

Building Beyond Covid: Coming Back Better Than Ever

**An Employee's Guide to Resources and Development
Opportunities to Activate Reflection, Build Capability and
Enhance Your Impact**

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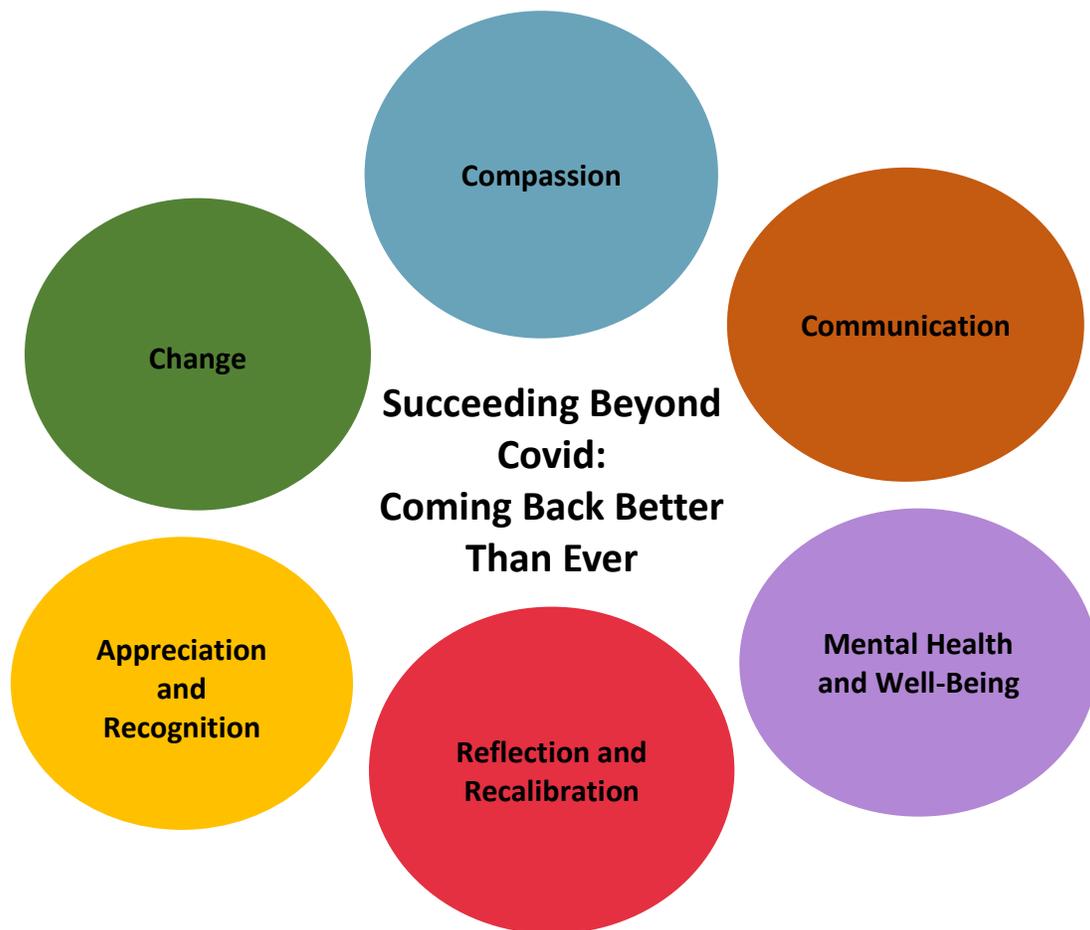
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Building Beyond Covid-19: Coming Back Better Than Ever

As individual contributors at the UofG, we have been and continue to face challenging times in responding to the changes in our work situations. While it has been difficult for many of us, we have responded remarkably well and have reason to feel confident in our capacity to adapt and be agile in how we work and deliver service. This next phase of returning and rebuilding beyond Covid-19 presents us with continued opportunities to draw upon our resources and strengths to contribute to and support the efforts in coming back stronger than ever.

To invite new thinking, leverage our strengths and confidence in our agility and open up possibilities to thrive in this next phase of Covid-19, we have identified 6 areas for focused action and provided resources and learning opportunities to help inform that action. Each area is outlined below and includes key drivers for a thoughtful and enlightened response to learning, staying healthy and achieving in this next phase of the pandemic and beyond. The 6 areas are all interconnected so enrichment in one will impact positively on the others.

This guide will be updated regularly as we continue to identify development needs and great resources, so be sure to check back regularly to discover the best development opportunities to support you to build your skills, strategies, tools and plans so that we can collectively come back even stronger.



Compassion

“Wisdom arises from compassion. Be Compassionate. Be Wise.
- Dhriti

Principles and Vital Actions That Make a Difference



Accept that everyone copes differently to stress and uncertainty. What we all need far more than ever is understanding, not judgement. We are each facing different circumstances, have different coping mechanisms, and are doing the best we can with what we have right now. The answer isn't to expect others to respond like you, but to be generous in your responses. Show kindness and caring and help when you can.



Acknowledge that your colleagues' and leaders' home lives are relevant to you now. Many of us are impacted by needing to manage the new dynamics of working from home, and/or juggling children or loved ones that we need to care for. Many people are under pressures that we can't always see and can't fully understand. It is part of the current reality. Call on your patience more than ever and find ways to work around what may be things that annoy you or interfere with your interactions.



Notice when colleagues are feeling stressed or are struggling in some way and help them feel more ok with feeling off or overwhelmed, and where it's helpful, offer positive support or a listening ear.

Additional Resources

- **App:** [Mood Meter App](#) by Drs. Marc Brackett and Robin Stern
- **Blog:** "[How to Foster Compassion at Work](#)" by Madhuleena Chowdury, June 8th, 2020.
- **Blog:** "[What Your Colleagues Need Now is Compassion](#)" by Amy Gallo, March 30th, 2020.
- **Book:** "[Awakening Compassion at Work](#)" by Monica Worline and Jane Dutton, 2017.

Invitation for Reflection

- Am I confident that I understand what compassion means and that I am perceived by others as a compassionate person?
- Am I asking others how they are feeling rather than assuming I know based on how I experience their behaviour?
- Am I practicing curiosity and understanding and trying not to be judgmental?
- Do I offer help to others in need?

Compassion

Development Opportunities

LIVE WEBINAR: Empathy in Action – the Pathway to a Positive Impact at Work

(For Faculty and Staff)

“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.” Maya Angelou

Description

Human beings are wired for empathy from birth. Compassion is empathy in action. Several discoveries from the field of neuroscience shed light on what happens in our brain when we are in conversation with someone who is feeling distressing emotions. First, our emotions are contagious – both the positive and distressing ones, so unless you are an experienced meditator or monk, it's challenging not to take on another's emotions. But, quite often, and unintentionally, we act in ways that are opposite of empathetic. When someone shares a painful experience with us, we may try to lighten their mood. Or when someone tells us they are upset with us, we may get defensive, angry, or justify our actions, which tends to escalate their emotions. We all have a strong human need to belong, to feel heard, cared about, and understood. Empathy in action is the pathway to having that kind of impact. While empathy is a complex skill, it can be learned. In this interactive session, you will build your understanding of empathy and have tools to be able to put empathy into practice (that's compassion!), especially during this heightened time of distress for humanity.

What Participants Will Learn

As a result of attending this session, participants will acquire the ability to:

- Distinguish compassion and empathy from sympathy and pity
- Describe the four attributes of empathy
- Understand what gets in our way of being empathetic
- Acquire the language of empathy - what to say and what not to say if you genuinely want to be empathetic
- Identify how you prefer others to be empathetic towards you and to communicate this
- Explain why empathy is a powerful means to connect with others, even in extreme cases like hostage negotiations
- Give examples of empathy in action

Facilitators: Linda Watt, Director, and Evelina Rog, Senior Consultant, HR Learning and Development

Date & Time: September 14, 2020, 1PM-2:30PM

[Register Online](#)

Communication

“To effectively communicate we must realize that we are all different in the way we perceive the world and use this understanding as our guide to our communication with others”

– Tony Robbins

Principles and Vital Actions That Make a Difference



Keep connected to your colleagues by staying involved in each other’s work. Schedule a 15-minute meeting with your colleagues every few days to discuss information updates, projects and priorities. Try to keep up with some social interaction. Plan a virtual team lunch, a Skype coffee break, or a digital happy hour to keep friendships and collegial connections going.



Consider how others like to be communicated with. Some people like communicating via email while others prefer talking on the phone, on a Teams call, texting, or using social media or instant messaging.



Keep your verbal and written communications relevant, short, concise, simple and direct. There is a burst of information sharing going on these days. Get noticed by being thoughtful with what you share and when.

Additional Resources

- **Blog:** [“How To Better Collaborate With Co-Workers Remotely”](#), by Rob Toledo.
- **Blog:** [“10 Ways Remote Workers Can Improve Communication Skills”](#), by Andrea Woroch, April 2, 2020.

Invitation for Reflection

- Do you think you have the information you need to make good decisions about your work day-to-day? If not, what can you propose and to whom to try to get the information that would be helpful?
- What colleagues have you not connected with as often as you would like since Covid-19 hit? How will you build that connecting into your work routine on a regular basis?

Communication

Development Opportunities

LIVE WEBINAR: Refine Your Virtual Communication Practices to Boost Your Connection, Collaboration, and Information Access

(For Faculty and Staff)

Description

Shifting from a physical shared workspace to a collection of virtual offices can be a challenge. Connections, collaborations, and information sharing that happened naturally now require more deliberate effort. This is your opportunity to share “communicating during Covid” experiences with colleagues and learn some helpful practices and tips on how to best communicate with others to get what you need to stay healthy and continue to be successful while in a remote setting. Please join Kate Jones of Live to Learn for what promises to be a fast paced and interactive workshop via Zoom!

What Participants Will Learn

As a result of attending this session, participants will acquire the ability to:

- Express your communication realities working remotely
- Define your current needs for connecting, collaborating, and accessing information
- Discuss the options that are presented in this session for consideration and how they can contribute to your well-being and success
- Identify the practices and tips presented that will be most helpful in boosting your virtual communication going forward
- Develop a plan to put 1 or 2 practices into action over the next month

Facilitators: Kate Jones, [Live to Learn](#)

Date & Time: August 18, 2020, 10AM-11AM

[Register Online](#)

Communication

LIVE WEBINAR: Professionalism in the Workplace

(For Faculty and Staff)

Description

People form judgments about others in the workplace based on behaviours, attitude, speech, and appearance. The impressions that individuals communicate to others (positive or negative) can help move them ahead professionally, or can slow down their career progress and even create conflict in the workplace.

What Participants Will Learn

This session will give participants an understanding of the importance of professional behaviours in the workplace and what it involves.

Facilitators: [Homewood Health](#)

Date & Time: September 25, 2020, 12PM-1PM

[Register Online](#)

Change

Shift Together

Principles and Vital Actions That Make a Difference



Leverage the Moment. Identify what you have discovered about your capacity to adapt quickly to home-based work due to Covid-19; acknowledge your efforts, and decide how you can apply your strengths to come back stronger post Covid-19.



Stay open to understanding how the University landscape is changing and how the University needs to change and adapt to stay competitive and continue to provide a healthy and successful environment, excellent education, and world class research.



Adopt a growth mindset. Seek out challenges and focus on your efforts, see failure as an opportunity for learning and growth, stretch yourself beyond what you think may be your limits. These can lead to great success and happiness.

Additional Resources

- **Blog:** [“What Having a “Growth Mindset” Actually Means,”](#) by Carol Dweck, Jan 13, 2016
- **Video:** [“The Power of Believing That You Can Improve”](#) Ted Talk by Carol Dweck, 2014
- **Blog:** [“10 Tips for Dealing With Change Positively in Your Workplace,”](#) by Ban Weston, February, 2015.
- **Assessment:** [Free growth mindset assessment](#)

Invitation for Reflection

- What is one thing I resisted doing to adapt to working from home that I have found to be useful and am proud I accomplished?
- How do I typically react to changes that my boss tells me have to be made? Is there an opportunity for me to learn to take on a more positive, active, or curious response?
- What do I feel right not that “I can’t do,” that if I applied a growth mindset to, I could reframe as “I can’t, yet”?

Change

Development Opportunities

LIVE WEBINAR: Activating Our Power to Adapt to Change

(For Faculty and Staff)

Description

Change, especially when it is imposed on us, can be disorienting and lead to confusion, anxiety, and possibly even a crisis of confidence. The change, uncertainty, and ambiguity that has been brought upon all of us by the pandemic is unprecedented. Now more than ever, we must learn to adapt. To get clear on what is within our influence, when so much is out of our control. To connect and reach out to others, to ask for help, and to provide support, in a time of physical distancing that has impacted our social connections. In this interactive session, you will learn the four stages of adaptation to change and how you can use the power of your capacity to learn to move through your stages more intentionally.

What Participants Will Learn

As a result of attending this session, participants will acquire the ability to:

- Acknowledge the normalness of the disorientation we feel when change is imposed on us
- Describe the model of the four stages of adaptation to change
- Recognize which stage you are currently in
- Understand how to use the power of learning to adapt to change
- Employ helpful strategies to move intentionally and successfully into the next stage of adaptation
- Apply the model to identify and move through the stages of adaptation when faced with future changes
- Recognize where colleagues may be in the stages of adaptation to change and be able to support them

Facilitators: Linda Watt, Director, and Evelina Rog, Senior Consultant, HR Learning and Development

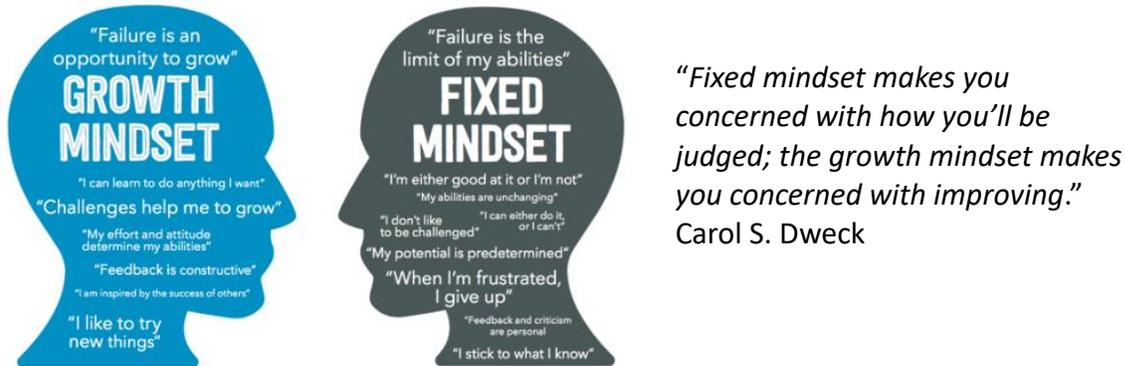
Date & Time: August 17, 2020, 1PM-2:30PM

[Register Online](#)

Change

LIVE WEBINAR: How to Adopt a Growth Mindset to Adapt to the Future Now

(For Faculty and Staff)



"Fixed mindset makes you concerned with how you'll be judged; the growth mindset makes you concerned with improving."

Carol S. Dweck

Description

What leads people to be successful? Is it intellectual ability, hard work, or talent? According to world-renowned author and professor Carol Dweck, it has more to do with an individual's mindset or beliefs about themselves. Individuals who believe that intelligence and ability is fixed tend to focus on proving themselves and will go to great lengths to avoid appearing unintelligent, which can prevent them from becoming successful and adapting to change. With the discovery of neuroplasticity, we know it is possible to change your mindset. Which mindset have you adopted in recent months? Longitudinal research is clear: we can all learn to adopt more of a growth mindset; with practice, new connections form in our brain that enable us to grow and even outpace our smarter and richer counterparts.

What Participants Will Learn

As a result of attending this session, participants will acquire the ability to:

- Describe why developing a growth mindset is more powerful than developing self-esteem
- Embrace the science that demonstrates that getting smarter is far more effective than being smart or having talent
- Notice your internal dialogue during "trigger moments"
- Reframe experiences of failure or mistakes as "not yet"
- Apply the principles and strategies to challenge your fixed mindset and to develop a growth mindset that will support your growth, adaptability, and success
- Intentionally select the language you use that support others' learning rather than undermine it (you will never tell your kids they are smart again!)

Facilitators: Linda Watt, Director, and Evelina Rog, Senior Consultant, HR Learning and Development

Date & Time: September 10, 2020, 1PM-2:30PM

[Register Online](#)

Mental Health and Well-Being

“Well-being cannot exist in your own head. Well-being is a combination of feeling good as well as actually having meaning, good relationships and accomplishments.” – Martin Seligman

Principles and Vital Actions That Make a Difference



Keep Connected with Others. It’s clear that social relationships are critical for promoting well-being and for acting as a buffer against mental health issues for people of all ages. With this in mind, try to talk to someone instead of sending an email, speak to someone new, ask how someone’s weekend was and really listen when they tell you.



Actively build coping strategies to reduce the impact of the challenges of your given situation. Give yourself permission to experience your emotions and try to understand what is driving them, and what they say about what you might need. Make time to chat with loved ones. Get enough exercise and sleep.



Learn! Anecdotal evidence suggests that the opportunity to engage in work or educational activities particularly helps to lift your spirits and keep you engaged. The practice of setting goals, which is related to adult learning in particular, has been strongly associated with higher levels of well-being.

Additional Resources

- **Video:** [“The Secret of Becoming Mentally Strong” Ted Talk by Amy Morin](#), December 4, 2015
- **Resources:** [UofG Wellness@Work](#)
- **Book:** [Permission to Feel: Unlocking the Power of Emotions to Help Our Kids, Ourselves, and Our Society Thrive](#) by Dr. Marc Brackett

Invitation for Reflection

- What healthy habits support my mental health and well-being that I need to start or want to sustain?
- Who can I reach out and connect with over the next couple of weeks to see how they are doing and share my experiences?
- What learning opportunities can I engage in over the next couple of months?

Mental Health and Well-Being

Development Opportunities

FACILITATED WEBINAR: How to Be at Your Best in Times of Crisis

(For Faculty and Staff)

Description

These are extraordinary times. As the world battles the external pandemic, most of us are also experiencing an internal battle, with our brain trying hard to make sense of a situation that is fraught with uncertainty, unpredictability, and taking a social and emotional toll on us. In this TED Connects virtual conversation, Harvard Medical Psychologist and author of “Emotional Agility” Susan David shares wisdom on how we can build resilience, courage and joy in the midst of the coronavirus pandemic. We are reminded that collectively, we can give in to the human tendency to be taken over by fear and anger, which drives us apart, or we can use this moment to build community, to build bonds with each other, to get to know each other in different ways, to spend time with people we haven’t spent time with, to look for the best in each other.

Following the TED Connects conversation, we will engage in an interactive discussion with your fellow peers which will provide you with an opportunity to reflect and generate ideas that you can immediately apply to your day-to-day work and life.

What Participants Will Learn

As a result of attending this session, participants will acquire the ability to:

- Identify what Susan calls “tiny tweaks” we can all make to build happiness and joy into our day-to-day life in the midst of the pandemic
- Recite the science behind why trying to be “positive” and “happy” can actually undermine our happiness
- Acknowledge our human tendency to deal with fear, ambiguity, and uncertainty by pushing our emotions down, judging them, bottling them up, and getting stuck in them
- Define emotional agility and learn the principles of psychological health and wellness
- Learn tools to build our ability to be with our emotions in healthy ways, which requires courage, compassion, and curiosity
- Identify strategies we may be using that provoke more fear and anxiety, and replacing those with alternative strategies and “pockets of control” that help us to cope effectively
- Reflect on ways that we can be there for others, in small ways, that create a meaningful impact and help both parties to heal

Facilitators: Linda Watt, Director, and Evelina Rog, Senior Consultant, HR Learning and Development

Date & Time: August 11, 2020, 1PM-2:30PM

[Register Online](#)

Mental Health and Well-Being

LIVE WEBINAR: Resilience Now! Introducing Proven Techniques to Counter Creeping Impatience, Stress and Overwhelm (4 Part Program)

(For Faculty and Staff)

Description

Wondering why you are coping one day, and not the next, or why your colleague seems to be managing? How do we manage ourselves and each other when our resilience levels are unpredictable?

What Participants Will Learn

In this session you will learn how your brain reacts during these challenging times and how to use the information to build your resilience and adopt strategies to help you navigate through anxiety and fear.

Facilitators: Jackie Lauer, [Jackie Lauer Consulting](#)

Date & Time:

[Register Online](#)

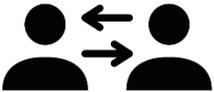
Appreciation and Recognition

“The roots of all goodness lie in the soil of appreciation for goodness.” – Dalai Lama

Principles and Vital Actions That Make a Difference



Understand the difference between appreciation, recognition and gratitude and use all of them intentionally.



Identify how you prefer to receive appreciation and recognition so you can share your preferences with your supervisor.



Build the expressions of appreciation, recognition, and gratitude into your week. Start a gratitude journal. Share appreciation and recognition verbally, or write an email, an e-card or even a hand-written card.



Listen. One of the best things you can do for the people you work with is also one of the simplest: Put down your phone, turn away from your computer, and genuinely listen to them.



Tell people what you value about them. Doing this proactively — not because someone did something great or because you want something from them — is an incredibly powerful gift. It can positively affect how your colleagues feel about themselves, your relationship with them, and the culture of the team.

Additional Resources

- **Blog:** [“Want to Be Happier At Work? Be Grateful”](#) by Karlyn Borysenko, Nov 20, 2018
- **Blog:** [“How to Thank a Colleague: A Complete Guide for Employees and Managers with 50 Text Samples,”](#) 2016
- **Blog:** [“Five Reasons to Appreciate Your Boss”](#) by Stellamaris Obomanu, October 7, 2015
- **Blog:** [“Gratitude Journal: A Collection of 67 Templates, Ideas, and Apps for Your Diary”](#) by Courtney Ackerman, April 2020

Invitation for Reflection

- What do I value most in each of the members of my team? What would be a quick and meaningful way to share that with them?
- What is one way I can express my gratitude or appreciation to those who have helped me to cope, to stay connected, and to contribute over the past few months?

Appreciation and Recognition

LIVE WEBINAR: Tapping into the Power of Appreciation and Recognition During Covid-19 and Beyond

(For Faculty and Staff)

Description

Appreciation, recognition, and gratitude are a remarkably strong source of energy that we all possess. When we can tap into that powerful source of energy it can have a deep, positive effect on our work relationships and successful outcomes. In this session we will explore the science behind the impact of appreciation, recognition, and gratitude, what makes it such a dynamic force and the specific ways you can integrate these energy sources into your day.

What Participants Will Learn

As a result of this session, participants can expect to acquire the ability to:

- Describe the difference between appreciation, recognition, and gratitude and why it is essential to know the difference
- Explain the rewarding appeal of a focus on appreciation and recognition
- Recognize the positive performance and health impacts of appreciation
- Summarize the most effective appreciation and recognition actions that can make a real difference
- Identify opportunities for personal expressions of gratitude and explain the benefits
- Become aware of UofG's Appreciation and Recognition Initiative and relate core elements to others and the benefits to them personally and to the University overall

Facilitators: Linda Watt, Director, HR Learning and Development, and Melissa Horan, Wellness@Work Coordinator, HR

Date & Time: September 8, 2020, 1PM-2PM

[Register Online](#)

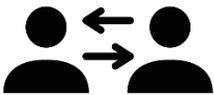
Reflection and Recalibration

“We do not learn from experience...we learn from reflecting on our experience.” - John Dewey

Principles and Vital Actions That Make a Difference



We can't learn more simply by doing more. We must also reflect upon what we've done in order to change and grow. Build in time for yourself to reflect – everyday and in a systematic way – and don't leave unscheduled moments to chance.



Reflection is not a nice to have. Reflection is a driver of individual productivity and work quality. The benefits of incorporating five or ten minutes of reflection each week can be realized in improved employee performance.



Reflection doesn't have to take up much time. A couple of ideas from Betterup – an organizational transformation company include: when transitioning from one activity to the next, pause for a brief moment to reflect on what was accomplished, why it was important, and the impact it had; conduct after-action reviews when projects are completed or an important milestone has been achieved. Engage project teams in discussions about what worked, what could be improved, and what learnings can be applied moving forward.

Additional Resources

- **Blog:** [“Reflecting on Work Improves Job Performance”](#) by Carmen Nobel, May 2014
- **Blog:** [“How To Effectively Practice Reflection in the Workplace”](#) by Michi Ancheta, August, 2018
-
- **Journal Article:** [Siebert & Walsh \(2013\). Reflection in work-based learning: Self-regulation or self-liberation? Teaching in Higher Education: Critical Perspectives, 2, 167-178.](#)

Invitation for Reflection

- What is one thing I am proud of that I have been able to learn, contribute to, or support over the past few months?
- What are my preferred methods for reflecting? Do I do like journaling or note-taking or talking things through with others?
- What is the best part of my day and my week where I could build in 10 minutes of reflection? What will I commit to today?

Reflection and Recalibration

Development Opportunities

LIVE WEBINAR: Coach Yourself

(For Faculty and Staff)

Description

We are each a manager of ourselves. Throughout this workshop, you will practice the coaching and conversation-laden skills that matter to your success using effective, real-world strategies and techniques.

What Participants Will Learn

As a result of attending this session, participants will acquire the ability to:

- Effectively remove barriers with others in the communication process
- Understand how values, beliefs, attitudes, and expectations impact workplace-specific trust and respect
- Create actionable coaching goals

Facilitators: Diana Kawarsky, President, [The Soft Skills Group](#)

Date & Time: August 26, 2020, 9AM-10:30AM

[Register Online](#)

Reflection and Recalibration

LIVE WEBINAR: Making the Shift from Feeling Incompetent to Being Competent When Learning Something New

(For Faculty and Staff)

Description

Our brain loves certainty and predictability. Faster than the speed of light...ok, at least faster than the fastest computer processor, our brain finds the most efficient route to getting things done. We are creatures of habit. So, no wonder it often takes a catalytic mechanism to jolt us out of our habitual ways of doing things. The global coronavirus pandemic has presented us with unprecedented challenges, for some more so than others. It has also opened up opportunities for us to learn and grow. In a few short weeks, many of us pivoted overnight to working from home, using technology we never heard of or avoided in the past, teaching our kids mathematical equations which we long forgot, co-creating new ways to collaborate and connect, find creative ways to live a sane life. In short, we have learned a lot in a short period of time because we had no choice. This is a time to acknowledge how much we have learned, how capable we are, and how much bigger our comfort zone is than we realized. What if we used this moment to be thoughtful about how we learn, change, and grow? In this interactive webinar, you will learn the four stages of competence model and how to use it to your advantage when faced with situations in which learning is important and the pathway to becoming competent.

What Participants Will Learn

As a result of attending this session, participants will acquire the ability to:

- Acknowledge the ways in which they have learned and grown over the past few months
- Articulate the four stages of competence that individuals can move through when learning a new skill
- Identify the stage of learning they are in with regards to various skills they are currently learning
- Use strategies that support the transition from feeling “incompetent” to being “competent” without giving up too early during the effortful stage of learning
- Adopt a healthier and more positive attitude about their own process of learning so that mastering competence in the skills they care about is more within their grasp

Facilitators: Linda Watt, Director, and Evelina Rog, Senior Consultant, HR Learning and Development

Date & Time: September 21, 2020, 1PM-2:30PM

[Register Online](#)