

made with
FLIPHTML5

MERILEE

NEWS ENTERTAINMENT BUSINESS NIGHTLIFE

BEVERLY HILLS

NEWS

“...I GOT ARRESTED”

GMA EXCLUSIVE

MAKS CHMERKOVSKIY SPEAKS OUT

“DANCING WITH THE STARS” PRO ON HIS DRAMATIC ESCAPE FROM UKRAINE

abc NEWS

Leaves Hollywood Behind!

Goes To Ukraine To Help

Its People Survive The War

DWTS

Maksim Chmerkovskiy

one-on-one interview

“THE SITUATION AT THE TRAIN STATION IS INSANE”

RUSSIA INVADES UKRAINE

“DANCING WITH THE STARS” ALUM MAKSIM ON HIS ESCAPE FROM UKRAINE

1/40

84°F

5:23 PM

10/31/2022



Empathy, Engagement the 'Secret Sauce' for Post-Pandemic Leadership Success

By Merilee Kern, MBA

It would be an understatement to say that the devastating spread of COVID-19 and the industry's reaction have prompted a seismic shift in how corporations operate.

One pivot is toward staff empathy and engagement. This profound shift requires leadership at all levels—C-suite executives, division/department heads, team leaders and entrepreneurs to evolve their managerial skills to meet new occupational expectations. One company famed for helping professionals develop leadership and communication skills that assess, inspire and motivate others was initiated by the professional training purveyor **Dale Carnegie**, who via his programs and books—after nearly 100 years continues to teach and inspire, and helps leadership assess and address burgeoning demands as well as needs. Executives throughout iconic leadership and development companies are now helping employers worldwide be more compassionate and engaging with staff for the benefit of all. By improving these practices, the end game is to establish more welcoming, tolerant, enjoyable and rewarding places to work. "What we found is our employees and those at companies we work with around the world, are increasingly looking for a meaningful purpose in their jobs, to reduce stress, and achieve better work-life balance," said **Joe Hart, Dale Carnegie CEO**. "The trend of 'quiet quitting' is a glaring example that too many companies fall short of this.

Exacerbating this problem is also revealed in recently published reports citing that "remote and hybrid work is, itself, proving to be more physically and mentally stressful." Amid these fluid dynamics, numerous Dale Carnegie executives have indicated that companies approach them for training on new ways to adapt a work-place culture that is more attuned to employee needs; more engaging in general. "As leaders we are entering new territory. What's important is that today's breed of businesses take the time to encourage employees to ensure that they feel good about their work and themselves."

This indubitably includes managers at all levels being accessible and proactive, taking the time and effort to carve out more one-on-one time with team members to listen, learn, commiserate, and congratulate. "We must take time to stop long enough to truly celebrate successes," urges **Seth Mohorn, Managing Partner of Dale Carnegie in the Mid-South**. "*Lead From The Heart*" author **Mark C. Crowley** is following emerging science supporting the idea humans are not as rational as we've believed. "Up to 95% of decisions we make each day are driven by feelings and emotions. That means employee engagement is a decision made by the leaders and managers who want to drive the greatest loyalty, commitment and productivity need and intentionally focus on how employees feel." "Today's managers and executives must engage in staff conversations that glean insight into the "whole person" in order to understand what is happening holistically in an employee's life—not just what's going on at work," said **Neville De Lucia, Managing Partner for Dale Carnegie Central &**

Eastern North Carolina. "No longer optional, it's imperative to create time and the opportunity for meaningful human-to-human conversations about them; be it over lunch, Zoom or telephone."

A Better Business Bureau (BBB) bulletin distributed for National Wellness Month indicated a need for employers to implement practices to support a positive work-place mental health culture. The #1 tip that they offered: "Taking time to connect," citing a Harvard Business Review report emphasizing that... "a culture of connection is key." It underscored the importance to step up manager training and to give office leaders the ability to navigate sensitive conversation, build trust and create authentic staff relationships." Another notable included in the report promoted the importance of work and life balance citing findings from *The Happiness Index*, a platform that is dedicated to happiness and engagement in the workplace. The report underscored how "maintaining a healthy work and life balance can enrich health and relationships while improving over-all productivity, performance and minimizing burnout."

Phillip Zeller, Dale Carnegie location owner and Master Trainer for the Southwest Michigan, concurs with these top-line tips. He stated, "It's key to take quality time to connect with team members in ways that foster a mental health check—while at the same time seeking a better understanding of that person's talents and personal aspirations. In doing that, a leader has the opportunity to identify and address any wellness concerns, work and life imbalance, and has the opportunity to align an employee's purpose with that of the organization. Employees then have the opportunity to not only understand and appreciate the meaningful difference that they are making through their work, but at the same time they are also feeling seen, heard, and cared for by leadership." Zeller also stated that leaders and staffers must discuss things that will help reassess, review and realign the significance of their jobs. For instance, possibly it might be a job role, or maybe review projects that are currently being worked on, maybe realign the tasks at hand in order to be linear with the company's goals. Achieving any or all of these things can result in a powerful perception and motivational shift so that employees realize with more clarity they are contributing to the overall success of the company, while also feeding their own desire to live a purposeful life. ■

Merilee Kern, MBA is an international brand strategist/analyst reporting on industry movers, shakers and innovators across B2B/B2C categories: field experts, thought leaders, brands, products, services, destinations and events. She is Founder/Executive Editor/Producer of "The Luxe List" and Host of the "Savvy Ventures" business TV show airing nationally on FOX Business TV, Bloomberg, and the "Savvy Living" life-style TV show in New York, Los Angeles, San Francisco, Miami, Atlanta and markets on CBS, FOX etc. Merilee keeps her finger on the pulse of the marketplace searching new and innovative must-haves from the affordable to the extreme—delving into the minds behind the brands. Her work reaches multi-millions worldwide via broadcast TV (her

own shows and others where she appears as well as a myriad of print and on-line publications. Connect with Merilee at www.TheLuxeList.com and www.SavvyLiving.tv / Instagram www.Instagram.com/

