Managing, Leading, & Growing During Uncertain Times

Dr. Melissa Furman, MS, DBA
About Me
Personally:
How are you feeling right now?
How are you doing?
I’m fine.
And then terrible. And then crying. And then laughing. And then screaming. And then grateful. And then over it. And then determined. And then terrified. And then anxious. And then happy. And then exhausted ...
all in the same minute.
Professionally:
In one or two words, how would you describe the state of your workplace right now?
Current State
Leading

1. Own it.
Leading

1. Own it.
2. Be flexible.
Leading

1. Own it.
2. Be flexible.
3. Be transparent.
4. 
5. 
Leading

1. Own it.
2. Be flexible.
3. Be transparent.
4. Be informed.
5.
Leading

1. Own it.
2. Be flexible.
3. Be transparent.
4. Be informed.
5. Demonstrate empathy.
Managing

You are not working from home. You are at your home during a crisis trying to work.
<p>| | |</p>
<table>
<thead>
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<tbody>
<tr>
<td><strong>Managing</strong></td>
<td>Manage in all directions.</td>
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Managing

1. Manage in all directions.

2. Trust.
Are you (or somebody you know) a micromanager?

Constantly check on where workers are?

Yes or No
Are you (or somebody you know) a micromanager?

Ask to be copied on team e-mails?

Yes or No
Are you (or somebody you know) a micromanager?

Are reluctant to delegate?

Yes or No
Are you (or somebody you know) a micromanager?

Breaks projects into small tasks that make employees feel like their contributions are insignificant?

Yes or No
Are you (or somebody you know) a micromanager?

Checks and double checks on deadlines and asks for frequent updates, even about small tasks?

Yes or No
Are you (or somebody you know) a micromanager?

Rarely asks for input from others?

Yes or No
Are you (or somebody you know) a micromanager?

Applies the same level of intensity and scrutiny to every task, failing to prioritize?

Yes or No
Are you (or somebody you know) a micromanager?

Is never fully satisfied with work product?

Yes or No
Are you (or somebody you know) a micromanager?

Takes great pride in correcting or changing people’s work?

Yes or No
Are you (or somebody you know) a micromanager?

Is subject to extreme mood swings?

Yes or No
If you answered “yes”...
Let’s take a poll...

Do you do any of the micromanaging behaviors just described? (And be honest.)
Let’s take a poll...

Have you ever worked for somebody who engaged in any of the micromanaging behaviors described?
Managing

1. Manage in all directions.
2. Trust.
3. Communicate.
4. 
5. 

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Managing

1. Manage in all directions.
2. Trust.
3. Communicate.
4. Support.
## WHAT'S YOUR BIGGEST STRUGGLE WITH WORKING REMOTELY?

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Unplugging after work</td>
<td>22%</td>
</tr>
<tr>
<td>Loneliness</td>
<td>19%</td>
</tr>
<tr>
<td>Collaborating and/or communication</td>
<td>17%</td>
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<tr>
<td>Distractions at home</td>
<td>10%</td>
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<tr>
<td>Being in a different time zone than teammates</td>
<td>8%</td>
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<tr>
<td>Staying motivated</td>
<td>8%</td>
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<tr>
<td>Taking vacation time</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
<tr>
<td>Finding reliable WiFi</td>
<td>3%</td>
</tr>
</tbody>
</table>

*Source: 2019 State of Remote Report by buffer.com*
Managing

1. Manage in all directions.
2. Trust.
3. Communicate.
4. Support.
5. Empathize.
Why are people feeling stressed?
Stability of jobs

Home is not a “healthy environment”

Feeling lonely

Working on-site

Health risks

Juggling child or elder care

Feeling isolated
## Growing: Self-Care

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<th>Step</th>
<th>Task</th>
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<tr>
<td>1</td>
<td>Assess.</td>
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WORKPLACE MENTAL HEALTH SUPPORT IS CRITICAL

70% OF AMERICANS SAY THE CORONAVIRUS OUTBREAK IS A SOURCE OF STRESS IN THEIR LIVES.

AN ESTIMATED 40 MILLION AMERICANS ARE COPING WITH SOME FORM OF ANXIETY.

GLOBALLY, DEPRESSION AND ANXIETY DISORDERS COST COMPANIES $1 TRILLION ANNUALLY IN LOST PRODUCTIVITY

94% OF U.S. EMPLOYEES REPORT HAVING WORK-RELATED STRESS.

Sources: Washington Post-ABC News; Businessolver; Wrike; Ginger.
• Frequent physical complaints
• Increased anger and irritability
• Persistent sadness
• Excessive worrying
• Poor sleep patterns
• Suicidal thoughts
• Increase in substance abuse, impulsivity, or reckless behavior
Growing: Self-Care

1. Assess.
2. Anchor.
3. 
4. 
5. 
Growing: Self-Care

1. Assess.
2. Anchor.
3. Engage.
4.
5.
Growing: Self-Care

1. Assess.
2. Anchor.
3. Engage.
4. Ask.
5.
Growing: Self-Care

1. Assess.
2. Anchor.
3. Engage.
4. Ask.
5. Take care.
Questions

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