start a new activity.

CAREFULLY CHOOSE WHERE YOU'RE DIRECTING YOUR ATTENTION

Practice benefit finding by being grateful. Being thankful for the small things in life puts your problems into perspective. That means you can laugh at the absurdity of the thoughts that can sometimes produce energy sapping anxiety

ASK YOURSELF: "IS WHAT I'M DOING HELPING OR HARMING ME?"

This gives you back control over your actions when things seem a bit out of control.



EMOTIONAL WELL-BEING IN THE NEXT NORMAL

GO NETWORK!

THANK YOU PANELISTS & ATTENDEES



APPENDIX

PANELIST QUESTIONS

EQ & Resilience

- Can you tell us about a time when your resilience was most challenged? And how did you handle it?
- · How do you build your EQ and resilience? How do you help your teams help build up resilience and how has that changed for current times?
- What is the most powerful piece of advice you have ever received around EQ or Resilience?
- Tell us about the experience that helped you to realize that EQ was important in the workplace. How did this change the trajectory of your career?
- What are your favorite habits for building EQ or resilience?

Promoting Self-Care While Caring for Your Team

- How do you structure your schedule to prevent burn out and promote productivity?
- How is your team staying connected socially during this time?
- What tools do you like/ suggest using to prevent the feeling of stress and isolation during this time?
- Have you noticed any changes in the hours that your team members are working these days, outside of the traditional 9 to 5 schedule? Have you had to set boundaries to prevent work life and personal life blending together?
- How do you cope with loneliness during isolation and social distancing?

Companies & Team Leaders Stepping Up

- How has your company stepped up to support employees in this challenging time?
- How do you show up to support your employees? How has this support needed to differ for male and female employees? How has this needed to change in recent times?
- What advice would you give to female leaders or female employees in this time?
- How has your team come together during this time to support each other (either in structured or unstructured ways)?

TELL US ABOUT THE EXPERIENCE THAT HELPED YOU TO REALIZE THAT EQ WAS IMPORTANT IN THE WORKPLACE. HOW DID THIS CHANGE THE TRAJECTORY OF YOUR CAREER?

WHAT ARE YOUR FAVORITE HABITS FOR BUILDING EQ OR RESILIENCE?

HAVE YOU NOTICED ANY CHANGES IN THE HOURS THAT YOUR TEAM MEMBERS ARE WORKING THESE DAYS, OUTSIDE OF THE TRADITIONAL 9 TO 5 **SCHEDULE?** HAVE YOU HAD TO SET BOUNDARIES TO PREVENT **WORK LIFE AND PERSONAL LIFE BLENDING** TOGETHER?

HOW DO YOU COPE WITH LONELINESS DURING ISOLATION AND SOCIAL DISTANCING?

HOW HAS YOUR TEAM COME TOGETHER DURING THIS TIME TO SUPPORT EACH OTHER (EITHER IN STRUCTURED OR UNSTRUCTURED WAYS)?