

Lesson 6 - Superpower Strategies of Managers, Part 2

FIELDWORK (AKA – Practice!)

Learning and perfecting new skills takes PRACTICE. Within the next week, please practice using the following skills we learned in this lesson.

1. **Empathy.** In conversations with your employees this week, practice focusing on and displaying empathy. As a reminder, empathy is the ability to feel what another person is feeling. The four attributes are perspective taking, staying out of judgment, recognizing emotions, and communication. Write down your reflections on how at least one conversation went. *Consider: what went well? What do you feel good about? What do you want to try doing differently in your next conversation? What was easier than you thought it would be? How do you think your employee experienced the conversation?*

2. **Effective communication.** Practice using active listening and open-ended questions this week. Write down your reflections on how you think they went for you and what differences you think these skills may have made in the quality of your conversations with your employees.

- a. **Active Listening (listen to respond, refrain from sharing your experiences, use silence, give undivided attention, minimal verbal & non-verbal attending):**

- b. **Open-ended questions (questions that require more than a “yes” or “no” response; generally do not start with “Do/Did You” or “Why”):**

3. **Facilitate Connection.** What’s the ONE THING you are doing this week to facilitate more connection amongst your team members?

Thank you for completing this worksheet. You are now ready to move on to Lesson Seven!