

Week 3: Personal Reflections

Exercise 1: “The Bigger We” – The power of community and mutual support

Feeling safe and a sense of belonging are now more than ever important for the health and wellbeing of employees. Employers are called to provide not only physical safety but also psychological safety for all employees. Especially in hybrid remote/office arrangement employees need norms and decisions made keeping their physical and emotional health in mind besides their job performance.

A Question to Ponder:

If you had to explain to a colleague why emotional safety and mutual support are important at Costco what would you say? Write it down in a sentence or two below:

Exercise 2: Embracing the “new normal” through empathy.

When showing empathy for someone’s challenges, distress, or difficult situations we create human connection. The person may feel understood and encouraged to be resilient in the face of difficult times. Compassion creates connection.

A Question to Ponder:

What are the situations at Costco where you can apply more empathy? Write it down in a sentence or two below:

Exercise 3:

The skill of Reframing the “self-talk” or “internal-dialogue”

“The voices in our head” or “self-talk” or aka “inner-critic” are detrimental to any individual wellbeing and performance. In her research Barbara found that women tend to worry more and ruminate more. A powerful solution for this is reframing.

Help your employees and colleagues reframe the situation in a way that empowers them and alleviates the stress. Like Barbara mentions in the video questions like:

- Is worrying about this now going to help me and/or the situation?
- Is this situation going to matter in the next day, week, month?
- What/who can help the situation now?
- What is in my control and what is out of my control?

A Question to Ponder:

What are other reframing techniques you know and use in your conversations at work?
Write it down in a sentence or two below:

Exercise 4:

The gift of authenticity and relating

Relating with others and group cohesion creates community, even and especially in the workplace at these times. This can be a powerful way to boost motivation and a sense of safety and belonging.

Questions to Ponder:

Think of what is going on in your life. What are ways you can create more connection with people around you by being more transparent? What situations did you endure or overcome in the past two years that may help others in similar situations? Write it down in a sentence or two below: