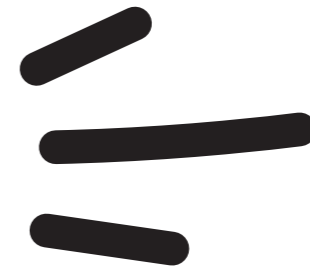
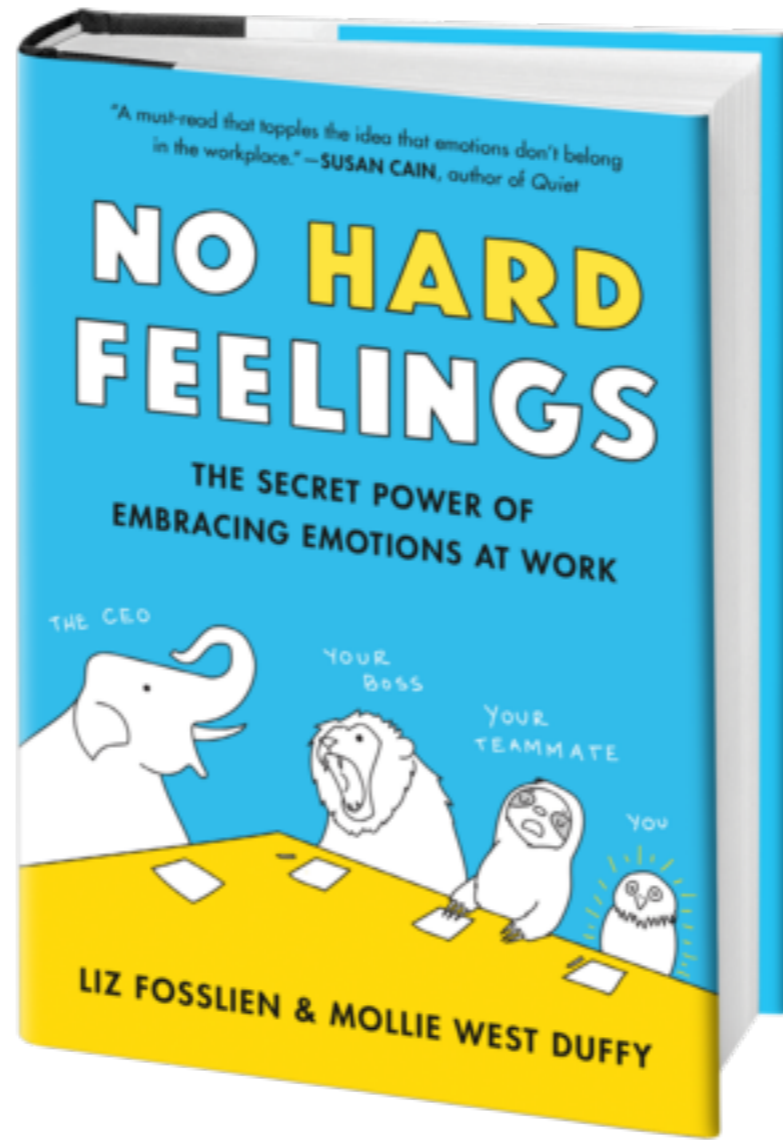
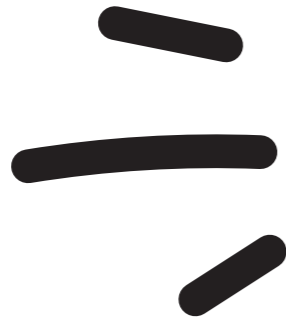


NO HARD FEELINGS



Liz Fosslien and Mollie West Duffy





No Hard Feelings

Even if you're fairly self-aware, the modern workplace can be an emotional minefield, filled with confusing power structures and unwritten rules about how authentic to be within a formal setting.

Your manager emails you on a Saturday afternoon. Do you feel compelled to respond before Monday morning?

You're on a week-long work trip with your team. It's Wednesday and everyone is going out for drinks after dinner. You're exhausted. Do you have to join?

You recently joined a company, and you learn that a family member of one of your coworkers just passed away. Do you send a personal condolence message?

Your entire team chats 24/7 about their personal lives in a Slack channel. Do you have to participate?

Your report requests to follow you on Instagram. You like to keep your Instagram private. Do you accept?

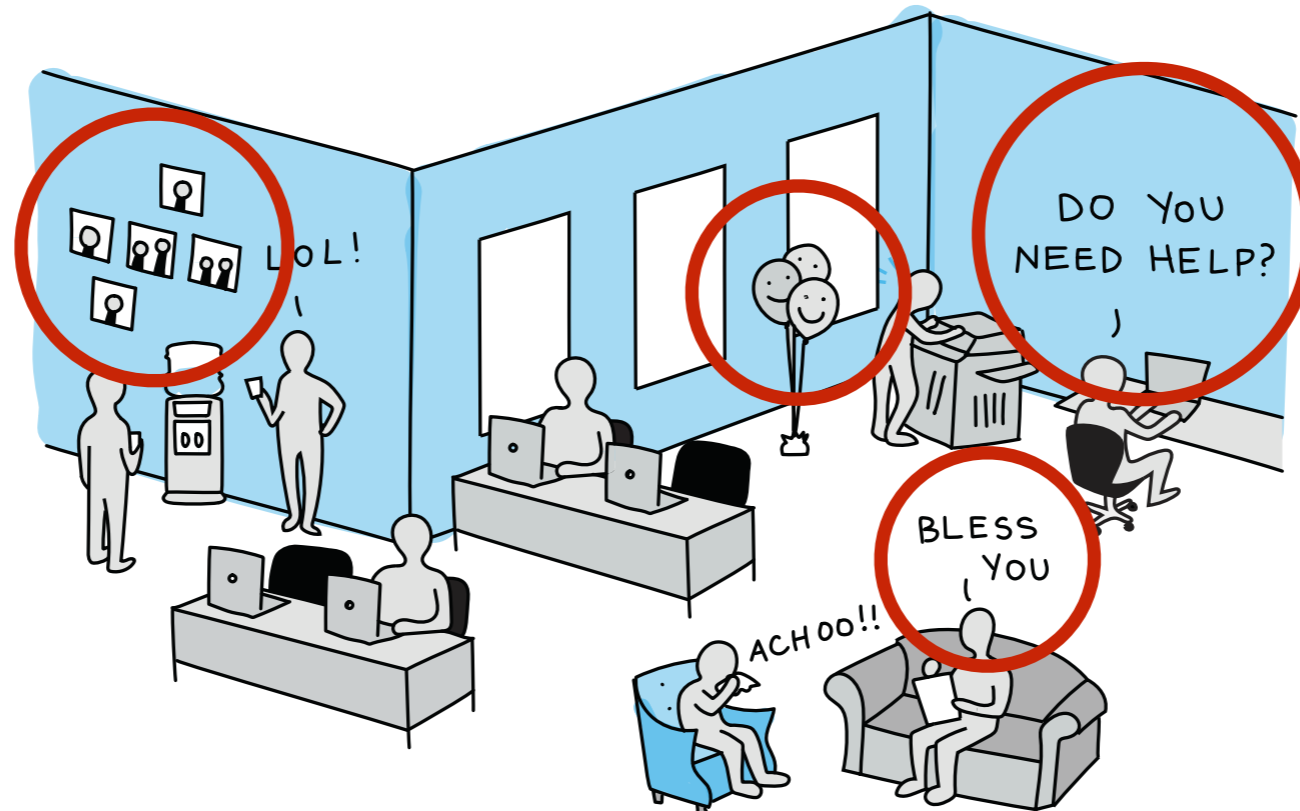
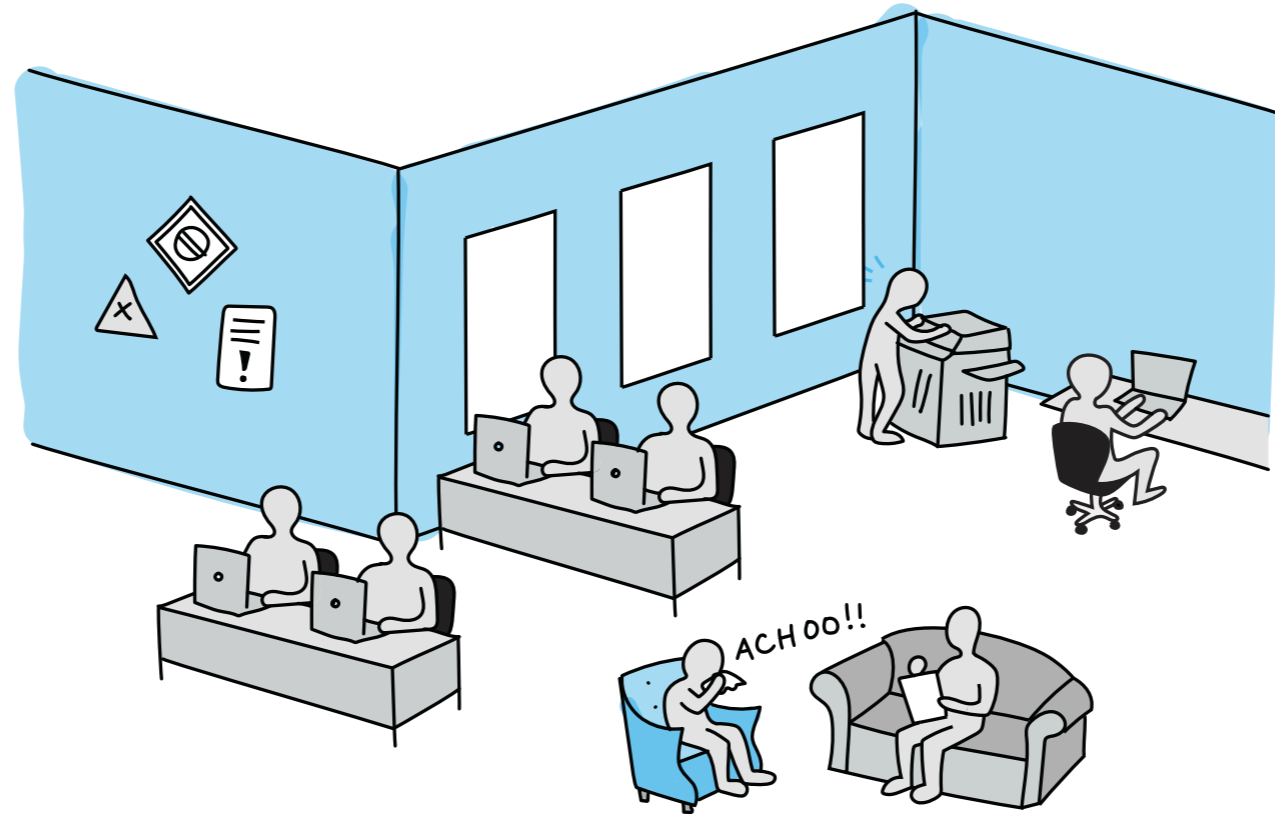


EMOTIONS ARE INEVITABLE
SO YOU HAVE TO LEARN
TO DEAL WITH THEM

ACCEPT

Emotional Culture

SPOT THE DIFFERENCES



No employee is an island

We catch each other's feelings through an automatic process called emotional contagion

Emotions can spread digitally

Emotions can go viral

**“Tell me a story about something
that would only happen here.”**

☆ beesknees off the mound ☆

Follow



Slickk 174,317

+8



It's always sad to see someone leave. I wish you well on your future ventures you will always have some great stories to tell in your unique experiences as long as you do what makes you happy we can't ask any more of you.

+59



KleberBriz 174,218

+6

I'm so sad right now



Oproof 28,753

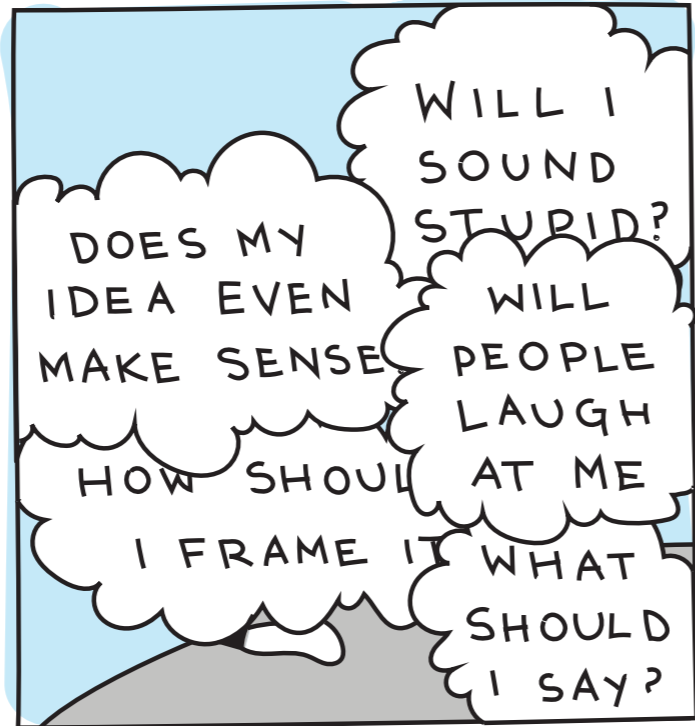
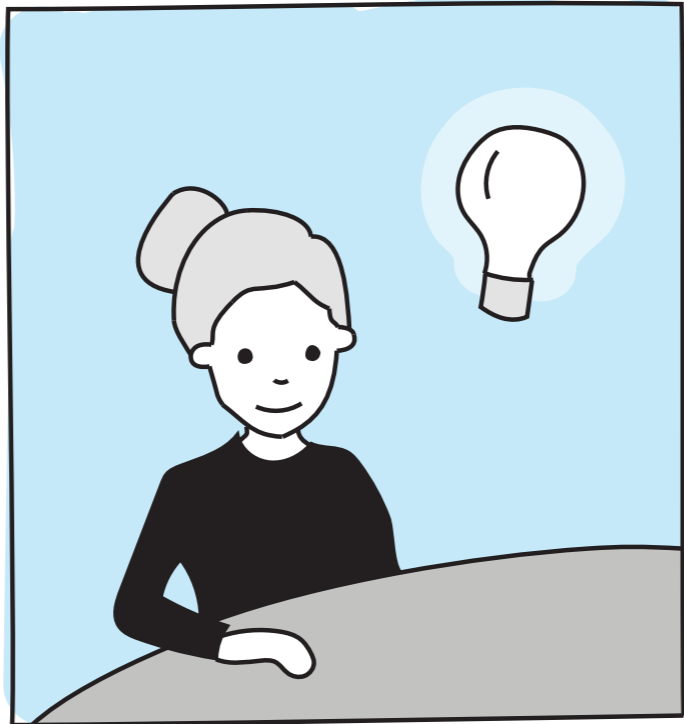
+2

who r u again

Belonging

Diversity is having a seat at the table, inclusion is having a voice, and belonging is having that voice be heard.

We don't want to know we can survive in a space, we want to know we can thrive



Why does belonging matter?

We're more likely to leave organizations where employees show little compassion and gratitude

When our bosses are rude or punitive, we have a harder time remembering important information

When we feel supported and motivated by our colleagues, we are happier and more productive

We're also healthier and better able to cope with job stress

LinkedIn Annual Survey

I feel comfortable being myself at work

I go out of my way to help others feels like they belong at LinkedIn

Even when something negative happens, I do not question whether or not I belong at LinkedIn

Someone I work closely with cares about me as person

When have you not felt belonging?

What can individuals do?

Micro-actions for belonging

Pronounce and spell names correctly



Crypti-Calli
@Iwilleavenow



to the tune of Destiny's Child's "Say My Name"

SPELL MY NAME, SPELL MY NAME
IT'S RIGHT THERE IN THE EMAIL
IT'S NOT A HIDDEN DETAIL
THE SPELLING DOESN'T CHANGE

9/14/18, 5:27 PM

14.5K Retweets 48.7K Likes

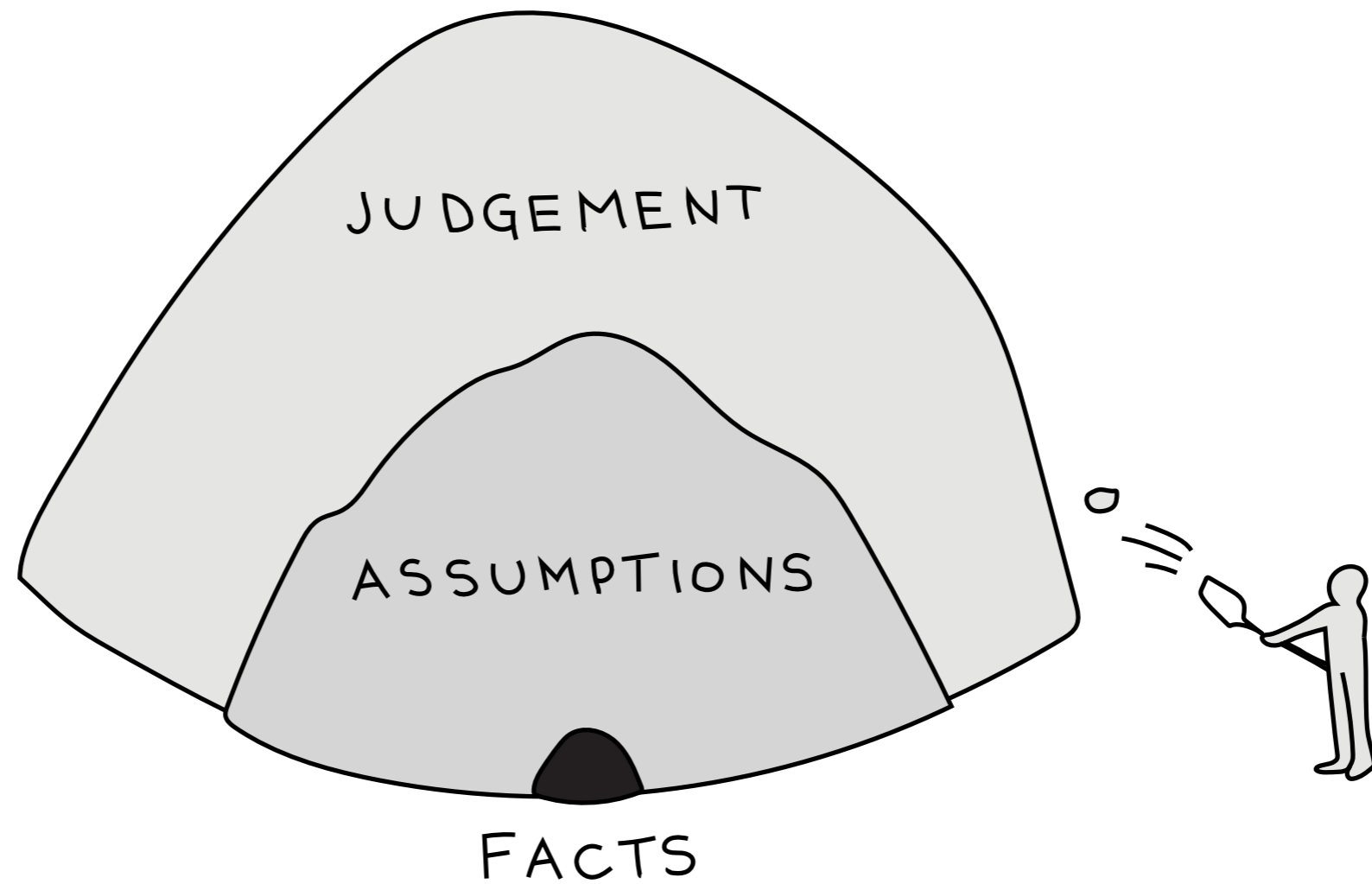
Micro-actions for belonging

Pronounce and spell names correctly

When someone joins a conversation, take a moment to bring them up to speed

Assume good intentions

HOW TO MAKE A MOUNTAIN
OUT OF A MOLEHILL



Micro-actions for belonging

Pronounce and spell names correctly

When someone joins a conversation, take a moment to bring them up to speed

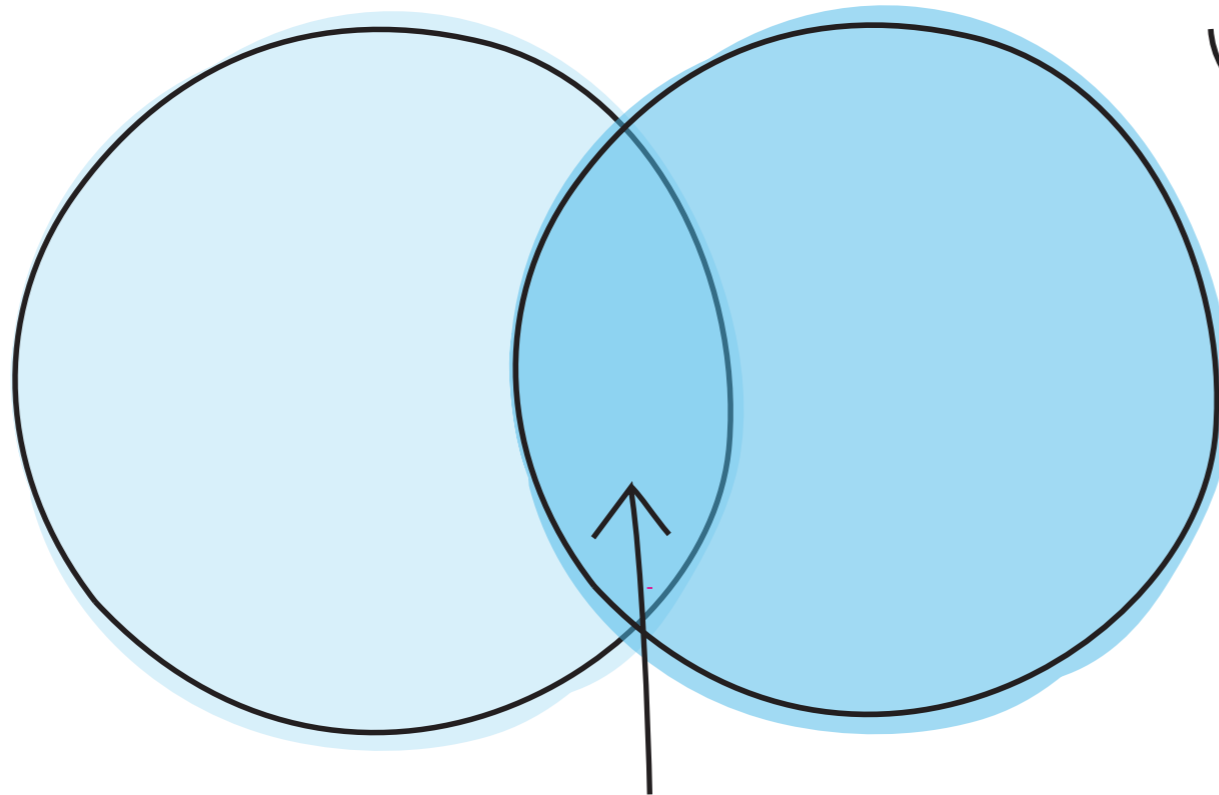
Assume good intentions

If you notice someone get cut off mid-sentence, make a point to jump in and ask them to continue sharing their thoughts

Make feedback specific and actionable

TALKING

WHILE OTHERS
ARE TALKING



PLEASE STOP

Belonging for remote workers

Make it a habit to reach out

Document discussions and share notes

Make time for fun

Try opt-in pair calls

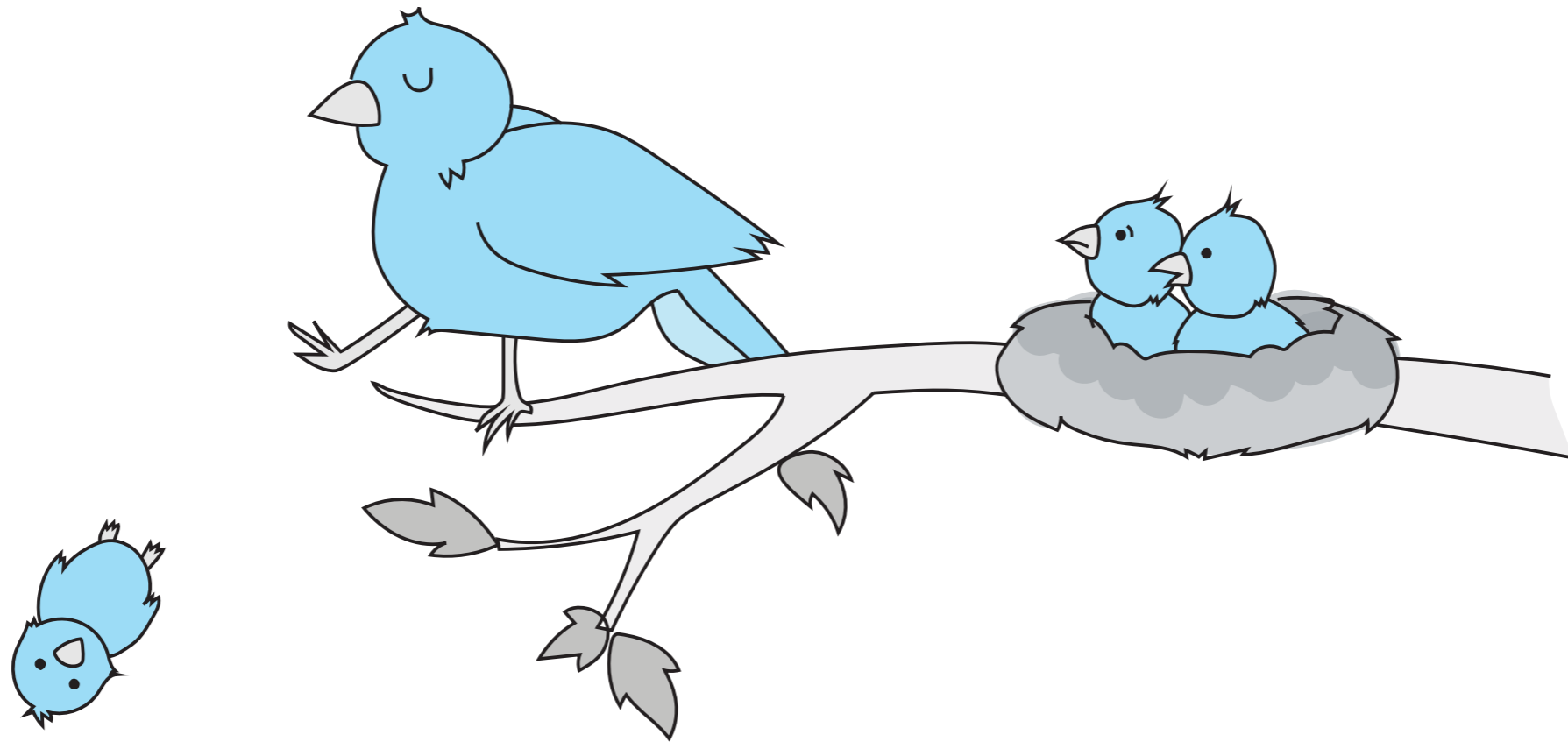
Send physical mail

Don't forget about praise!

When did you feel belonging?

What can organizations do?

Transition moments



THIS ONBOARDING PROCESS COULD
USE SOME MORE EMPATHY

Transition Moments

Begin onboarding before a new hire's start date

Assign culture buddies

Conduct an "enterview"

Have managers share ups and downs

General

Appoint a meeting monitor

Host a bad ideas brainstorm

Recognize unique skills and perspectives



THANKS JULIA, BUT TO BE FULLY
CONVINCED I'LL NEED TO HEAR
JOHN RESTATE YOUR IDEA

General

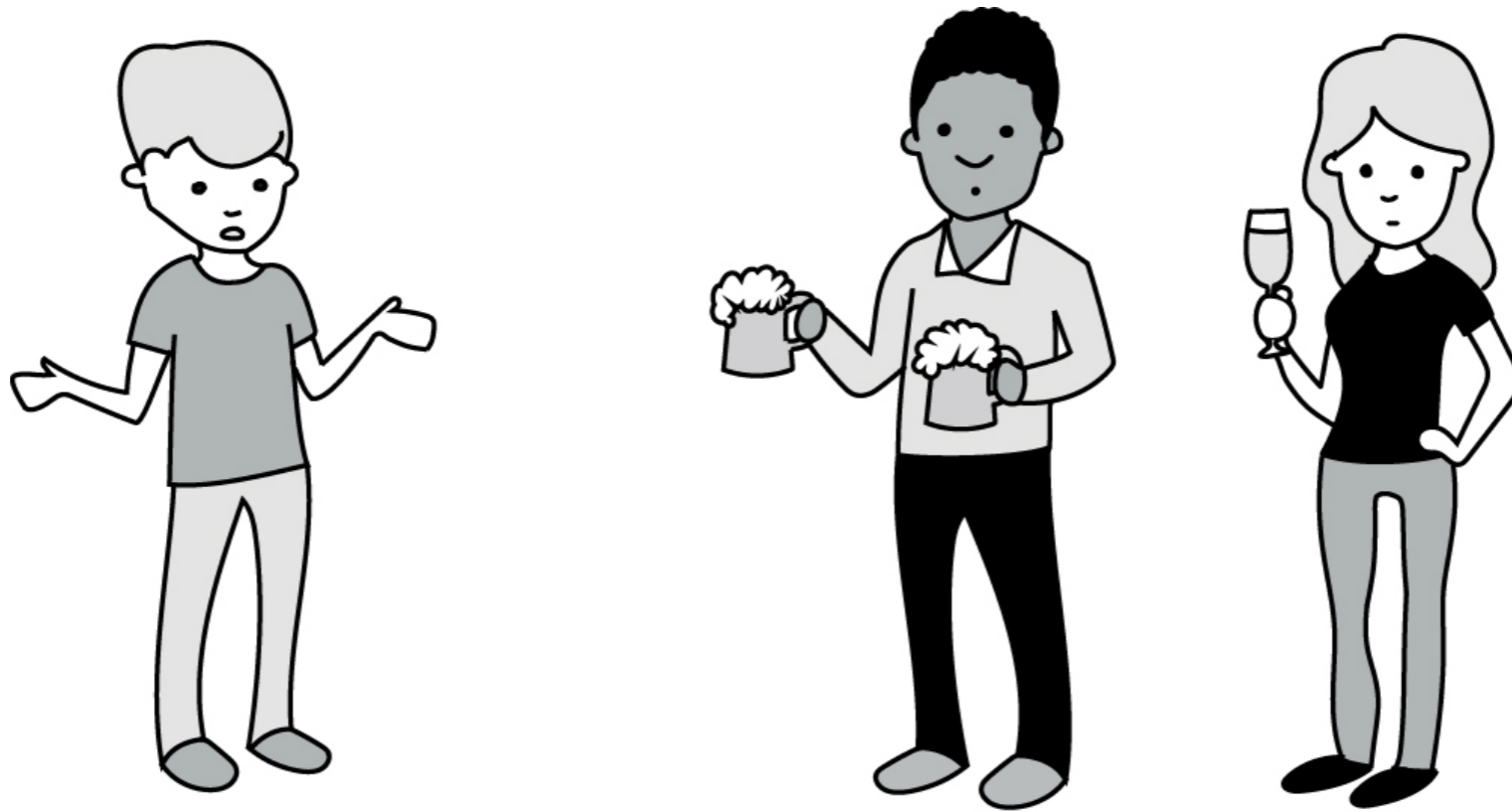
Appoint a meeting monitor

Host a bad ideas brainstorm

Recognize unique skills and perspectives

Create a shared celebration calendar

Fill out “How to work with me” guides



WHY WOULD I GO BIG WHEN
I COULD GO HOME?

Digital Communication

Keep in mind...

Typos send a message

No one can read your mind

WHY WAS THIS SENT SO LATE?

FROM: YOUR BOSS
TO: YOU
TIME SENT: 11:03 PM

HI YOU,

PLEASE SWING BY MY OFFICE WHEN
YOU GET IN TOMORROW.

YOUR BOSS

THIS SEEMS PRETTY CASUAL??

??? WHY NO SPECIFIC TIME? I'M GETTING FIRED.

“Let’s talk.”

“I have a few comments, but your edits look good overall. Let’s chat tomorrow.”

Keep in mind...

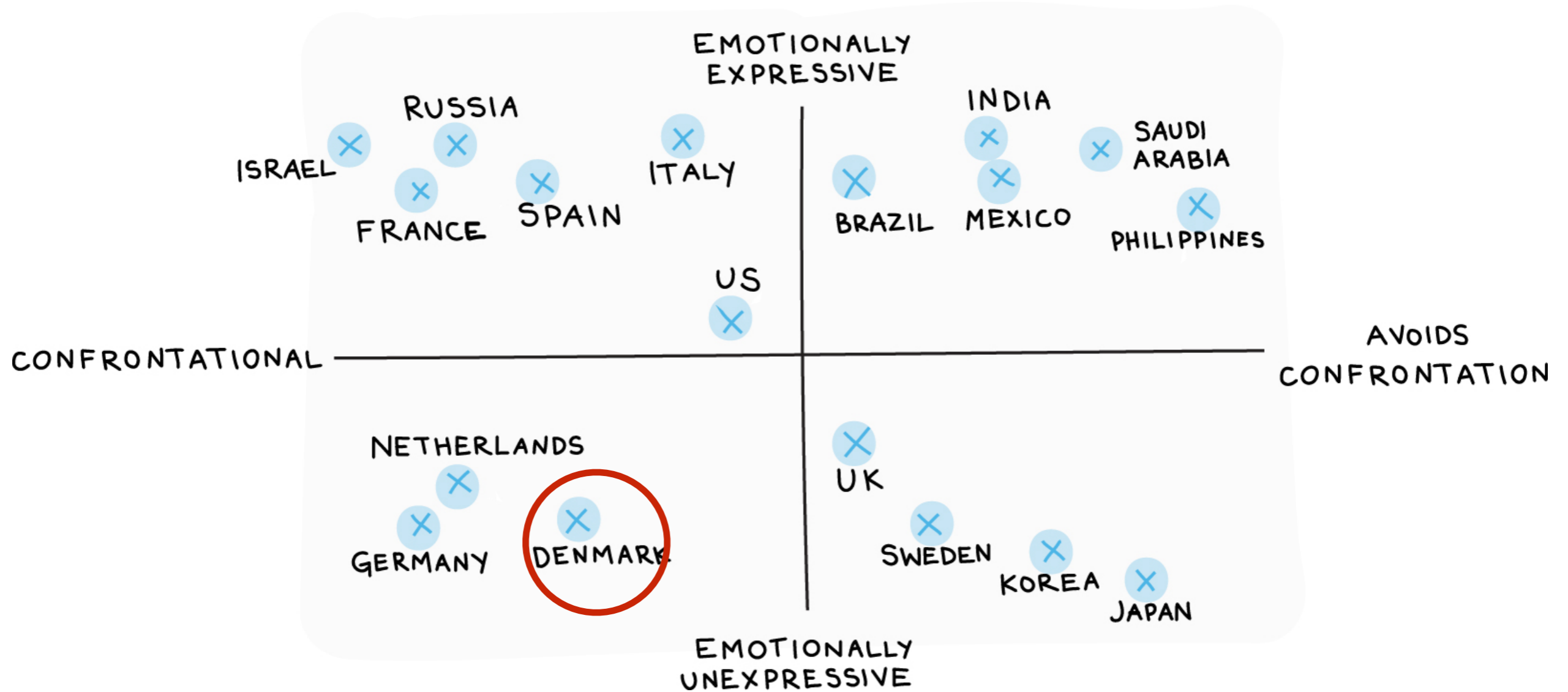
Typos send a message

No one can read your mind

Negativity bias is real

Words are just a window to a world

The Culture Map



Do this

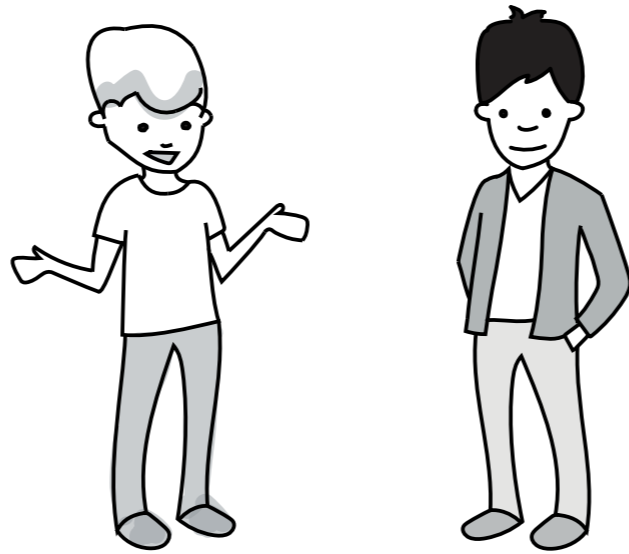
Get to know each other

Default to the richest form of communication

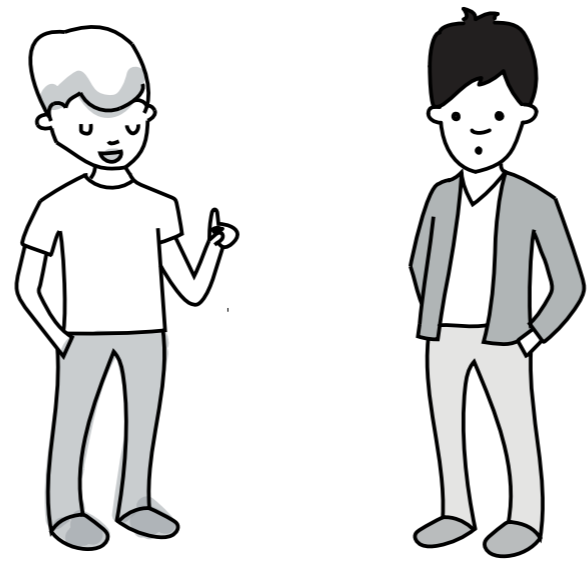
Make important requests in person

Touch email once

Go to bed angry



DANCE LIKE NOBODY IS WATCHING



EMAIL LIKE IT WILL ONE DAY
BE READ IN A DEPOSITION

USEFUL PRESCRIPTIONS

STOP
GOOGLING
YOUR
SYMPTOMS
Rx _____

REMEMBER
IT'S OK
TO FEEL
Rx _____

NEVER ADD
THE RECIPIENT
BEFORE WRITING
THE EMAIL
Rx _____

FIRST, GET
SOME SLEEP
Rx _____

Q&A

Thank you!

