



## Chat Transcript: Fireside Chat with Jen Fisher

14:01:59 - Adam Paige:

Love your background Pam! Looks so relaxing.

14:02:24 - Pamela O'Reilly:

Thanks! It's actually my vacation house in Yorktown.

14:02:43 - Lori Thomas:

Oh Pam, that's awesome!

14:03:24 - Lori Thomas:

The BEST advice or the WORST advice you have received professionally.

14:04:53 - Casey Shambayati:

Friendship ends when work begins and starts when work ends

14:04:53 - Pamela O'Reilly:

I had a client who gave me a few good pieces of advice: Sometimes it's not about being smart, it's about being brave. Most importantly, don't panic!

14:04:53 - Edwina L:

Best advice, to always keep learning.

14:04:53 - Kari Annen:

Don't say anything, it will create waves....

14:04:53 - Nereida Yanez:

Best - To stop saying sorry so much

14:04:53 - Lori Thomas:

WORST: Don't be friends with anybody at work

BEST: Be authentically you!!

14:05:27 - Pamela O'Reilly:

@Lori, I can't believe someone told you not to have any friends at work!

14:06:12 - Kelsey Lang:

Worst - don't cause unnecessary friction

14:06:36 - Lori Thomas:

@Pam, it was my manager at the time - the one that told me not to care too much about the people and that sharing my phone number with 'Sue' was out of line and not acceptable.

14:07:55 - Lori Thomas:

It is so toxic to try to separate ourselves into a work version and a non-work version.



14:08:33 - Kelsey Lang:  
And we're all human and can't be expected to be robots

14:08:48 - Lori Thomas:  
@Kelsey, exactly!

14:09:18 - Kelsey Lang:  
I had a lengthy conversation with a previous manager about that. She pulled me in for "being too emotional"

14:09:41 - Lori Thomas:  
I have had that same 'lecture' at previous worksites @Kelsey

14:10:00 - Lori Thomas:  
This is why we passionately do the work we do now!!

14:10:07 - Kelsey Lang:  
Amen!!

14:10:39 - Lori Thomas:  
Emotional Agility by Dr. Susan David  
[https://www.amazon.com/Emotional-Agility-Unstuck-Embrace-Change/dp/1592409490/ref=sr\\_1\\_2?dchild=1&gclid=CjwKCAjw9MuCBhBUEiwAbDZ-7v7vTIGD1\\_8KD8mu2iZ1ZY\\_5WEIH8sLADHhR4XAYAtEOFi5jmpxebhoCMLoQAvD\\_BwE&hvadid=241611724019&hvdev=c&hvlocphy=9024547&hvnetw=g&hvqmt=b&hvrnd=1273259616204475265&hvtargid=kwd-211611378265&hydacr=15553\\_10342152&keywords=emotional+agility+by+susan+david&qid=1616094659&sr=8-2](https://www.amazon.com/Emotional-Agility-Unstuck-Embrace-Change/dp/1592409490/ref=sr_1_2?dchild=1&gclid=CjwKCAjw9MuCBhBUEiwAbDZ-7v7vTIGD1_8KD8mu2iZ1ZY_5WEIH8sLADHhR4XAYAtEOFi5jmpxebhoCMLoQAvD_BwE&hvadid=241611724019&hvdev=c&hvlocphy=9024547&hvnetw=g&hvqmt=b&hvrnd=1273259616204475265&hvtargid=kwd-211611378265&hydacr=15553_10342152&keywords=emotional+agility+by+susan+david&qid=1616094659&sr=8-2)

14:11:44 - Edwina L:  
Our L&D provides a program

14:11:45 - Pamela O'Reilly:  
Just doesn't happen.

14:11:58 - Kari Annen:  
Nothing happening here

14:12:38 - Lori Thomas:  
I'm curious, what the 'program' entails @Edwina? Is it a course, a webinar, a lunch and learn?

14:14:01 - Edwina L:  
@Lori, it's a formal emotional intelligence half day course that is provided to our professional employees, managers and supervisors.

14:14:36 - Lori Thomas:  
That is awesome @Edwina! So great to see this being incorporated into your organization!



14:15:34 - Fields, Amy:

<https://businesschemistry.deloitte.com>

14:19:12 - Lori Thomas:

That is a technique that we just haven't been programmed to address. @Jen, you are so right, showing the cost of not doing these things really makes a difference!

14:24:43 - Lori Thomas:

Not everything is 'high priority' and yet in business we treat it that way.

14:25:26 - Edwina L:

We always say no one is going to die if they don't get their question answered right now. (We are not surgeons)

14:25:31 - Pamela O'Reilly:

Yes! I have a client who expects my staff to reply to emails within the hour, and whenever that doesn't happen, he calls or chats me.

14:25:46 - Kelsey Lang:

I had a coworker at my last job that was constantly bombarded with emails whenever she took vacation. It negates the purpose of PTO/vacation time and devalues it.

14:26:24 - Marisa Jacobs:

We struggle with that here in HR as well with our managers - the expectation is to answer managers right away as they are the ones in our retail locations making the stores run! And so HR is expected to respond within an hour to them at least...

14:26:54 - Lori Thomas:

Taking PTO time in our country is actually stressful because we know we are going to have to play catch up when we get back.

14:26:57 - Kelsey Lang:

Edwina I would tell my team all the time "we're not saving lives"

14:27:08 - Marisa Jacobs:

Lori - EXACTLY! Just talked about that today

14:28:01 - Pamela O'Reilly:

My husband works for Capital One, and they talk about bringing your whole, authentic self to work. I love that idea.

14:28:05 - Edwina L:

@Lori It is stressful and we are way behind in the amount of PTO we provide vs other countries.

14:28:52 - Kelsey Lang:

That's awesome Pam! I love hearing positive things like that from big/well-known companies



14:29:07 - Lori Thomas:

@Edwina, yes, we have a long way to go as a nation in that aspect.

14:31:47 - Lori Thomas:

The narrative that wellness is not another thing we are adding on to the business, but that it is part of the business overall is so important.

14:32:36 - Nereida Yanez:

@Lori agreed! It needs to be seen as going hand in hand

14:34:53 - Lori Thomas:

Here is a blog WELCOA wrote about 'striking while the iron is hot' while leaders are recognizing wellbeing as a higher priority right now:

<https://www.welcoa.org/blog/strike-while-the-iron-is-hot/>

14:36:43 - Lori Thomas:

Yes! Now is the time to figure out how to make it sustainable

14:37:20 - cbeaman:

@Lori - Thank you for the link. I will look forward to reading it.

14:39:22 - Lori Thomas:

Don't forget that as WELCOA Members you have access to our 7 Benchmarks and Well Workplace Process to help as well.

<https://www.welcoa.org/resources/7-benchmarks/>

<https://www.welcoa.org/wp/wp-content/uploads/2018/08/WELCOA-Benchmark-Logic-Model.pdf>

<https://www.welcoa.org/wp/wp-content/uploads/2018/07/WELCOA-Well-Workplace-Process.pdf>

14:48:16 - Fields, Amy:

<https://www2.deloitte.com/us/en/pages/about-deloitte/articles/diversity-equity-inclusion-transparency-report.html>

14:48:29 - Lori Thomas:

Thanks, Amy! You were quicker than me!

14:48:35 - Kelsey Lang:

I have to hop off for another meeting but thank you so much for your insight, Jen! Hope you all have a great rest of the week :)

14:50:28 - Pamela O'Reilly:

@Kari that sounds awful. I can totally tell that it's stressing you out.

14:50:29 - Lori Thomas:

Oh @Kari, I feel you right now!! I have been there so many times.

14:50:41 - Lori Thomas:

We are here for you and will help in any way we are able. <3



14:51:19 - Lori Thomas:  
Eat that elephant one bite at a time!

14:51:44 - Lori Thomas:  
Yes! Survey results that will show that 'the way we have always done it' is the wrong way!

14:52:39 - Pamela O'Reilly:  
I need to run off to another meeting--Jen, thank you so much. Your story gives me hope. :) Have a great rest of the week chatters!

14:53:19 - Lori Thomas:  
Please share your feedback with us about today's session by completing this survey:  
<https://www.surveymonkey.com/r/20210318-fc-fisher>

14:59:40 - Kari Annen:  
Thank You Jenn!

14:59:44 - Marisa Jacobs:  
Thank you!