

Better

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Work

A GUIDE TO

Better Me Better We Better Ways

SUM UP BOOKLET

Explore topics of trust, power of feedback and how to navigate conflict.





Understanding the Importance of Trust

with Cathal Quinlan & Annette Sloan

What is Joe's key take on Trust?

Trust is influenced by the strength, knowledge, and experience of someone or something, as well as the willingness to accept vulnerability.



Did you know?

Employees of a high-trust organisation report 40% less burnout, 70% aligned to the company's purpose, 106% more energy. Joe says lack of trust creates friction

Top 3 Takeaways

Understanding the Three Pillars of Trust

Create and build trust to become a better leader by focusing on these elements:

- Building positive relationships
- Knowing your job
- Being competent and consistent.

Likability and Ethical Leadership

Positive relationships have the most significant impact on building trust as a Leader.

Leaders who are kind, ethical, and caring are more likely to be effective and achieve positive outcomes for their organisations.

Power of 360-Degree Feedback

A tool to amplify your strengths and improve your growth areas. Emphasise strengths, manage weaknesses, and use feedback for personal growth and development. The feedback should be private and focused on individual improvement.

Learn More

Think

- 💡 If you're a leader, think about how could you be a more trusted leader? [Joe's highlights points](#) to get you started.

Read

- ★ Joe's book - [The Trifecta of Trust](#)



Act

- 📅 Find a way to show people you trust them i.e. can you give them more responsibility or seek their advice.
- 📅 Show vulnerability, admits mistake rather than hide them and encourage others to do the same.
- 📅 Create an environment that makes every team member feels their individual needs are respected and cared for.

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The Power of Feedback

with Cathal Quinlan & Annette Sloan



Building a Culture of Feedback

Traditional feedback focuses on the past, events that cannot be changed, and weaknesses. It often relates to things outside of our control and can create a sense of helplessness and hopelessness.



Feed forward looks towards the future, focuses on strengths, emphasises relationships between the manager and employee. It allows us to control what is still possible and discover our potential.

Top 3 Takeaways

Give Meaningful Feedback

Shift the mindset to providing feedback to help someone think for themselves and shape the way forward rather than telling someone what they did wrong and leaving them without a new direction.

Asking for Feedback Preferences

The message, timing, and mindset all play a significant role in effective feedback.

Before giving feedback, ask how the person prefers to receive it, considering factors such as timing and frequency.

Receiving Feedback

- Begin with gratitude and appreciation.
- Get curious and ask questions to understand the feedback.
- Be contrite and acknowledge areas for improvement.
- End with a constructive mindset to take action on the feedback.

Learn More

Think

- 💡 When giving feedback, think about what insight I am trying to provoke vs. what change I am trying to force.

Read

- ★ Joe's book - [The Feedback Fix](#)



Act

- 📝 Ditch the Compliment Sandwich and try Joe's WRAP method when you are giving feedback.
- 📝 Use the four steps when receiving feedback, see above. It is to help refine yourself rather than letting it define you.

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Unlock this Pod Sum Up by listening to [Joe's interview](#).



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How to Navigate Conflict

with Cathal Quinlan & Annette Sloan

Understanding How Our Brain Reacts To Conflict

We are wired to be affected by how we're treated by others. When your manager berates you in front of your colleagues, or you find out a coworker spoken negatively about your project behind your back, your brain feels like you were physically attacked. Our amygdala –an almond-shaped area in your brain – releases cortisol and adrenaline, fight-or-flight hormones that can lead to physical manifestations such as shallow breathing or a clenched jaw.

Top 3 Takeaways

Health & Wellbeing at Work

Mistreatment and ongoing incivility at work are linked to a higher risk of heart disease.

It is important not to accept such behaviour and take it seriously for our well-being and others.

Four Steps for Resolving Conflict

- Start by considering the other person's perspective.
- Address the substance of the disagreement.
- Focus on shared goals.
- Agree on necessary changes. It may help to practice breathing exercises and use a pause after the conflict to find the next steps for resolution.

Honesty with Kindness and Compassion

There is a transformative power of being honest in sharing your thoughts with kindness and compassion. Knowing is better than not knowing, and open communication can lead to improved relationships and more productive interactions, even with difficult people.

Learn More

Think

- 💡 Think about your last conflict, how did you show up and what could you have done differently?

Read

- ★ Amy's book - Getting Along: How to Work with Anyone (Even Difficult People)



Act

- 📝 Breath and pause when you encounter conflict.
- 📝 Use the four steps to resolving conflict as a tool to break you out of fight or flight.
- 📝 Try using Amy's 9 principles for getting along with anyone (in chapter 11) to help you navigate conflict. We love principle 8, experiment to find what works.

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Unlock this Pod Sum Up by listening to [Amy's interview](#).



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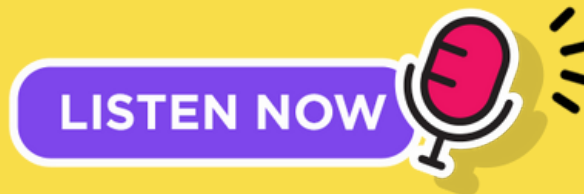
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